ImageNow Proposal:
University of Missouri System Addedum
Revised on January 8, 2004
University of Missouri System  
Attn: Peggy Quisenberry  
Commodity Specialist  
UM Procurement Services  
1105 Carrie Francke Drive  
Columbia, MO 65211

RE: Document Imaging and Workflow System for University of Missouri System

January 8, 2004

Dear University of Missouri Decision Makers,

Perceptive Vision, Inc. is pleased to offer discounted scanner pricing to the University of Missouri System. PVI will honor the following scanner and accessory pricing.

<table>
<thead>
<tr>
<th>Scanner &amp; Accessories</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fujitsu fi-4220c</td>
<td>$1,297</td>
</tr>
<tr>
<td>S/W VRS 3.05 for Pro Scanners</td>
<td>$535</td>
</tr>
<tr>
<td>Fujitsu fi-4530c</td>
<td>$2,590</td>
</tr>
<tr>
<td>ScanAid Consumable Kit</td>
<td>$250</td>
</tr>
<tr>
<td>Scanner Imprinter Option</td>
<td>$699</td>
</tr>
<tr>
<td>Canon DR3060</td>
<td>$2,772</td>
</tr>
<tr>
<td>Exchange Roller Kit 1000K</td>
<td>$75</td>
</tr>
<tr>
<td>Endorser ED500</td>
<td>$720</td>
</tr>
<tr>
<td>Hard Carrying Case</td>
<td>$499</td>
</tr>
<tr>
<td>Soft Carrying Case</td>
<td>$79</td>
</tr>
</tbody>
</table>

The Canon has released the DR- 6080 to replace the DR- 5020 and the DR- 9080c to replace the DR- 5080c. Pricing for these new models has been provided below.
Perceptive Vision, Inc.  
7734 Hedge Lane Terrace  
Shawnee, KS 66227

Prices are subject to change.

Thank you for your business, we appreciate your support. We look forward to continuing our relationship with you and other members of the University community.

If you have questions, need more information, please contact me, your primary contact person at 1.800.941-7460 x3116 or Amanda.Burgess@imagenow.com.

Cordially,

Amanda Burgess

Amanda Burgess  
Higher Education Account Executive
From: amanda.burgess@imagenow.com  
Sent: Monday, December 22, 2003 2:23 PM  
To: Quisenberry, Peggy A.  
Subject: ImageNow Addendum for Scanners, Brooktrout Board and Services

Peggy,

Attached is the addendum per our conversation this afternoon. In addition, I have also included pricing information on the Brooktrout Boards and estimated service fees for installing and configuring the ImageNow server.

If you have any questions at all, please let me know. I will be available both Monday and Tuesday.

Thanks,

Amanda

12/22/2003
ImageNow Proposal:
University of Missouri System Addedum
December 19, 2003
University of Missouri System
Attn: Peggy Quisenberry
Commodity Specialist
UM Procurement Services
1105 Carrie Francke Drive
Columbia, MO 65211

RE: Document Imaging and Workflow System for University of Missouri System

Dear University of Missouri Decision Makers,

Perceptive Vision, Inc. is pleased to offer discounted scanner pricing to the University of Missouri System. PVI will honor the following scanner prices.

- Fujitsu fi-4220c $1,297
- Fujitsu fi-4530c $2,590
- Canon DR3060 $2,772

The Canon has released the DR-6080 to replace the DR-5020 and the DR-9080c to replace the DR-5080c. Pricing for these new models has been provided below.

- DR-6080 $4,645
- DR-9080c $6,135

Prices are subject to change.

Thank you for your business, we appreciate your support. We look forward to continuing our relationship with you and other members of the University community.

If you have questions, need more information, please contact me, your primary contact person at 1.800.941-7460 x3116 or Amanda.Burgess@imagenow.com.

Cordially,

Amanda Burgess

Amanda Burgess
Higher Education Account Executive

December 19, 2003
**Date:** December 19, 2003  
**Quote Prepared By:** Amanda Burgess (amanda.burgess@imagnow.com; 1-800-941-7460 3116)  
**Title:** Estimated Service Costs for Installing and Configuring Server Software  
**Contract/Bid Ref:**  
**Delivery Terms:** 30 Days ARO  
**Payment Terms:** Net 30 upon receipt of invoice. Amount due will be invoiced upon delivery.  
**Comments:** Please fax purchase order and quotation to 913-422-3820.  

### Sold To:  
University of Missouri System  
Attn: Linsey Williams  
IT Systems Support  
615 Locust Street  
Columbia, MO 65211  

### Deliver To:  
University of Missouri System  
Attn: Linsey Williams  
IT Systems Support  
615 Locust Street  
Columbia, MO 65211  

<table>
<thead>
<tr>
<th>Item</th>
<th>Qty</th>
<th>Product / Description</th>
<th>Unit Price</th>
<th>Extended Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3</td>
<td>Administrator Implementation Services for all ImageNow Server Components.</td>
<td>$1,200</td>
<td>$3,600</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>Estimated travel and per diem expenses (estimated at $200 per day). Actual amount billed as incurred.</td>
<td>As incurred</td>
<td>As incurred</td>
</tr>
</tbody>
</table>

**Subtotal**  
$2,400  

**Taxes**  
$0  

**Total To Pay**  
$2,400
Implementation Service Deliverables

<table>
<thead>
<tr>
<th>Task</th>
<th>Implement University of Missouri Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Review application objectives, scope, requirements, acceptance criteria, implementation schedule.</td>
</tr>
<tr>
<td>1</td>
<td>Install, configure, and test server and client software; PVI will install at least one client station and train Missouri staff to install other client stations.</td>
</tr>
<tr>
<td>2</td>
<td>Install and configure WebNow.</td>
</tr>
<tr>
<td>3</td>
<td>Install and configure the Oracle database.</td>
</tr>
</tbody>
</table>

Additional Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Description of Service</th>
<th>Cost/Hr</th>
<th>Expenses</th>
<th>Fixed Bid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consulting, Programming, Training, Other</td>
<td>Any services provided outside the scope of the proposed implementation is available on a hourly/daily or fixed bid basis.</td>
<td>$150/hr or $1,200/day (on site)</td>
<td>$200/day</td>
<td></td>
</tr>
</tbody>
</table>

Customer Signature: [Signature]  
Date: [Date]

PVI Signature: [Signature]  
Date: [Date]
THIS AGREEMENT, made and entered into this _____ day of November, 2003, by and between Perceptive Vision, Inc., a corporation organized and existing under the laws of the State of Missouri, licensed to do business in the State of Missouri, hereinafter called "Contractor", and THE CURATORS OF THE UNIVERSITY OF MISSOURI, a public corporation of the State of Missouri, hereinafter called "University".

WITNESSETH: That for and in consideration of the acceptance of Contractor's bid and the award of this Contract to Contractor by University, and in further consideration of the agreements and undertakings of the parties hereinafter set forth, it is agreed by and between the parties hereto, as follows:

1. Contractor shall furnish and deliver the Document Imaging and Workflow System Software as described in the specifications entitled "REQUEST FOR BID FOR FURNISHING AND DELIVERY BY PURCHASE OF DOCUMENT IMAGING AND WORKFLOW SYSTEM SOFTWARE TO THE UNIVERSITY OF MISSOURI FOR THE CURATORS OF THE UNIVERSITY OF MISSOURI" RFP #Q031403, dated February 12, 2003, prepared by the UM Business Services, University of Missouri System, Columbia, Missouri, and are on file in the Office of the Director, MU Procurement/Materials Management, said specifications being hereby made a part of this Contract as fully as if attached hereto, or set forth herein, said items to be furnished in strict accordance with the Contract Documents.

2. Contractor shall fully complete the furnishing and delivery of Document Imaging and Workflow System Software as set forth in detailed specifications.

3. The University shall pay to the contractor prices as set forth in Contractor's email dated November 3, 2003, said payment to be made at the time and in the manner provided in the specifications forming a part of this Contract.

The Contract Documents shall consist of the following parts:

a. This Instrument;
b. Email from Amanda Burgess dated November 3, 2003 addressed to Peggy Quisenberry;
c. Amendment to University of Missouri Software Maintenance and Support Agreement as attachment to November 3, 2003 email referenced in item b.;
d. Amendment to University of Missouri Software License Agreement as attachment to November 3, 2003 email reference in item b.;
e. License Agreement dated October 27, 2003;
f. Software Support and maintenance agreement dated October 27, 2003;
g. Email clarification response from Amanda Burgess dated April 3, 2003 to Peggy Quisenberry;
h. Clarification letter from Peggy Quisenberry to Amanda Burgess dated March 31, 2003;
i. Specifications referred to in the paragraph numbered I above, together with Addenda No. 1, dated February 19, 2003 and Addenda No. 2, date February 24, 2003;
j. University's Request for Proposal dated February 12, 2003;
k. Contractor's Bid dated March 14, 2003, addressed to The Curators of the University of Missouri System, Columbia, Missouri;
l. Notice of Award;
m. University of Missouri Purchase Order;

This Instrument, together with the documents hereinabove mentioned, form the Contract, and they are as fully a part of this Contract as if attached hereto or herein repeated. In the event that any provision of any of the component parts of this Contract conflicts with any provision of any other component parts, the provision in the component part first enumerated herein shall govern, except as otherwise specifically stated.

6. No member or officer of the Board of Curators of the University of Missouri incurs or assumes any individual or personal liability by the execution of this Contract or by reason of the default of University in the performance of any of the terms hereof. All such liability of members or officers of the Board of Curators of the University of Missouri as such is hereby released as a condition of and consideration for the execution of this Contract.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed in triplicate, on the day and year first above written.

Perceptive Vision, Inc.

[Signature]

Contractor

THE CURATORS OF THE UNIVERSITY OF MISSOURI

[Signature]

William L. Harris
Chief Procurement Officer
UM Procurement Services

APPROVED AS TO LEGAL FORM
Quisenberry, Peggy A.

From: amanda.burgess@imagenow.com
Sent: Monday, November 03, 2003 1:12 PM
To: Quisenberry, Peggy A.

Peggy,

As a revision to the site license offer below, PVI has included the following statement......

If the University of Missouri is unwilling or unable to make the scheduled yearly payment, PVI will credit the University on all ImageNow/WebNow software and convert the site license to the equivalent license amount. For example, if the University of Missouri is unable or unwilling to move forward with the second payment due in July 2004, PVI will convert the University site license to 106 concurrent licenses of ImageNow/WebNow or $122,500 of software.

If you need anything else, please let me know.

Thanks,

Amanda

--- Forwarded by Amanda Burgess/PVI on 11/03/2003 12:48 PM ---

Peggy,

Attached are the amendments to the legal changes requested by the University. We have amended the contract according to all changes requested by the University, including both the Software License Agreement (paragraph 9 has been deleted in reference to litigation costs/attorney fees) and the Software Support & Maintenance Agreement (paragraph 7b indemnification provision has been changed to Missouri Law and paragraph 9c has been modified to permit the University to claim its tax exempt status).

It is my understanding that the University can live with the Kansas governing law based on your original e-mail. Please let me know if you have any questions regarding the changes in these amendments.

In regards to pricing, PVI will extend the site license buy-in program is for the University of Missouri System is for unlimited use of the ImageNow software for all departments (with the exception of the University medical facilities) on the Columbia, Kansas City, Rolla and St. Louis campuses. The ImageNow site license assumes all users

11/4/2003
within the University of Missouri System (with exceptions mentioned above) will have access to the ImageNow client software and WebNow and the Content Manager. This will give the University unlimited access to the software on the initial payment. As proposed in the RFP response this offer includes equal payments of $165,000 over a 3 payment cycle, however if the University wishes to break these payments into four we will allow the University to make 4 equal payments of $122,500 per the schedule below. This includes full use of ImageNow, WebNow and the ImageNow Content Manager (estimated at a value of $20,000) included in the cost of the site license. All other components will be individual purchases including CaptureNow, FaxNow, Message Agent, iScript and any other third party or OEM product. Please see our price schedule for more information.

<table>
<thead>
<tr>
<th>Payment</th>
<th>Site License Amount</th>
<th>Annual Support &amp; Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Payment</td>
<td>$122,500</td>
<td>$22,050</td>
</tr>
<tr>
<td>Payment July 2004</td>
<td>$122,500</td>
<td>$44,100</td>
</tr>
<tr>
<td>Payment July 2005</td>
<td>$122,500</td>
<td>$66,150</td>
</tr>
<tr>
<td>Payment July 2006</td>
<td>$122,500</td>
<td>$88,200</td>
</tr>
<tr>
<td>Total</td>
<td>$490,000</td>
<td></td>
</tr>
</tbody>
</table>

Thank you and please let me know if you have any questions.

Amanda

"Quisenberry, Peggy A.
<quisenberryp@umsystem.edu>

09/11/2003 09:29 AM

Amanda:

We need to move forward on this project as quickly as possible. There is a meeting of parties interested in implementing your software Tuesday next week. Where are you with your company and our alternate pricing proposal? Where are we on getting the legal changes done? We need some response right away so we can least give them an up-to-date progress report? If we need to escalate this, let me know who the right person to contact is. Please advise at your earliest convenience.

Thanks.

Peggy Quisenberry, Commodity Specialist
UM Procurement Services
1105 Carrie Francke Drive
Columbia, MO 65211
573-882-9215
Fax: 573-882-5417

11/4/2003
AMENDMENT TO
UNIVERSITY OF MISSOURI
SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT

THIS AMENDMENT ("Amendment") is made to be effective the 1st day of May, 2003, by and between Perceptive Vision, Inc., a Missouri corporation ("PVI"), and the University of Missouri ("Customer").

WHEREAS, PVI and Customer are parties to a Software Maintenance and Support Agreement dated April 2, 2003 (the "SMSA Agreement"), pursuant to which PVI has agreed to provide certain maintenance and support services for PVI's ImageNow software licensed by PVI to Customer as set forth in the SMSA Agreement; and

WHEREAS, PVI and Customer desire to amend the SMSA Agreement as provided in this Amendment.

NOW, THEREFORE, in consideration of the premises and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, PVI and Customer hereby amend the SMSA Agreement as follows:

1. Indemnification. Section 7(b) of the SMSA Agreement is amended by inserting at the beginning thereof: "To the extent permitted by Missouri law and without waiving sovereign immunity, ".

2. Taxes. Section 9(c) of the SMSA Agreement is amended by adding the following to the end thereof: ": provided, however, that Customer represents and warrants, and PVI acknowledges, that Customer is exempt from payment of Missouri sales and use taxes, and PVI, in reliance upon such representation and warranty, will not invoice Customer for such taxes."

3. No Further Amendments. Except as amended or otherwise provided above, the remaining terms of the SMSA Agreement shall remain unmodified and in full force and effect, and no further amendment, alteration or modification of the SMSA Agreement shall be valid unless made in writing and executed by or on behalf of the parties hereto.

IN WITNESS WHEREOF, the PVI and Customer have entered into this Amendment as of the date and year first above written.

PERCEPTIVE VISION, INC.,
a Missouri corporation

By: 

Name: 

Title: 

UNIVERSITY OF MISSOURI

By: William L. Harris
Name: Chief Procurement Officer
Title: UM Procurement Services

APPROVED AS TO LEGAL FORM

1459566.v1
AMENDMENT TO
UNIVERSITY OF MISSOURI
SOFTWARE LICENSE AGREEMENT

THIS AMENDMENT ("Amendment") is made to be effective the ______ day of __________, 2003, by and between Perceptive Vision, Inc., a Missouri corporation ("Licensor"), and the University of Missouri ("Licensee").

WHEREAS, Licensor and Licensee are parties to a Software License Agreement, pursuant to which Licensor granted Licensee a non-exclusive license to use Licensor's software upon the terms and conditions as set forth in the License Agreement which accompanies the software and is accepted by Licensee as provided therein (the "License Agreement"); and

WHEREAS, Licensor and Licensee desire to amend the License Agreement as provided in this Amendment.

NOW, THEREFORE, in consideration of the premises and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Licensor and Licensee hereby amend the License Agreement as follows:

1. Cost of Litigation. The License Agreement is amended by deleting Section 9 thereof in its entirety.

2. No Further Amendments. Except as amended or otherwise provided above, the remaining terms of the License Agreement shall remain unmodified and in full force and effect, and no further amendment, alteration or modification of the License Agreement shall be valid unless made in writing and executed by or on behalf of the parties hereto.

IN WITNESS WHEREOF, the Licensor and Licensee have entered into this Amendment as of the date and year first above written.

PERCEPTIVE VISION, INC.,
a Missouri corporation

By: ____________________________
Name: __________________________
Title: __________________________

UNIVERSITY OF MISSOURI

By: ____________________________
Name: William L. Harris
Title: Chief Procurement Officer
UM Procurement Services

APPROVED AS TO LEGAL FORM
License Agreement

From Perceptive Vision, Inc.

Perceptive Vision, Inc. provides document imaging, management, and workflow solutions for corporate, healthcare, higher education and governmental institutions worldwide. Used by more than 18,000 people in more than 500 companies, PVI's products extend your existing software environment to provide secure, digital images of paper and other electronic documents supporting your staff's activities and business processes.

PVI has a long history of excellent customer support, thanks to our dedicated staff, quality services, and extensive communication strategies. Our support and maintenance policies and procedures place your organization in good hands and ensure your complete satisfaction.

The following is the license agreement contained inside the ImageNow CD jacket. It does not require signature. Users acknowledge their agreement when they load and use the software.

PVI Solutions make you more efficient, more responsive and more competitive.
PERCEPTIVE VISION, INC. SOFTWARE LICENSE AGREEMENT

IMAGEN PRODUCT SUITE


1. License Grant. Licensee hereby grants to you, and you accept, a nonexclusive, nontransferable, irrrevocable license to use the CD and the computer programs contained therein in machine-readable object code form only, including but not limited to any data structures created by such programs, (collectively referred to as the "Software"). The accompanying User Documentation, only as authorized in this License Agreement. The client component of the Software may be used only on the number of computer's owned, leased, or otherwise controlled by you (or in the event of the inoperability of a computer, on a backup computer selected by you) equal in number to the number of disk seat licenses which you have licensed and may be used only with the server component of the Software licensed, together with such disk licenses, by this agreement. The use of the server component of the Software, including all data structures, data elements, and other data types, is restricted to a single computer licensed, leased, or otherwise controlled by you (or in the event of the inoperability of a computer, on a backup computer selected by you), unless additional server licenses are explicitly licensed, and such server components of the Software may be used only with the client components of the Software licensed, together with such server licenses, by this agreement. Use of the Software on any additional computers, whether concurrent use on two or more computers or use in a local area network or other network either in a multi-platform or remote sharing environment, is permitted without separate authorization and the payment of additional license fees. You agree that you will not assign, sublicense, transfer, pledge, lease, rent, or share your rights under this License Agreement. You agrees that you may not reverse assemble, reverse compile, or otherwise translate the Software.

2. Upon loading the Software into your computer, you may retain the Program (CD) for backup purposes. In addition, you may make one copy of the Software on a second CD (or on a second tape, or on a network file server) for the purpose of backup in the event the Program CD is damaged or destroyed. You may make one copy of the User's Manual for backup purposes. Any such copies of the Software or the User's Manual shall include Licensee's copyright and other proprietary notices. Except as authorized under this paragraph, no copies of the Program or any portions thereof may be made by you or any person under your authority or control.

3. Licensee's Rights. Licensee hereby grants and agrees that the Software and the User's Manual are proprietary products of Licensee protected under law. You further acknowledge and agree that all right, title, and interest in and to the Program, including associated intellectual property rights, are and shall remain with Licensee. This License Agreement does not convey to you an interest in or to the Program, but only a limited right of use, in accordance with this license agreement, revocable in accordance with the terms of this License Agreement.

4. License Fees. The license fees paid by you are paid in consideration of the licenses granted under this License Agreement.

5. Term. This License Agreement is effective upon your installation of the Software and shall continue until terminated. You may terminate this License Agreement at any time by returning the Program and all copies thereof to Licensee and removing the Software and the User Documentation from your system. Licensee may terminate this License Agreement upon the breach by you of any term hereof. Upon such termination by Licensee, you agree to return to Licensee the Program and all copies and portions thereof and to remove the Software and the User Documentation from your system.

6. Limited Warranty. Licensee warrants, for your benefit alone, for a period of 30 days from the date of commencement of sale (License Agreement) to the Warranty Period. During the Warranty Period, the Program shall operate substantially in accordance with the functional specifications described in the User's Manual. If during the Warranty Period, a defect in the Program appears, you may return the Program to Licensee for replacement or, if so elected by Licensee, refund of amounts paid by you under this License Agreement, in which event you will remove the Software and the User Documentation from your system. You agree that the foregoing constitutes your sole and exclusive remedy for breach by Licensee of any warranties made under this Agreement. EXCEPT FOR THE WARRANTIES SET FORTH ABOVE, THE PROGRAM AND THE SOFTWARE CONTAINED THEREIN, ARE LICENSED "AS IS" AND LICENSEE DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

7. Limitation of Liability. Licensee's cumulative liability to you or any other party for any loss or damages resulting from any claims, demands, or actions arising out of or relating to the Software or the User Documentation shall not exceed the license fees paid to Licensee for the use of the Program. In no event shall Licensee be liable for any indirect, incidental, consequential, special or exemplary damages or lost profits, even if Licensee has been advised of the possibility of such damages. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

8. Trademark, ImageNow, FaxNow, NovaGM, WestNow and Perceptive Vision are registered trademarks of Licensee. No right, license or interest to such trademark is granted heretofore, and you agree that no such rights, license or interest shall be asserted by you with respect to such trademark.

9. Governing Law. This License Agreement shall be construed and governed in accordance with the laws of the State of Kansas.

10. Costs of Litigation. If any action is brought by either party to this License Agreement against the other party regarding the subject matter hereof, the prevailing party shall be entitled to recover, in addition to any other relief granted, reasonable attorney fees and expenses of litigation.

11. Severability. Should any terms of this License Agreement be declared invalid or unenforceable by any court of competent jurisdiction, such declaration shall have no effect on the remaining terms hereof.

12. No Waiver. The failure of either party to enforce any rights granted hereunder or to take action against the other party in the event of any breach hereunder shall not be deemed a waiver by either party as to subsequent enforcement of rights or subsequent actions in the event of future breaches.

Perceptive Vision, Inc. Toll Free: 800-941-7463
7734 High Lane Kansas City, MO 64122-7255
Web Site: www.imaginow.com Email: sales@imaginow.com

Shawnee, KS 66227 USA Facsimile: 913-422-3820
Web Site: www.imaginow.com Email: sales@imaginow.com
Perceptive Vision Contact Information

www.imagenow.com  info@ imagenow.com

Headquarters Information
Perceptive Vision, Inc
7734 Hedge Lane Terrace
Shawnee, KS 66227
United States of America
tel  +1 800 941 7460
fax +1 913 422 3820

customer Support Information
http://support.imagenow.com
support@imagenow.com
1-800-941-7460 ext. 2

We welcome you to contact your regional PVI office or distributor:

Perceptive Vision UK Limited  Perceptive Vision MEA Limited
77 Oxford Street  P.O. Box 94557
London W1D 2ES  Riyadh 11614
UK  tel +44 (0) 20 7659 2045  Kingdom of Saudi Arabia
tel +44 (0) 20 7659 2100  tel +966 1 293 3971
fax euroinfo@imagenow.com  fax +966 1 293 3970

Perceptive Vision MEA Limited
Mailing Systems Australia
P.O. Box 94557
Level 3
Riyadh 11614
163 Clarence Street
Sydney, NSW 2000
Australia
tel +61 (02) 9299 5966
tel +61 (02) 9299 5722
fax +61 (02) 9299 5722

© Perceptive Vision, Inc. September 24, 2003. All other product and company names may be trademarks of their respective owners. All information in this document is subject to change without notice.
THIS AGREEMENT is made this day of November, 2002, by and between Perceptive Vision, Inc., a Missouri corporation, located at 7734 Hedge Lane Terrace, Shawnee, Kansas 66227 ("PVI") and Customer.

WHEREAS, Customer has acquired a non-exclusive and non-transferable license for the use of PVI's ImageNow software on certain terms and conditions as set forth in a license agreement provided by PVI with the Software or a separately signed by PVI and Customer.

WHEREAS, Customer desires to acquire from PVI certain support services with respect to the Software, and PVI desires to provide such services on the terms and conditions set forth in this Agreement and ImageNow.

NOW, THEREFORE, in consideration of the mutual covenants exchanged herein and for other valuable consideration, the adequacy and receipt of which are hereby acknowledged, the parties hereto agree as follows:

Maintenance Services and Support

(a) Maintenance Services. During the term of this Agreement, PVI shall provide Customer with periodic upgrades, enhancements, updates and standard version releases of the Software that may incorporate (i) corrections of any substantial defects, (ii) fixes of any minor bugs, and (iii) at the sole discretion of PVI, enhancements to the Software (collectively, "Standard Maintenance Services"). PVI shall promptly notify Customer upon the release of any and all upgrades, enhancements, updates and version releases. Except as otherwise set forth in this Agreement or provided by a separate written agreement between PVI and Customer, PVI shall have no obligation to provide any other maintenance or support services to Customer, including, without limitation, any services related to installation of upgrades, enhancements and new releases.

(b) Support. During the term of this Agreement, PVI shall provide telephone support between the hours of 8:00 a.m. and 5:00 p.m., Central Time, Monday through Friday, excluding federal holidays, to assist Customer in using the Software and resolve any errors, defects or nonconformity. Within five (5) hours of notification by Customer of the need for Standard Support Services, PVI shall initiate support to resolve the problem, except that a need for Support Services after 5:00 p.m., Central Time, shall be initiated by 10:00 a.m., Central Time, the following business day. Support Services shall be provided by a separate written agreement between PVI and Customer, and shall be provided by PVI in its sole discretion, and any expenses incurred by PVI in rendering such services shall be charged to Customer.

EXHIBIT F
Additional Services. In addition to the support and maintenance services described in Sections 1(a) and 1(b) above, PVI shall provide Customer the following: (i) access to PVI's technical support database published via the Internet at http://support.imagenow.com, (ii) quarterly reports outlining Customer's calls to PVI requesting support under this Agreement, and (iii) upon the execution of an addendum to this Agreement by PVI and Customer, and Customer's payment of a supplemental fee to PVI as provided for in such addendum, twenty-four (24) hour support services upon such terms as provided for in such addendum.

Exclusions. If any error, defect or nonconformity are caused by (i) malfunction of Customer's equipment, (ii) as a result of or in connection with any attempt to make an alteration or addition to the Software or the performance of maintenance services on or with respect to the Software by Customer or a third party (and not authorized by PVI), or (iii) Customer's combining or merging the Software with any hardware or software not identified as compatible by PVI in writing to customer prior to installation, then PVI shall not be responsible for correcting any such error, defect or nonconformity; provided, however, that upon Customer's request, PVI, within its sole discretion, may provide support services to correct any such error, defect or nonconformity and Customer shall pay an additional fee to PVI for such services determined with reference to PVI's then customary hourly rate for support services, together with any expenses incurred by PVI in rendering such services.

Out-of-Scope Services. PVI may provide such services not set forth above upon the terms and conditions as may be agreed to between the parties from time to time.

2. Term

This Agreement will be effective for a period of one (1) year commencing on the date of installation of Software, unless earlier terminated pursuant to Section 8 below. Customer shall have the option, exercisable by written notice to PVI not later than sixty (60) days prior to the expiration of the then current term of this Agreement (a "Notice of Intent"), to renew this Agreement for additional one (1) year periods on the same terms and conditions of such then current term; provided, that PVI shall have thirty (30) days from the date of its receipt of the Notice of Intent to provide Customer with a revised Schedule A to this Agreement setting forth the annual fee for the renewal term. Absent PVI's timely provision to Customer of a revised Schedule A as provided above, the annual fee for the renewal term shall be equal to such fee for the then current term. If Customer desires to renew the Agreement, Customer shall sign the revised Schedule A provided to Customer by PVI and return it to PVI with the appropriate fee prior to the expiration of the then current term of the Agreement.

3. Fees.

(a) Fees. In consideration for PVI's services under this Agreement, Customer shall pay to PVI an annual fee as provided in Schedule A attached to and incorporated into this Agreement, as the same may be amended from time to time as set forth in Section 2 above. Customer's failure to pay any annual fees prior to the commencement date of any renewal term shall render ineffective Customer's Notice of Intent.

(b) Payment of Fees. All annual fees under this Agreement, whether for the initial term or any renewal term, shall be paid by Customer to PVI on or before the commencement date of such term.

(c) Out-of-Scope Services Fees. If PVI provides any out-of-scope services as may be agreed to between the parties, PVI shall invoice Customer for all fees accrued and all reimbursable expenses incurred by PVI in providing such out-of-scope services, and Customer shall pay the invoiced amount within thirty (30) days of such invoice. Any such amount not paid within thirty (30) days of its due date shall bear interest at one and one-half percent (1 1/2%) per month until paid.
4. **Responsibilities of Customer.**

**Customer Responsibilities.** Customer shall use commercially reasonable efforts to notify PVI promptly following Customer’s discovery of any error, defect or nonconformity in the Software. Customer shall be responsible for procuring, installing and maintaining all equipment, telephone lines, communications, interfaces and other hardware necessary for the Software, and to obtain the support services from PVI to be provided under this Agreement and for providing PVI prompt written notice of any changes made by Customer to the Software environment which may affect the performance of the Software, including, without limitation, changes to the server or other hardware or changes in network parameters. Customer further shall assign and designate to PVI a key employee to be responsible for the internal support of the Software and to be the point of contact between Customer and PVI for performance of their respective obligations under this Agreement.

**Prohibited Actions.** Customer shall not make or attempt to make any alterations to the Software’s source code, perform maintenance or support services on the Software or have maintenance or support services performed on the Software by third parties (not authorized by PVI) during the term of this Agreement, any such actions which shall immediately terminate any future maintenance or support services required by PVI under this Agreement.

5. **Proprietary Information.**

PVI and Customer each acknowledge that all information concerning the other is “Confidential and Proprietary Information,” and agrees that it will not permit the duplication, use or disclosure of any such Confidential and Proprietary Information to any person (other than its own employees who must have such information for the performance such parties’ obligations under this Agreement), unless authorized in writing by the other party; provided, however, that Confidential Information shall not include: (i) information that is available to the public or becomes public information other than by disclosure by a party hereto in violation of this Agreement; (ii) information that is known by a party hereto prior to disclosure of such information to such party by the other party; (iii) information disclosed to a party hereto by a third party not under an obligation of confidentiality; and (iv) information that a party hereto is required to disclose by law or by order of a court of competent jurisdiction, provided that such party provides the other party hereto prompt notice of such law or order and prior to such disclosure permits such other party a reasonable opportunity to seek an appropriate protective order concerning such information.

Customer further acknowledges that PVI is the sole and exclusive owner of the Software and all upgrades, enhancements and new releases of the Software which may be provided from time to time under this Agreement, subject only to the rights granted to Customer under the license agreement concerning the Software, which Customer agrees shall govern each such upgrade, enhancement and new release provided to Customer by PVI.

6. **Representations, Warranties and Limitation of Liability.**

**Warranty.** PVI represents and warrants that (i) each upgrade, enhancement and new release for the Software provided by PVI to Customer under this Agreement will be free from significant programming errors and shall conform to the specifications for such Software as set forth in or referenced in the license agreement applicable to the Software; provided, however, that these warranties will not apply if the Software has been misused or damaged in any respect, (ii) no portion of the Software (including any upgrades) shall knowingly contain at the time of delivery any “time bomb,” “Trojan horse,” “worm,” “drop dead device,” “virus” or other routine, device or undisclosed feature designed to disable, damage, or erase the Software or data, or perform any other similar actions that would preclude usage of the Software licensed by Customer, (iii) PVI is the owner of the Software and all upgrades, enhancements and new releases or otherwise has the right to grant a license in the foregoing to Customer without violating any rights of any third party, and there is currently no actual or threatened suit by any such third party based on an alleged
violation of such right by Customer, and (v) all services provided by PVI will be rendered using sound, professional practices and in a competent and professional manner by knowledgeable, trained and qualified personnel. EXCEPT AS SET FORTH HEREIN, PVI MAKES NO OTHER PROMISES, REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE SOFTWARE OR THE UPGRADES, ENHANCEMENTS OR NEW RELEASES FOR THE SOFTWARE TO BE PROVIDED UNDER THIS AGREEMENT. AND PVI DISCLAIMS ANY SUCH OTHER PROMISES, REPRESENTATIONS AND WARRANTIES WITH RESPECT TO THE SOFTWARE AND SUCH UPGRADES, ENHANCEMENTS OR NEW RELEASES FOR THE SOFTWARE, INCLUDING, BUT NOT LIMITED TO, THE ABSENCE OF ANY LATENT OR PATENT DEFECTS AND THE WARRANTY OF FITNESS FOR A PARTICULAR USE.

(b) **Limitation of Liability.** Under no circumstances shall PVI be liable to Customer or any person claiming through Customer for any loss of profits or any indirect, incidental, special, exemplary or consequential damages, or for any payment related to or as a result of such lost profits or damages arising out of or otherwise related to this Agreement, the Software or the performance of any services, products, upgrades, enhancements or processes provided pursuant to this Agreement.

**Indemnification.**

(a) **Indemnification by PVI.** Except as limited in Section 6(b) above, PVI agrees to hold harmless, indemnify and, at Customer's request, defend Customer, its affiliates and their respective officers, directors, agents and employees from and against any and all liabilities, claims, damages, losses, costs and expenses (including reasonable attorney's fees) to the extent arising out of performance by PVI of this Agreement or to the extent connected with the Software or any services provided hereunder, including, without limitation, (i) any claim based on the death or bodily injury to any person, destruction or damage to property, or contamination of the environment and any associated clean up costs, (ii) any claims based on the negligence, omission, or willful misconduct of PVI or any of PVI's employees, agents or representatives, and (iii) any claim by a third party against PVI alleging that the Software, any services, or any products, upgrades, enhancements or processes provided under this Agreement, infringe a patent, copyright, trademark, trade secret, or other proprietary right of a third party, whether such are provided alone or in combination with other products, upgrades, enhancements, software, or processes.

(b) **Indemnification by Customer.** Customer agrees to hold harmless, indemnify and, at PVI's request, defend PVI, its affiliates and their respective officers, directors, agents and employees from and against any and all liabilities, claims, damages, losses, costs and expenses (including reasonable attorney's fees) to the extent arising out of performance by Customer of this Agreement or to the extent connected with the Software or any services provided hereunder, including, without limitation, (i) any claim based on the death or bodily injury to any person, destruction or damage to property, or contamination of the environment and any associated clean up costs, and (ii) any claims based on the negligence, omission, or willful misconduct of Customer or any of Customer's employees, agents or representatives.

**Termination.** Notwithstanding the term of this Agreement as provided for in Section 2 above, this Agreement may be terminated as follows:

(a) **Termination of Software License.** This Agreement shall terminate immediately upon the termination of the license agreement for the Software.

(b) **Default.** Each party shall have the right to terminate this Agreement upon thirty (30) days prior written notice to the other party if such other party has materially breached the provisions of this Agreement and has not cured such breach within such thirty (30) days notice.

(c) **Rights and Obligations Upon Termination.** Upon the termination of this Agreement, whether upon expiration of its term or the occurrence of an event as described above, each party shall
return to the other all data, materials and other properties of the other party then in its possession, with the exception of the Software and any upgrades, enhancements or new releases for the Software, which Customer may retain pursuant to the terms of the license agreement for the Software.

If this Agreement terminates pursuant to the termination of the license agreement for the Software or is terminated by PVI pursuant to a material breach by Customer, then Customer shall not be entitled to a return of any maintenance and support fees. If this Agreement is terminated by Customer pursuant to a material breach by PVI, Customer shall be entitled to, and PVI shall pay to Customer within thirty (30) days of the effective date of such termination, a partial refund of the annual fee for the then current term determined by pro rating such fee between PVI and Customer with reference to the number of days elapsed during such term through the effective date of such termination.


(a) **Entire Agreement.** This Agreement constitutes the entire agreement between PVI and Customer concerning the subject matter hereof and supersedes all proposals, oral or written, between the parties on this subject; provided, however, that this agreement may be amended or modified only by a writing signed by both PVI and Customer.

(b) **Applicable Law.** This Agreement shall be governed by the laws of the State of Kansas, without reference to principles of conflicts of law.

(c) **Taxes.** Customer shall be responsible for the payment of all taxes in connection with this Agreement, except for any tax based on PVI's net income.

(d) **Severability.** Any invalidity, in whole or in part, of any provision of this Agreement will not affect the validity of any other of its provisions.

(e) **Notices.** Any notices, demands or other communications given under this Agreement shall be in writing and shall be deemed to have been duly given if delivered personally or if sent by certified mail, postage prepaid, to the address of the parties first set forth above, or to such other address as a party may provide to the other in the manner provided herein.

(f) **Waiver.** No term or provision hereof will be deemed waived and no breach excused unless such waiver or consent will be in writing and signed by the party claimed to have waived or consented to such term or provision.

(g) **Assignment.** Neither party shall assign or subcontract all or any part of this Agreement or any interest herein, without the other party's prior written consent.

(h) **Continuing Obligations.** The obligations of the parties under Sections 5 (concerning proprietary rights), 6(b) (concerning limitation of liability), 7 (concerning indemnification) and 8(c) (concerning rights and obligations upon termination), will survive termination of this Agreement.

(i) **Independent Contractor.** The relationship between the parties shall be one of independent contractors and nothing contained in this Agreement will be construed to constitute the parties as partners, joint venturers, co-owners or otherwise as participants in a joint or common undertaking.

(j) **Publicity: Use of Name.** Neither party hereto shall (i) issue any press release or make any public announcement relating to the subject matter of this Agreement, nor (ii) use the name of the other party in any activity, or take any other action that could imply an endorsement of a particular policy, product, research or development program, or solicitation of any kind, without, in each case, the prior written consent of the other party hereto.
(k) **Force Majeure.** PVI shall be excused from performing any obligation or undertaking provided in this Agreement in the event and/or so long as the performance of any such obligation is prevented or delayed, retarded or hindered by act of God, fire, earthquake, flood, explosion, actions of the elements, war invasion, terrorism, insurrection, riot, mob violence, sabotage, inability to procure equipment, facilities, materials or supplies in the open market, failure of power, failure of transportation, strikes, lockouts, action of labor unions, condemnation, requisition, laws, orders of government or civil or military authorities, or any other cause, whether similar or dissimilar to the foregoing, which is not within the reasonable control of PVI.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed on the date first above written.

THE PERCEPTIVE VISION, INC.

Signature: [Signature]

Name: [Name]

Title: [Title]

Date: [Date]

CUSTOMER

Signature: [Signature]

Name: [Name]

Title: [Title]

Date: [Date]

CUSTOMER TECHNICAL CONTACT

Name: [Name]

Title: [Title]

Address: [Address]

City, St., Zip: [City, St., Zip]

Phone: [Phone]

Email: [Email]
Schedule A

SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT BETWEEN PVI AND


Annual fee is equal to eighteen percent (18%) of the then current retail value of the user licenses for the
Software then licensed by PVI to Customer.

This Schedule is subject to revision upon each renewal of the term of the Software Maintenance and Support
Agreement as provided in Sections 2 and 3 of such agreement.

CUSTOMER

Signature:

Name: William L. Harris
Title: Chief Procurement Officer
UM Procurement Services

APPROVED
AS TO
LEGAL FORM
Quisenberry, Peggy A.

From: amanda.burgess@imagenow.com
Sent: Monday, November 03, 2003 12:32 PM
To: Quisenberry, Peggy A.
Subject: Fw: Additional Information/Clarification in response to the Proposal for DI and Workflow #Q031403

Amanda Burgess
Account Executive Higher Education
Perceptive Vision, Inc.

imagenow.com
TEL +1 913 667 3116
FAX +1 913 422 3820
TOLL FREE +1 800 941 7460
ext. 3116

----- Forwarded by Amanda Burgess/PVI on 11/03/2003 10:11 AM -----

Amanda Burgess/PVI
To quisenberryp@umsystem.edu
04/03/2003 04:02 PM
Subject Additional Information/Clarification in response to the Proposal for DI and Workflow #Q031403

Dear Peggy,

Thank you for your time Wednesday morning. I would like to take a moment to address the questions from the RFP that need additional clarification.

- PVI 2002 Annual Financial Report: As a private company, PVI does not release financial information beyond that illustrated here. Please contact either of our Corporate Officers (noted in the following pdf document) if you require any additional confirmation or information about our company’s performance. I have attached a document with an overview of our company performance.

- Full Text: This functionality is currently in development but is expected to be available by this spring 2003. PVI has OEMed this product from a very well respected, innovative technology company called Varity. The company has over a decade of experience in information retrieval and portal technology. Attached is a document describing product features.

- Site License Offer: The Site License offered in the RFP response is not limited to enrollment services, rather it is limited to the "Academic" personnel. Assuming that the deployment of ImageNow will be in functional areas primarily in support of Academic Affairs as opposed to Healthcare Services. Generally speaking Academic Affairs includes the following areas: "student" centered functions, academic admissions, student financial aid, student scheduling, student housing, and bursar functions. ImageNow technology deployed in support of these areas are considered inside the scope of the proposal.

11/4/2003
Deployments outside these areas are considered beyond the scope of the proposal you received and include the following areas: “Patient” centered functions, Patient Admissions, Healthcare Billing, Reimbursement/Insurance Processing, Lab, Radiology Records, General Patient Medical Records/Folders, Material Management and Physical Facility Management. We find that many organizations such as the University of Missouri System, has functional units that utilize shared resources such as Human Resources and Financial Services. Since HR, Purchasing and Accounts Payable are all considered shared resources for both the University and Hospital, PVI will include these functional units in the proposed site license. PVI did not include the Health Center, Hospital or Clinics in the site license proposal, we do recognize that the University of Missouri System may

Please do not hesitate to contact me if I can provide you with additional information.

Thank you,

Amanda Burgess

Amanda Burgess
Account Executive - Higher Education
Perceptive Vision, Inc.

Imagenow.com
TEL +1 913 667 3116
FAX +1 913 422 3820
TOLL FREE +1 800 941 7460
ext. 3116

amanda.burgess@imagenow.com

11/4/2003
March 31, 2003

Perceptive Vision, Inc.
Attn: Amanda Burgess
7734 Hedge Lane Terrace
Shawnee Mission, KS 66227

Dear Ms. Burgess:

The University of Missouri is requesting additional information/clarification on your response to our request for Proposal for Document Imaging Software and Imaging Workflow Software, #Q031403.

Would you send us a copy of your company's 2002 Annual Financial Report or a web site URL, where we could view your current financial report on the web.

Under Mandatories:

On 11.4.1, UM required that image software must have the ability to search across and within all defined indexes and permit full text searches. Your response said that the version 1 of a full-text add on module for Image Now 5.2 will be released in late Spring 2003. Has that been released? If so, could you provide additional information about the full text searches feature of that release. If not, could you provide us with the release date and/or a demo copy of that feature.

On 11.1.7, the UM stated "The University will not accept any product that has copy control, metering schemes or any other process designed to limit the use of the software by UM departments." Your response indicated that a site license purchase by the UM system would allow our staff complete freedom in deploying ImageNow for any student-record related use, including our Financial Aid, Admissions/Registrar, Human Resources, Alumni, Financial Services, and other student-related University departments/functions. What about deploying this to administrative departments where there are no students such as System Administration--human resources, purchasing (A/P, A/R), etc.? Does this require an additional site license? The University Hospitals and Clinics is a teaching hospital; will this still require a separate site license?

If you have any additional questions, do not hesitate to contact me at 573-882-9215 or by email at the following address: quisenberryp@umsystem.edu.

Sincerely,

Peggy Quisenberry
Peggy Quisenberry, Commodity Specialist
University of Missouri System
ADDENDUM NUMBER I
DATED: February 19, 2003
TO
SPECIFICATIONS
FOR
FURNISHING AND DELIVERY
BY PURCHASE OF:
DOCUMENT IMAGING AND WORKFLOW SYSTEM SOFTWARE
TO
THE CURATORS OF THE UNIVERSITY OF MISSOURI
FOR
THE UNIVERSITY OF MISSOURI
RFP # Q031403
RFB OPENING DATE: March 14, 2003
TIME: 2:05 P.M., C.S.T.
DATED: February 19, 2003

The above entitled specifications and conditions of the RFP are clarified as follows and except as set forth herein, remain unchanged and in full force and in effect.

1. The Pricing Model Table on page 23 of 28 provides examples of System Administrative and End Users. The quantities are estimates of the total employees with each type of access to the system. These are not estimates of concurrent use.

Prepared by: Peggy Quisenberry
Commodity Specialist
University of Missouri System
UM Procurement Services
1105 Carrie Francke Drive
Columbia, MO 65211
573-882-9215
Fax: 573-882-5417
Email: quisenberryp@umsystem.edu

THE CURATORS OF THE UNIVERSITY OF MISSOURI
BY: Bill Harris, Chief Procurement Officer
ADDENDUM NUMBER 2
DATED: February 24, 2003
TO
SPECIFICATIONS
FOR
FURNISHING AND DELIVERY
BY PURCHASE OF
DOCUMENT IMAGING AND WORKFLOW SYSTEM SOFTWARE
TO
THE CURATORS OF THE UNIVERSITY OF MISSOURI
FOR
THE UNIVERSITY OF MISSOURI
RFP # Q031403
RFB OPENING DATE: March 14, 2003
TIME: 2:05 P.M., C.S.T.
DATED: February 24, 2003

The above entitled specifications and conditions of the RFP are clarified as follows and except as set forth herein, remain unchanged and in full force and in effect.

RFP Questions:
11.6.3 Support both clustering and sequential volume allocation storage with selection being made document by document based on pre-established criteria. To have on-line, near on-line and off-line storage capabilities.

Question: What is meant by "selection being made document by document based on pre-established criteria"-- is this in reference to retention criteria applied to documents?

Yes.

12.1.9 Explain the fault tolerance capabilities of the proposed software.

Question: Is this in reference to fault tolerance as it relates to archive creation (placing the images in the repository), fault tolerance in reference to the viewing clients, or both?

This refers to fault tolerance related to the creation of images.

Prepared by: Peggy Quisenberry
Commodity Specialist
University of Missouri System
UM Procurement Services
1105 Carrie Francke Drive
Columbia, MO 65211
573-882-9215
Fax: 573-882-5417
REQUEST FOR PROPOSAL (RFP)

FOR

DOCUMENT IMAGING SOFTWARE AND IMAGING WORKFLOW SOFTWARE

TO

THE CURATORS OF THE UNIVERSITY OF MISSOURI

FOR

THE UNIVERSITY OF MISSOURI

RFP # Q031403

RFP OPENING DATE: March 14, 2003

TIME: 2:00 P.M., CST

Prepared by:

Peggy Quisenberry

Commodity Specialist

UM Procurement Services

University of Missouri System

1105 Carrie Francke Drive

Columbia, Missouri 65211

Dated: February 12, 2003
The University of Missouri System requests Proposals for Furnishing and Delivery of DOCUMENT IMAGING AND WORKFLOW SYSTEM SOFTWARE to the University of Missouri System.

Proposals will be received at UM Procurement Services, Attn: Peggy Quisenberry, University of Missouri - Columbia, Room 108G, 1105 Carrie Francke Drive, Columbia, Missouri 65211 until 2:00 P.M., CST, March 14, 2003. The proposals will be opened and identified starting at 2:05 P.M., CST, at Room 108G, 1105 Carrie Francke Drive, Columbia, Missouri 65211.

Specifications and the conditions of proposal together with the printed form on which proposals must be made may be obtained from Peggy Quisenberry, Commodity Specialist, UM Procurement Services, 1105 Carrie Francke Drive, Columbia, Missouri 65211 by calling (573-882-9215), or sending an email request to the following email address:

mailto:guisenberry@umsystem.edu.

In the event a respondent chooses to use this version of the RFP specification, the respondent should only complete the response information. Any modification by the respondent of the specifications provided will be ignored, and the original wording of the RFP specification shall be the prevailing document.

The University reserves the right to waive any informality in Proposals and to reject any or all Proposals, including those that do not follow the pricing format as outlined.

THE CURATORS OF THE UNIVERSITY OF MISSOURI
By: Bill Harris, Chief Procurement Officer

Dated: February 12, 2003
1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.

2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.

3. **Taxes:** The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.

4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.

5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose and can be obtained without additional cost. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.

6. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

**Minority and Women Business Enterprise Participation:** It is the policy of the University of Missouri to ensure full and equitable economic opportunities to persons and businesses that compete for business with the University, including Minority and Women Business Enterprises (M/WBEs). To this end, the University has established participation goals of 7% for MBEs and 3% for WBEs of the total value of contracts for goods and services.

The University expects participation in contracts for goods and services by firms that are certified as Minority and Women Business Enterprises (M/WBEs). This may either be by the primary contractor being a qualified M/WBE or by the utilization of M/WBE suppliers by the primary contractor (second tier purchases). Contractors are required to make a "best effort" in support of the University's policy and documentation demonstrating this effort is required. Upon request of the University, the contractor shall provide semi-annual or annual reports of the financial participation of M/WBEs, either as the primary contractor or as second tier purchases. The report shall include the name(s) and address(es) of the qualified M/WBEs, products or services provided and the total dollar amount or percentage of utilization."
8. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.

9. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days notice.

10. **Applicable Health Related Laws and Regulations:** If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and the Health Care Financing Administration.

   Respondents understand and agree that the Curators of the University of Missouri, in the operation of the University Hospitals and Clinics, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

   The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Bidders/Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

11. **Inventions, Patents, and Copyrights:** The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

   Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

12. **Insurance:** The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.

13. **Performance Bond/Irrevocable Letter of Credit:** If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the
Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.

B. INSTRUCTIONS TO RESPONDENTS

1. Request For Proposal (RFP) Document: Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at respondent's risk. It is the respondent's responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of a RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Any and all communications from respondents regarding specifications, requirements, competitive proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received. To guarantee a timely response, such communication should be received at least ten calendar days prior to the proposal opening date.

The RFP document and any attachments constitute the complete set of specifications and proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. Preparation of Proposals: All proposals must be submitted, in 12 copies, on the proposal form accompanying these specifications and must be enclosed in a sealed envelope plainly marked: "Proposal for Furnishing and Delivery of DOCUMENT IMAGING SOFTWARE AND IMAGING WORKFLOW SOFTWARE" and addressed, mailed and/or delivered to University of Missouri System, UM Procurement Services, 1105 Carrie Francke Drive, Columbia, MO 65211 ATTN: Peggy Quisenberry.

To receive consideration, proposals must be received, at the above address, prior to the proposal opening time and date stated in this RFP. Respondents assume full responsibility for the actual delivery of proposals during business hours at the specified address.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.
Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondent and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

Submission of Proposals: Respondents shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the respondent's organization. Signature on the proposal certifies that the respondent has read and fully understands all proposal specifications, plans, and terms and conditions.

By submitting a proposal, the respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the respondent has not directly or indirectly induced or solicited any other respondent to submit a false or sham proposal; (3) the respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the respondent has not sought by collusion or otherwise to obtain any advantage over any other respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the proposal closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supercedes or modifies the prior proposal. The modification must be submitted in a sealed envelope marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing time and date. Proposals may not be modified after the proposal closing time and date. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for proposal closing. Proposals may be withdrawn in person before the proposal closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a respondent believes any of the information contained in the respondent's response is exempt from 610.021 RSMo, then the respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption, otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt.

4. Evaluation and Award: Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the respondent's response in order to verify the intent. The respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the respondent; the previous and existing
compliance by the respondent with related laws and regulations; the sufficiency of the respondent's financial resources; the availability, quality and adaptability of the respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer in Campus Procurement Services.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful respondent shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract, in duplicate, prepared by the University. The Contract Documents shall include the Advertisement for Proposals, Specifications and Addenda, Exhibits, Proposal Form, Form of Contract, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting therefrom, as well as from such termination, shall not be affected by any such termination.

7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.

8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Payment terms, unless otherwise stated in the RFP, will be considered to be net 30 days after the date of satisfactory delivery and acceptance by the University and upon receipt of correct invoice whichever occurs last. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder.

10. **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal
business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

1. INTRODUCTION

The Curators of the University of Missouri, a public corporation, hereinafter referred to as “University” is seeking RFP’s from a pre-qualified list of vendors to provide a fully developed, integrated, and implemented solution, along with technical support/services, for an ENTERPRISE-WIDE DOCUMENT IMAGING SOFTWARE AND IMAGING WORKFLOW SOFTWARE. The pre-qualified vendors were qualified from responses made to RFQ #Q091202, dated August 22, 2002.

The University of Missouri System is a four-campus institution, governed by the Curators of the University of Missouri System. System Administrative offices are located in Columbia. University of Missouri System includes campuses at Columbia (UMC), Kansas City (UMKC), Rolla (UMR), and St. Louis (UMSL). The University’s medical facilities include: School of Pharmacy and Dental School with clinics in Kansas City, School of Optometry and clinics in St. Louis, University Health Services and Clinics (UHC) located in Columbia, a hospital in Mt. Vernon, Missouri, and numerous clinics in the mid-state area. The University of Missouri System also includes University Outreach/Cooperative Extension Offices (UOE) located in Missouri counties that serve citizens of that county and the Missouri Research and Education Network (MOREnet). The University has a total enrollment of students of 56,512, teaching and research staff of 9,789, and total administrative, service and support staff of 15,532. This 15,532 total includes student employees but does not include hospital employees.

The University desires the ability to manage its essential paperwork and to cost effectively turn those paper documents into digital records through a process that supports instantaneous retrieval and easy management of the University’s critical information. There is a need to retain documents that support many functional systems such as Financial Aid, Admissions/Registrar, Human Resources, Alumni, Financial Services and other functions. Integration with PeopleSoft, which operates on a Sun/Oracle, Unix platform is mandatory. The proposed solutions must also integrate with non-PeopleSoft applications, which currently operate on both the MVS OS 390 environment and in the open systems environment including WIN2000.

The University intends to use the selected vendor for as much of its need for document imaging and workflow system software products as possible while reserving the right to obtain document imaging and workflow products from other sources.

The University also reserves the right to choose the proposal that, in its judgment, best meets its needs. All products must be available, or publicly announced with an available ship date, at the time the vendor’s response is submitted.

Prospective vendors are to respond to this RFP in the appropriate space under each item or on attached pages in the order presented, utilizing the same numbering scheme.

2. DEFINITIONS

The following definitions and explanations are used in this RFP.

- The terms “document” and “record” are synonymous.
- A document or records consists of one or more pages.
- A page is defined as one information-bearing surface of a sheet of paper. A sheet of paper that contains information on both sides counts as two pages.
- The terms “page” and “image” are synonymous in determining volume or numbers.
- The terms “respondent”, “contractor”, “vendor”, and “bidder” are synonymous.
- The words “SHALL” or “MUST” indicate a mandatory requirement. The word “should” indicates a desirable requirement and will be awarded points based on the response to that requirement.
- A folder is a collection of related documents.
- The term “legacy system” means an existing software or computer system used at the University of Missouri. It does not refer to any components of PeopleSoft.
"Document Imaging" – converting paper documents (invoices, contracts, procedures) into electronic format and storing them per the University’s specifications. The result is information that you can view, route in a workflow, print, fax or email.

"OCR" (Optical Character Recognition) and ICR (Intelligent Character Recognition)—ability of imaging software to recognize and translate printed alphanumeric characters or handwritten characters, respectively, into a text format that can be read and imported into the system software.

"Audit Trail" means the software maintains a record of activities that occur in a certain file or system.

"API"-Application Program Interface.

"AIIM" the Association of Information and Image Management.

"TWAIN"-Technology Without an Interesting Name driver

"ISIS"-Images and Scanners Interface Standard driver.

"Compression" the process of removing the white space from a document.

"Image Noise"-The number of speckles that makes the image look dirty.

"Image Enhancement"- The use of gray-scale to improve the quality of the image.

"Fault Tolerant"- Ability of the system to continue operation even when individual components fail.

"OMR"-Optical Mark Recognition

3. BACKGROUND

Millions of paper records/documents are received each year by University departments. In certain areas such as Student Financial Aid, Admissions, Human Resources, Financial Services, Alumni, and Registrar the volume of paper records is creating problems with timely processing of student applications for financial aid, hiring of staff, accounts payable, etc. The exact volume of records the University has that will annually need to be converted to electronic images is not known in the functional areas of the University but is estimated to be between three (3) and five (5) million images per year. The total number of images that need to be stored/retained to meet the administrative, legal, fiscal, research and historical needs of the University is estimated to be between 50 million and 60 million images per year. Each department has different imaging needs and requirements, therefore, the enterprise imaging and workflow systems must be scalable to accommodate various department needs using both PeopleSoft and other computer systems. Department implementation priorities for the imaging software and workflow software will be determined after the contract has been awarded.

4. UNIVERSITY OF MISSOURI COMPUTING ENVIRONMENT

A successful implementation of document imaging and workflow systems with Peoplesoft as the ERP will require the vendor to be knowledgeable about the University’s computer environment. The software features and capabilities should provide document and document workflow from numerous systems, networks, devices, databases and applications within distributed client/server computing environments which span the multiple logically (e.g., organizational) and physically separate University locations. The University’s computing systems are located throughout Missouri and supported by various IT organizations. The number of desktop computers at the University total close to 20,000 in number. Of that number, the percentage of Windows Intel desktops is approximately 85% and Apple desktops number about 10%.


5. CONTRACT PERIOD/TERMS

The contract shall cover a one (1) year period, commencing with the date of the award. The University has the right, at its sole option, to renew the contract in one-year segments for an unlimited time period to cover annual maintenance, product upgrades and support as described in this RFP. Contractor shall be notified of renewals 30 days prior to expiration of an existing contract period.
6. DELIVERY/INSTALLATION OF SOFTWARE

Vendor must deliver proposed software and related products purchased from this RFP no later than 45 days after being awarded the contract. Delivery will be F.O.B. destination, freight pre-paid and allowed, to all locations of the University system.

If items are going to multiple University locations, the items will be shipped to each location unless the University determines it would be in its best interest to have all items shipped to the same destination. The delivery and actual installation of software will be in accordance with a mutually agreed upon schedule between the University and the vendor.

7. INFORMATION REQUIRED FROM RESPONDENTS

The requirements presented in this RFP specify the document imaging and workflow software capabilities and services to be provided by the successful contractor. They are designed to assist the respondent in preparing a response that will best meet the needs of the University. The mandatory requirements specify the minimum capabilities and services to be provided by the successful contractor.

If a respondent can demonstrate that a function can be provided in some other way that is acceptable, the burden of demonstrating the fact is on the respondent. The respondent is encouraged to be innovative and to consider more than one approach to meeting these needs. Each respondent may submit more than one response. However, it is the respondent's responsibility to demonstrate that each response meets at least minimum requirements.

8. EVALUATION OF RESPONSES

Because of the significant investment in existing hardware, ERP software, peripherals, and training, the University considers it prudent business practice to consider each response as it relates to existing hardware, software and knowledge base. It is imperative that all document imaging and workflow software solutions proposed by respondent be 100 percent compatible with the University's currently installed equipment base. Evaluation of each proposal will be done using a point system. Since contractor must comply with all mandatory specifications as listed, no points will be assessed for contractor's response to each mandatory specification.

Those RFP(s) that do not meet all mandatory requirements will be eliminated from further consideration. Contractor's responses that meet all mandatory requirements will then be further evaluated on desirables. In addition, contractor's response will be evaluated upon financial terms.

The University will determine what percentage of points will be awarded on each contractor's response to the desirable contractor support and functional capability specifications. This percentage will be determined by the University on the basis of the contractor's proposal response, references, and the University's experiences.

Financial evaluation will involve comparisons of software pricing and solutions. The software solutions will be comprised of software components used within University departments in any combination as listed in the Form of Proposal pages (pricing sheets). The following distribution of points will be made:

<table>
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<tr>
<th>Percentage to be awarded on financial response.</th>
<th>Percentage to be awarded on response to desirable specifications*</th>
<th>Total Percentage</th>
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<td>60%</td>
<td>40%</td>
<td>100%</td>
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*Points are assigned for desirable specifications not mandatory specifications.
9. PRESENTATIONS AND DEMONSTRATIONS

After the evaluation committee has assigned preliminary evaluation points, the committee, at its option, may invite any or all of the top finalists to demonstrate their systems. Providing a demonstration is not a requirement. However, the information provided at a demonstration may be used by the committee to adjust final points. In the event a demonstration is requested, the University will not be responsible for any expenses incurred by the vendors to demonstrate their product.

10. HARDWARE CONFIGURATIONS FOR DOCUMENT IMAGING SYSTEMS

The University expects to purchase any needed hardware that it currently does not own from existing University contracts. However, it is important to know what the recommended hardware requirements are to ensure the University has the appropriate equipment to efficiently run the imaging and workflow process. As part of the RFP submission, respondent should explain in detail the configuration of equipment needed to control the imaging and workflow software at optimum efficiency from the time of the first installation through full deployment over the next few years.

11. MANDATORY REQUIREMENTS

As stated in the Introduction, the University is seeking RFP’s from a pre-qualified list of vendors that were qualified through their response to RFQ #Q091202, dated August 22, 2002. The University expects any submission as part the RFP to meet the mandatory requirements by either being part of the core software, additional modules, products or custom programming. Failure to meet a mandatory requirement will result in elimination from further consideration. Failure to mark either the YES or NO statement will result in the statement answer being considered as a NO answer and will disqualify the respondent from further consideration.

To assist vendors in determining the mandatory requirements, the requirements have been grouped into the following categories: general, scanning/quality control, indexing, retrieval, workflow and training/support. It is the respondent’s sole responsibility to submit information in their proposals as it relates to each requirement. The University of Missouri is under no obligation to solicit such information if it is not included in the response.

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<thead>
<tr>
<th>Mandatory Specifications</th>
<th>Yes</th>
<th>No</th>
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<tr>
<td>After each mandatory specification, respondent must indicate if they meet the requirement as stated. Respondent’s may include additional information describing how a requirement is met in the proposed solution.</td>
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11.1 General Requirements (Mandatory)

11.1.1 Successful vendor must offer a “total satisfaction” return policy. The contractor must provide a sixty (60) day no questions asked return option, from the date the installation is completed in the first user department(s).

Additional information:

11.1.2 The successful vendor shall be responsible for replacing at no cost to the University any damaged item(s) received under this contract within 20 days from notification by the University.

Additional information:

11.1.3 Successful vendor may not substitute any item(s) that have been ordered by the University under this contract without the prior written or electronic approval of the appropriate purchasing officer of the University. The substitute item must be at the same or better technology level than the original product ordered, and priced at the same or lower price. Failure to comply will result in return of merchandise at vendor’s expense.

Additional information:
**Mandatory Specifications** -- After each mandatory specification, respondent must indicate if they meet the requirement as stated. Respondent's may include additional information describing how a requirement is met in the proposed solution.

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<tr>
<th>Requirement</th>
<th>Yes</th>
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<tr>
<td>11.1.4 The imaging and workflow software running on the server must be able</td>
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<td>to handle Windows 2000, Windows XP and UNIX.</td>
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<td>Additional information:</td>
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<td>11.1.5 The University will not accept any software that creates a proprietary</td>
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<td>scanned image for storage, proprietary data file format or proprietary API.</td>
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<td>Each key component must adhere to open standards.</td>
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<td>Additional information:</td>
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<td>11.1.6 All licenses must be concurrent or enterprise in nature. The preferred</td>
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<td>license configuration is enterprise. The University will not accept any software</td>
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<td>or product item that requires individual seat licenses.</td>
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<td>Additional information:</td>
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<td>11.1.7 The University will not accept any product that has copy control,</td>
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<td>metering schemes or any other process designed to limit the use of the software</td>
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<td>by University of Missouri departments.</td>
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<td>Additional information:</td>
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<td>11.1.8 All imaging and workflow components must meet AIIM and ANSI standards</td>
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<td>for imaging and workflow.</td>
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<td>11.1.9 The successful vendor will be responsible for providing a detailed plan,</td>
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<td>acceptable to the University, outlining all steps related to the installation</td>
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<td>and implementation of the imaging and workflow system prior to the delivery</td>
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<td>of the software.</td>
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<td>11.1.10 In the event the RFP being submitted is a joint venture between two or</td>
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<td>more vendors, one vendor must be designated the prime contractor for</td>
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<td>contractual purposes. That vendor must be clearly indicated in the RFP as</td>
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<td>the prime contractor. All subcontractors involved in the joint venture must</td>
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<td>be identified in the RFP.</td>
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<td>Additional information:</td>
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<td>11.1.11 Software documentation submitted is to include both electronic and at</td>
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<td>least one written copy for all software included in the RFP.</td>
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<td>Additional information:</td>
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<td>11.1.12 The software must employ an open system architecture that permits</td>
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<td>future component upgrades with minimal degradation of system functions and</td>
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<td>supports the importing and exporting of digital images to and from other</td>
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<td>sources.</td>
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<td>Additional information:</td>
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<td>11.1.13 The proposed imaging software must support scanning, indexing, display, printing, storage and retrieval of records of University departments using various workstations configurations.</td>
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<td>Mandatory Specifications -- After each mandatory specification, respondent must indicate if they meet the requirement as stated. Respondent’s may include additional information describing how a requirement is met in the proposed solution.</td>
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<td>11.1.14 Software must have the capability for the University to input its established records retention requirements and flag records for deletion from the system when retention requirements have been met.</td>
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<td>Additional information:</td>
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### 11.2 Scanning (Input)/Quality Control Requirements (Mandatory)

<p>| 11.2.1 Imaging system must include scanning control software that supports and controls the scanning process, receives the file from the scanner, displays the image for quality control, compresses the image in CCITT Group IV compression, and permits automatic extraction of index data by use of barcodes, ICR, OCR, OMR and other designated fields on the paper document plus manual keying. | | |
| Additional information: | | |
| 11.2.2 Imaging system must support image quality control enhancement functions including real time and batch level quality control of scanned images such as de-skewing, “noise” reduction, removal of unwanted borders, rotating images, etc. | | |
| Additional information: | | |
| 11.2.3 Imaging system must support scanning resolution minimum of 200 dpi for office type documents and 300 dpi for data capture using OCR/ICR scan. | | |
| Additional information: | | |
| 11.2.4 Imaging system must permit automatic and single sheet feeding of multiple-size documents up to 11” x 17” in simplex or duplex mode. Permit input of documents as either single sheets or batches. | | |
| Additional information: | | |
| 11.2.5 Imaging system must provide capabilities to delete and rescanning in the proper position in the document any image(s) needing rescanning because of scanning error or poor image quality. Support scanning directly to workflow, changing scanner configurations on the fly and permit the interruption of a batch scan job in process and either save or abort the partially scanned batch. | | |
| Additional information: | | |
| 11.2.6 Imaging system must use non-proprietary digital image file format or provide a bridge to a non-proprietary digital image file format. All scanned data must be stored in a format that is accessible by any standard TIFF viewer. | | |
| Additional information: | | |</p>
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<th>Mandatory Specifications</th>
<th>Yes</th>
<th>No</th>
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| 11.3 Indexing Requirements (Mandatory) | | |
| 11.3.1 Image software must have the ability to provide fully integrated OCR, OMR, ICR and barcode indexing capabilities plus key (manual) indexing. It must also permit multiple image indexing without re-keying any data. | | |
| 11.3.2 Image software must allow indexing of scanned records on either a batch or single image basis. | | |
| 11.3.3 Image software must permit additional indexing to the database at any point while using the imaging software. | | |

| 11.4 Retrieval/Output of Images (Mandatory) | | |
| 11.4.1 Image software must have the ability to search across and within all defined indexes and permit full text searches. | | |
| 11.4.2 Image software must support print output. | | |
| 11.4.3 Image software must support annotations at the folder and document level and hiding of annotations as needed by users during the retrieval process and at other steps in the imaging process. | | |

| 11.5 Workflow (Mandatory) | | |
| 11.5.1 The proposed workflow software must support image movement from workstation to single workstation, multiple workstation or both, as required. Permit department managers to see workflow volumes in queues and adjust workload levels by reassigning work to various staff. | | |
| 11.5.2 The workflow software must permit retrieval of images from any PeopleSoft program or other University computer program by activating the established link to the related image. | | |
### Mandatory Specifications — After each mandatory specification, respondent must indicate if they meet the requirement as stated. Respondent’s may include additional information describing how a requirement is met in the proposed solution.

<table>
<thead>
<tr>
<th>11.6 Storage (Mandatory)</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.6.1 Imaging software must not require file mapping from client for either storage of images or retrieval of images from storage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.6.2 Must be able to store any binary data object, e.g., word processing file, spreadsheet, or digital images.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.6.3 Support both clustering and sequential volume allocation storage with selection being made document by document based on pre-established criteria. To have on-line, near on-line and off-line storage capabilities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 11.7 Training and Support (Mandatory)

<table>
<thead>
<tr>
<th>11.7 Training and Support (Mandatory)</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.7.1 The successful vendor must present, prior to delivery, a “training plan” that is acceptable to the University. It must outline the training to be presented to the University’s functional and technical staff.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.7.2 A copy of the actual imaging and workflow maintenance agreement must be submitted with the response. The maintenance agreement must indicate the specific software components and circumstances to be covered by repair or replacement. The software maintenance agreement must include provisions for repair of defects in and enhancements to imaging and workflow software supplied under this RFP.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.7.3 As part of the vendors support function, the vendor must make provisions to provide &quot;technical support&quot;.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12. DESIRABLE FUNCTIONAL CAPABILITIES

The following functional capabilities of the software, products or processes are considered by the University to be highly desirable to have as part of the document imaging and workflow system. The University will evaluate the responses and assign points as outlined in section INFORMATION FOR RESPONDENTS AND GENERAL CONDITIONS, Section 8, Evaluation of Responses.

To assist vendors in determining the desirable functional capabilities, the functional capabilities have been grouped into the following categories: general, scanning/quality control, indexing, retrieval, workflow and training/support. It is the respondent’s sole responsibility to submit information in their proposals as it relates to each capability and provide brochures or other materials that assist in the explanation of the capabilities. Brochures and other printed materials are to be submitted in a separate package from the RFP response. The University of Missouri is under no obligation to solicit such information if it is not included in the response.

Respondent should respond to items below that correspond to various sections in the proposal. Please attach additional pages, if necessary. Respondent should provide index for additional pages.

12.1 General Capabilities (Desirable)

12.1.1 The University desires the use of interface(s) and driver(s) that maximize the transfer speed of data between the scanners and other peripherals to the imaging and workflow software. Explain in detail the type of interface (customized, video, serial, parallel, SCSI) and drivers (TWAIN, ISIS, etc.) proposed in the RFP and how the interface(s)/driver(s) being proposed influence the rate of data transfer.

Explanation:

12.1.2 The University will be implementing electronic imaging and workflow in stages at the various functional areas (Student Financial Aid, Admissions, Accounting, etc.) at each of the campuses. Explain in detail, using the following hypothetical scenario below, the required minimum configuration of hardware. Respondents should include manufacturer and product model numbers with specific technical capacities and quantities including the system’s memory, CPU quantity and speed and disk storage. Information should also be included on the software that would be needed to implement imaging and workflow at the four campuses.

Annual image volume is approximately 1,000,000. The images volume per campus location as follows: Columbia (520,000), Hospital & Clinics in Columbia (120,000), Kansas City (110,000), Rolla (100,000), St. Louis (120,000), System office in Columbia (30,000).

Each location would be scanning, indexing, etc. the images for their location.

Explanation:

12.1.3 The software systems should be capable of providing reports on its performance. Respondents are to describe the statistical data that can be obtained from reports built into the software systems proposed in the RFP. Attach sample of standard reports. In addition, explain in detail your software’s capabilities that allow for development of customized reports by University staff.

Explanation:

12.1.4 Explain in detail and timeframe all the steps in your plan related to the installation and implementation of the imaging and workflow system at the University. Use hypothetical example in 12.1.2 to develop details and timeframe.

Explanation:
12.1.5 Explain the features of your imaging software that will permit the University to manage its various records retention schedules to ensure that records are retained for a prescribed period of time.

Explanation:

12.1.6 The University desires standard, non-proprietary image file headers. Since even some standard headers such as TIFF are available in a variety of implementations, supply a detailed description of the image file header structure employed. In addition, if a proprietary header is used, the system should provide a bridge to ANSI/AIIM's non-proprietary header label standard. Explain in detail the image file header provided in the software being proposed.

Explanation:

12.1.7 Explain how the proposed imaging and workflow software can be integrated with external security systems for user id and password validation.

Explanation:

12.1.8 Explain to what extent the proposed software is web enabled.

Explanation:

12.1.9 Explain the fault tolerance capabilities of the proposed software.

Explanation:

12.2 Scanning/Quality Control (Desirable)

12.2.1 Describe how the scanning software works, including but not limited to, kinds of scanning display windows it provides; single page and batch scanning; and any other routine functions.

Explanation:

12.2.2 Describe the steps required to transfer images directly from fax server, e-mail server or from other electronic formats and processes.

Explanation:

12.2.3 List the brands of scanners the imaging software will support. Indicate if certain preferred brands of scanners work better with the imaging software being proposed, then explain why.

Explanation:

12.2.4 Explain in detail the steps involved with performing the quality control function while scanning. Explanation should include the process for deleting and rescanning into proper position, de-skewing, removing borders, rotating images, etc.

Explanation:

12.2.5 The University requires scanning software that permits both centralized and local site scanning for the inputting of documents. Vendors are to explain in detail the optimum scanning configuration for the software being proposed.

Explanation:
Besides TIFF, indicate all file formats such as (HTML, XML, JPEG, PDF, etc.) that can be created, stored and retrieved.

**Explanation:**

### 12.3 Indexing (Desirable)

12.3.1 Describe how the indexing works when scanning is done at multiple locations simultaneously. Is there a limit on the number of locations that can be simultaneously indexed?

**Explanation:**

12.3.2 Indicate if there are any operational differences between indexing at the time of scanning or at a later time for the proposed software.

**Explanation:**

12.3.3 Describe the process to add or modify additional indexing data at any time.

**Explanation:**

### 12.4 Retrieval/Output of Images (Desirable)

12.4.1 Explain in detail how staff would retrieve images from a core application, including the number of keystrokes/mouse-clicks required to retrieve an image.

**Explanation:**

12.4.2 Indicate the maximum number of concurrent users that can use the system for retrieval and workflow. Explain retrieval limits and workflow limits separately.

**Explanation:**

12.4.3 Explain the process for using annotations at the folder and document level. Describe how the access is restricted for making adds/modifies/changes. Explain the security system for changes to annotations.

**Explanation:**

12.4.4 Explain in detail the search capabilities of the software for retrieving images.

**Explanation:**

12.4.5 Explain in detail other types of output such as fax, Internet, CD, that the proposed software will support.

**Explanation:**

### 12.5 Workflow (Desirable)

12.5.1 Describe the process for creating/defining workflow routes to move documents from user to user.

**Explanation:**

12.5.2 Explain the process allowing departmental supervisors to see workflow volumes in queues and how they could redirect or adjust work loads by reassigning work to other staff.
12.5.3 Explain the graphical interfaces that would allow staff to create or modify applications, routes, tasks, etc.

Explanation:

12.5.4 Explain how the workflow software permits the pre-designation of workflow routes. In addition to predetermined routes, explain the ability of the workflow to override the route based on a user's decision.

Explanation:

12.6 **Storage and Other Technical (Desirable)**

12.6.1 Explain how the proposed software handles the single-page, multi-page storage and any other provisions to prevent corruption of images when using multi-page storage. In addition to TIFF file format, indicate other file storage formats.

Explanation:

12.6.2 Describe the steps needed to expand image storage capabilities in the future and if there is a maximum number of images the software can handle. Indicate the recommended percentage of total images that should be stored on-line, near on-line and off-line.

Explanation:

12.6.3 Describe the operating system choices available and supported. Include specific vendor solutions and product releases if applicable.

Explanation:

12.7 **Training and Support (Desirable)**

12.7.1 Explain in detail your plan and method of providing training to the functional and technical staff of the University.

Explanation:

12.7.2 Describe in detail your method of providing software support and the level of support (for example: help-desk hours, normal response time, accessibility of senior technical staff, etc.) provided to the University. Explain the different levels or tiers of software support available from your organization to the University.

Explanation:

12.7.3 Describe the process for providing software enhancements as part of normal maintenance. Provide examples of enhancements that are included as part of normal maintenance agreements.

Explanation:

12.7.4 Describe how major upgrades and releases will be available to the University and if there will be costs associated with them.

Explanation:
13.0 **Reference Information (Desirable)**

Include: In responding to this section, respondent should include (but is not limited to) the following information. In addition to providing the information, respondent is to mark YES for each item information is being provided and NO if not providing the information.

<table>
<thead>
<tr>
<th>Yes/No</th>
<th>Information Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/No</td>
<td>Cover letter on company letterhead.</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Twelve (12) copies of bid response to be supplied.</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Company Financial Information <em>(Financial information to be separate and sealed)</em>.</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Technical literature regarding proposed software. <em>The technical literature must incorporate all revisions and is to be separately bound and identified.</em></td>
</tr>
<tr>
<td>Yes/No</td>
<td>Any additional information which would provide a better understanding of the contents of the proposal.</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The proposed document imaging and workflow systems should be currently available and in use at institutions of higher education with similar size and complexity. It should also be in use by one or more higher education institutions using PeopleSoft, Inc., Versions 7 or 8, of the Human Resources, Financials or Student Administrative System applications.</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Respondent should provide, at a minimum, a list of three (3) higher education references, including:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Required:</th>
<th>Reference 1</th>
<th>Reference 2</th>
<th>Reference 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution’s Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approximate Faculty, Staff FTE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approximate student enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Person</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approximate date of installation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approximate number of seats installed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server environment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft version and module(s) used by the Institution, including departments where application and versions are installed <em>(Financial Aid, Registrar, etc.)</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approximate magnitude and total duration of integration project <em>(include hours for vendor or client IS staff and months elapsed) - i.e. 1000 man-hours over five (5) months:</em></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FORM OF PROPOSAL (PRICING SHEETS)
DOCUMENT IMAGING SOFTWARE AND IMAGING WORKFLOW SOFTWARE

This Form of Proposal (Pricing Sheets) must be separately bound, identified, and sealed.

MANDATORY PRICING – ALL PRODUCTS AND SERVICES

In this section, respondent must provide detailed prices for all products and services being offered to the University. Pricing shall be detailed enough that calculations of costs can be made for any software offered, any implementation schedule, any number of users or images, any variety of configurations, any service or maintenance programs, and any training. These prices are to be fixed throughout the life of this contract (through 6/30/08).

Due to the diversity of pricing methods, no attempt has been made to provide a form listing all factors that will enter into the calculation of pricing. However, respondent must state all factors that determine price, such as (but not limited to) number of sites or users or images. Prices must be included for respondent’s full range of software, services, maintenance, training, and assistance during implementation requested in this proposal. If respondent has additional Document Imaging Software and Imaging Workflow Software licensing, services or training other than those requested in this proposal, respondent should provide additional optional pricing information. Such optional pricing shall be considered firm, fixed pricing for the length of the contract.

SUBMIT ALL PRICING

Four groups follow. The required pricing in the first three groups is intended to allow the University to compare the cost of one implementation schedule among all respondents. The total of these three groups will be used to determine the total cost for each respondent for purposes of assigning financial points. Sufficient detailed information about how pricing is calculated for these groups must be provided to enable the University to confirm that the fixed pricing shown above was used as the basis for the calculation of costs for each group.

The University does not guarantee this schedule will be used and the University reserves the right to implement at a slower or faster rate than indicated in this schedule.
Group 1: Pricing for Imaging and WorkFlow Software Licenses

(Mandatory)

<table>
<thead>
<tr>
<th>Pricing Model</th>
<th>Fiscal Year 2003</th>
<th>Fiscal Year 2004</th>
<th>Fiscal Year 2005</th>
<th>Fiscal Year 2006</th>
<th>Fiscal Year 2007</th>
<th>Fiscal Year 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Admin. Users</td>
<td>50</td>
<td>100</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>End Users</td>
<td>200</td>
<td>2000</td>
<td>8000</td>
<td>8000</td>
<td>8000</td>
<td>8000</td>
</tr>
<tr>
<td>Images Annual</td>
<td>1,000,000</td>
<td>9,000,000</td>
<td>10,000,000</td>
<td>15,000,000</td>
<td>15,000,000</td>
<td>15,000,000</td>
</tr>
<tr>
<td>Images Accumulative</td>
<td>1,000,000</td>
<td>10,000,000</td>
<td>20,000,000</td>
<td>35,000,000</td>
<td>50,000,000</td>
<td>50,000,000</td>
</tr>
<tr>
<td>Total Cost</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

Group 1 Notes:

1. For the purpose of establishing total costs each respondent is to assume that the University will implement the system in multiple phases over the time periods noted in the column headings.
2. System Administrative Users are those individuals who will be responsible for scanning, verification, indexing, security and workflow activities.
3. End users are employees who will have access to the images based on security permissions provided as a part of the system. For some functional areas the scanned images will be “public” information and available for viewing by any University employee. For example, a vendor invoice may be scanned into the system and associated with various records in the purchasing, accounts payable and general ledger systems. The software functionality and licensing cost must provide for this use.
4. Annual images are estimates of the new images recorded and stored in the system for the time periods noted in the column heading.
5. By the end of the third Fiscal Year, June 30, 2006, the University expects to have the system implemented and in use throughout the University. It will be supporting many functional areas on all campuses.
6. Specific information that identifies all third party software required to support the Imaging and Workflow solution proposed in the response that are not included in the above pricing must be listed below. Examples include, but are not limited to, operating systems such as Sun’s Solaris or Microsoft’s Windows, database products such Microsoft’s SQL Server or Oracle and reporting solutions such as Crystal.

Additional Software:
Group 2: Pricing for Imaging and WorkFlow Software Maintenance/Support

(Mandatory)

<table>
<thead>
<tr>
<th>Pricing Model</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>July 1, 2003</td>
<td>July 1, 2004</td>
<td>July 1, 2005</td>
<td>July 1, 2006</td>
<td>July 1, 2007</td>
</tr>
<tr>
<td>Software</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Group 2 Notes:

1. Annual maintenance prices should be quoted using quantities supplied in the Group 1 table.
2. Respondents must supply annual maintenance costs that permit a 5 year analysis of total costs for Standard Maintenance (as defined in Note 3) for the proposed software.
   Standard maintenance shall include bug fixes, enhancements, new releases, new product versions and help desk support during normal University of Missouri work day business hours which are Monday through Friday from 8AM to 5PM central time.
Group 3: Pricing for Imaging and WorkFlow Software Implementation/Installation and Training (Mandatory)

1. Each respondent must provide anticipated University costs for implementation/installation of systems software and hardware for the initial start-up in year one (7/1/03 – 6/30/04) identified in the Group 1 table. The prices for these services should be based on the respondent’s experience with implementations of similar size and complexity. Sufficient detail must be provided to show that calculations are based on fixed prices quoted earlier.

   Implementation Cost - $ ____________________________

   PROVIDE DETAIL

2. Each respondent is to provide a training plan and cost for technical and functional training.

   a. Functional training will be provided by the vendor on site at the University of Missouri and is to include all instruction necessary to provide 50 System Administrators with the knowledge necessary to perform all scanning, verification, indexing, security and workflow activities. It is assumed that the University will use these 50 trained staff members to train others as the system is extended to additional functional groups. The prices for these services should be based on the respondent’s experience with training for systems of similar size and complexity. Enclose a proposed training plan. Sufficient detail must be provided to show that calculations are based on fixed prices quoted earlier.

   Functional Training Cost - $ ____________________________

   PROVIDE DETAIL

   b. Technical training will be provided by the vendor. It is to include the classes/courses recommended for the Information Technology support personnel who will be responsible for the proposed system’s software and hardware. Respondents should assume that the University will provide a central technical solution located in Columbia Missouri. The prices for these services should be based on the respondent’s experience with implementations of similar size and complexity. Enclose a proposed training plan. Sufficient detail must be provided to show that calculations are based on fixed prices quoted above.

   Technical Training Cost - $ ____________________________

   PROVIDE DETAIL
Each response **must include specific hardware recommendations** for scanners, servers and storage systems. These recommendations must include specific vendor brands with model details including all features, capabilities, speed, number of processors and quantities, document storage solution and capacity for year-one (7/1/03 – 6/30/04) quantities specified in Group 1 above.

The University expects to purchase the equipment from existing or future University contracts. It is **optional** for respondents to **provide pricing** for this equipment. This pricing will be used to assist the University in budgeting for this project. It will not be used to determine the award nor will respondent be obligated to provide equipment as part of this contract.

However, if the respondent has special arrangements with equipment vendors and has a source of supply that would be available to the University at the quoted prices, this should be indicated below. If so, and it is in the University’s best interest, the University will consider purchasing this equipment from the respondent who is awarded the contract for the imaging system.

1. Scanners in a quantity of 50 or fewer.

   (Required)
   
   **Recommended brand(s) and model(s):**

<table>
<thead>
<tr>
<th>(Optional)</th>
<th>Special Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Price</td>
<td>Available</td>
</tr>
<tr>
<td>$_________</td>
<td>Yes, No _______</td>
</tr>
<tr>
<td>$_________</td>
<td>Yes, No _______</td>
</tr>
</tbody>
</table>

2. Server(s) to manage 1,000,000 images with growth potential necessary to support quantities and users in Group 1 table.

   **Recommended brands(s) and model(s):**

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Unit Price</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>________</td>
<td>$_________</td>
<td>Y, N</td>
</tr>
<tr>
<td>________</td>
<td>$_________</td>
<td>Y, N</td>
</tr>
</tbody>
</table>

3. Storage to maintain 1,000,000 with growth capacity to 50 MIL over 3-5 years.

   **Recommended brands(s) and model(s):**

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Unit Price</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>________</td>
<td>$_________</td>
<td>Y, N</td>
</tr>
<tr>
<td>________</td>
<td>$_________</td>
<td>Y, N</td>
</tr>
</tbody>
</table>
REQUEST FOR PROPOSAL
FOR
DOCUMENT IMAGING SOFTWARE AND IMAGING WORKFLOW SOFTWARE
TO
THE CURATORS OF THE UNIVERSITY OF MISSOURI
FOR
THE UNIVERSITY OF MISSOURI SYSTEM
DATED: February 12, 2003
To the Curators of the University of Missouri
Columbia, Missouri 65211

Ladies and Gentlemen:

1. The undersigned hereby proposes to contract under the terms and conditions indicated in this Proposal for Furnishing and Delivery of Document Imaging Software and Imaging Workflow Software at pricing appearing in the proposal form to the Curators of the University of Missouri for the University of Missouri, dated February 12, 2003.

2. AS FOLLOWS:

In order to be considered for selection, respondents must submit a complete response to this request for proposal that complies with all the mandatory requirements and which follows the outline provided in the Form of Proposal (Pricing Sheet).

3. The above document imaging software and imaging workflow software will be fully delivered on or before: [Indicate Date in conformity with the Detailed Specifications]

4. In submitting this proposal, it is agreed that it may not be withdrawn for the period of days provided in the contract documents and it is understood that the right is reserved by the University to waive informalities and to reject any and all proposals.

5. It is understood and agreed that all prices given herein include all taxes payable by virtue of the furnishing and delivery of the item(s) included within this proposal.

6. Attached hereto and made a part of this proposal are all the information required by or requested in the contract documents.
This signature sheet must be returned with your proposal as a part of your response.

Authorized Signature

Date

Printed Name

Title

Company Name

Mailing Address

City, State, Zip

Phone No.

Federal Employer ID No.

Fax No.

E-Mail Address

Circle one: -- Individual -- Partnership -- Corporation

If a corporation, incorporated under the laws of the State of __________

Licensed to do business in the State of Missouri? _____yes _____no
Document Imaging RFP Response
for
University of Missouri System

December 1, 2003
December 1, 2003

University of Missouri System
Attn: Peggy Quisenberry
Commodity Specialist
UM Procurement Services
1105 Carrie Francke Drive
Columbia, MO 65211

RE: RFP # Q031403 Response, Enterprise-Wide Document Imaging Software & Imaging Workflow Software, due March 14th, 2 p.m. CST

Dear Ms. Quisenberry,

Perceptive Vision, Inc. is pleased to present this proposal for an imaging solution for the University of Missouri College System.

This proposal is organized as follows, per the RFP instructions:

- Cover Letter
- Signed Proposal Form
- Executive Summary
- 10 Hardware Configurations
- 11 Mandatory Requirements
- 12 Desirable Functional Capabilities
- 13 Reference Information

We at Perceptive Vision, Inc. are eager to welcome the University of Missouri College System to our rapidly growing family of more than 100 higher education institutions worldwide who are effectively implementing ImageNow imaging and workflow software to help improve services and work processes.

If you have questions, need more information or would like to schedule a proposal review, please contact me at 1.800.941.7460 x3116 or Amanda.Burgess@imagenow.com.

Cordially,

Amanda Burgess
Higher Education Account Executive

www.imagenow.com
REQUEST FOR PROPOSAL
FOR
DOCUMENT IMAGING SOFTWARE AND IMAGING WORKFLOW SOFTWARE
TO
THE CURATORS OF THE UNIVERSITY OF MISSOURI
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2. AS FOLLOWS: In order to be considered for selection, respondents must submit a complete response to this request for proposal that complies with all the mandatory requirements and which follows the outline provided in the Form of Proposal (Pricing Sheet).

3. The above document imaging software and imaging workflow software will be fully delivered on or before 30 days after being awarded the contract. Delivery will be F.O.B destination, freight pre-paid and allowed, to all locations of the University system.

4. In submitting this proposal, it is agreed that it may not be withdrawn for the period of days provided in the contract documents and it is understood that the right is reserved by the University to waive informalities and to reject any and all proposals.

5. It is understood and agreed that all prices given herein include all taxes payable by virtue of the furnishing and delivery of the item(s) included within this proposal.

6. Attached hereto and made a part of this proposal are all the information required by or requested in the contract documents.

This signature sheet must be returned with your proposal as a part of your response.

Authorized Signature: Amanda Burgess
Printed Name: Amanda Burgess
Title: Higher Education Account Executive
Company Name: Perceptive Vision, Inc.
Mailing Address: 7734 Hedge Lane Terrace
City, State, Zip: Shawnee, KS 66227
Phone No. 1-800-941-7460 Ext. 3116
Fax No. 913-422-3820

E-Mail Address: Amanda.Burgess@imagenow.com

Circle one: PVI is a Corporation

If a corporation, incorporated under the laws of the State of Missouri?
Licensed to do business in the State of Missouri? ✓ yes __ no
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Executive Summary

The purpose of this section is to provide a statement of PVI's understanding of the University's objectives, provide a summary description of the proposed solution or scope of work and articulate the benefits to the System represented by the PVI approach.

PVI's Understanding of the University's Goals

Higher Education Institutions are motivated to invest in document management and workflow technologies in order to meet the following objectives:

- Limit the needs for storage space both on and off campus.
- User-friendly capture, storage and retrieval of University documents.
- Improve services through improved access to records.
- Eliminate costs and disservices due to lost or misfiled documents and records.
- Increase administrative and user productivity through instantaneous and simultaneous access to records.
- Streamline processes.
- Improve control over University documents to meet records management requirements.
- Provide a Document Imaging solution integrated with PeopleSoft with direct access to University documents displayed from PeopleSoft screen panels and pages.
- Provide a Document Imaging solution integrated with non-PeopleSoft applications that operate on a MVS OS 390 environment.
- Scalable solution to accommodate various needs for departmental imaging and workflow requirements.

RFP Highlights

Perceptive Vision, Inc. has enjoyed document imaging solution success in many industries including Higher Education with customers who utilize ImageNow imaging and workflow software to help improve services and work processes. We are confident we can provide the required solution for the University.

This proposal contains cost estimates based on the information in the RFP. We would expect to fine-tune these costs to meet the needs, quality levels and budget constraints of each institution.

Please remember, when comparing cost proposals we ask the University to make sure and compare the total solution cost of the various vendors. We are confident that when all components are summarized, including imaging, workflow and the services to implement and integrate these technologies with your PeopleSoft and non-PeopleSoft systems, PVI will be seen to offer the most cost effective, long-term solution. ImageNow is unique in that workflow is included in our product at no additional charge. Other imaging systems may have a different module and separate pricing for workflow. Additionally, no programming is required to integrate with your various host systems. PVI is the only imaging company to have a patent on the technology that allows us to integrate seamlessly with your host systems, no other imaging system can integrate without programming.

PVI encourages the University to visit with our customer base, whether it's a phone call or a site visit. It is important to ask questions about implementation timelines and overall satisfaction with the ImageNow system.
We look forward to the opportunity to work with the Missouri System to help improve services and work processes.

**Proposed Solution**

The ImageNow software suite provides functionality for document image capture, indexing, storage, retrieval, display, and distribution (print, fax, E-mail). ImageNow includes integrated workflow software that provides easily implemented automation of document-centric work processes. ImageNow companion products, CaptureNow, WebNow, EmailNow, FaxNow and ColdNow, round out our implementation options.

**Integrated Capture and Retrieval**

The ImageNow solution supports many different capture methods for index data collection. These methods include manual index, data entry, barcode, and patchcode. Most customers utilize the patented ImageNow LearnMode to link their software applications for the purposes of providing integrated document capture and document retrieval.

**LearnMode – Integration Module**

Perhaps the biggest accolade, ImageNow does not “invade” user’s desktops with complicated features and functionality. Instead, ImageNow gives users quick and simple access to documents that relate to their respective jobs. ImageNow leverages existing desktop environments and minimizing training of end users and does so without compromising the benefits of a comprehensive document management application.

ImageNow is designed to integrate tightly and quickly with desktop level applications, without the standard proprietary interfaces most imaging systems require. ImageNow wraps up several key integration technologies in a single user interface called “LearnMode.” It is from the drag and drop interface of LearnMode that most integration is accomplished – all without programming.

The Learn Mode feature of ImageNow is a graphically interfaced administrative function that “learns” the target interface screens. LearnMode uses up to eight different technologies to recognize specific application screens. LearnMode learns where in your screen to find data – such as a student number, vendor number,
or employee ID – that will be used for document indexing, search and retrieval. LearnMode supports all user interfaces, and PVI guarantees successful integration with any or all of these interfaces.

Once deployed, your paper documents will be sorted, prepared and scanned in batches by your staff. Patch codes or other methods may be used to designate multiple-page documents. Each batch may be routed to selected data entry clerks who may automatically link, or index, the new documents to records in the host system. The clerk may perform normal data entry functions, as before, except the data entry will be from the image instead of from paper. Upon completion of the data entry, or upon locating the corresponding student, vendor, employee, etc. record, the clerk will “link” or index the document with a single keyboard keystroke or mouse-click, thereby storing the document according to desired index values automatically taken from the active host screen. ImageNow users will then be able to retrieve, with a single mouse click, any or all documents associated with live data in configured host application system screens.

CaptureNow – Scanning Module

CaptureNow is the scanning environment management module of ImageNow. CaptureNow has been developed with Kofax Imaging’s Image Controls products to provide maximum scanning functionality. In conjunction with the proper Kofax product, ImageNow can utilize a wide range of scanners from Bell & Howell, Fujitsu, Canon and other manufacturers to ensure the most flexible batch and ad hoc capture environment possible.

Quality Assurance – QA can be performed while a group of documents is being scanned into a batch. ImageNow’s unique ability to distribute the capture process allows additional QA to be distributed to another machine while scanning is in progress as well. In addition, ImageNow can scan both single-sided and duplex data and organize the scanned data into batches for further processing.

Automatic Recognition – ImageNow can be configured to automatically recognize document type and other important details at capture time via forms recognition, patch codes, bar codes, blank or other separator sheets, or user query.

Queueing – ImageNow can also accept documents that have not been indexed, which can be stored for later indexing. When an ADF runs out of paper during scanning, ImageNow asks the user if they want to create a new batch or to append additional documents to the current batch.

Image Enhancement – ImageNow Capture provides complete support for image enhancement including deskew, despeckle, crop, rotate, threshold detection, contrast enhancement and other relevant features. In addition, all of these various settings can be stored in separate capture profiles that can be automatically or manually selected. The ImageNow capture environment allows you to create an unlimited number of “capture profiles” which allows the user to quickly select scanning parameters that match a particular document type. Capture profiles can also be changed automatically on the fly by using bar codes, patch codes or forms recognition.

Detailed Scanning Features:

- Batch scanning
- Distributed batch-level and page-level QA of scanned images
- Scan-time QA of scanned images
- Scan-time indexing via barcode and patch code
Pre-scan manual indexing and automatic indexing via OCR
- Distributed batch-level and page-level indexing
- Scanning directly to workflow
- Scanner configuration changes (resolution, page size, orientation, brightness, threshold, etc.) on the fly

Unlimited number of selectable scanner profiles which can be saved for quick access
- Scanners ranging from 5 ppm to 200 ppm
- Creation of Group IV Tiff during scanning process
- Duplex scanning and ability to automatically delete back blank pages
- Image enhancement functions such as deskew and despeckle
- Scanning capture directly over the Internet

Other Capture Methods Supported:
- Batch electronic file import
- Single electronic file import (e.g., images, Word, Excel, PDF)
- Automatic import of high volume fax objects
- Unbundling of multi-page Tiff fax objects on import

Indexing Module
ImageNow’s indexing structure and the corresponding processes for the rapid and accurate capture of documents and data (indexes) necessary to store and retrieve them is one reason why users can quickly implement effective imaging solutions. Indexing functionality is provided in the ImageNow basic license; no separate licensing is required for indexers.

A feature that makes ImageNow unique in the industry is its patented technology that provides integration with host systems to enable indexing directly from host screens. Non-technical users can integrate your host screens—without programming—to
allow them to retrieve ImageNow documents related to the record they are viewing within your host
system via a single click.

ImageNow provides a powerful indexing structure that permits the organization and representation of
documents in a variety of ways to support business and organizational storage and retrieval requirements.
If the desired result is a virtual electronic student folder or a simple archival of transaction records,
ImageNow can support the requirement. In addition, the indexing structure permits the adding or
appending of pages or documents to other virtual documents through simple, standard linking mechanisms
or via drag-and-drop user operations.

Finally, quality control of the indexing process can be implemented using various approaches dictated by
user requirements. ImageNow offers a number of ways to create and verify document indices. Methods of
indexing include:

- Manually entering index values via text fields and drop-down lists
- Directly gathering bar coded data in the scanning process
- Using zone OCR in the scanning process
- Accepting imaged data and key data from an external product such as a fax system or ReadSoft
  forms software
- Acquiring index data directly from any host application that can be delivered to a Microsoft
  Windows desktop via ImageNow's patented image enabling process.

Retrieval and Display Module

ImageNow is designed to provide retrieval based on tight integration with external, host systems. As such,
the need to separately query ImageNow is often eliminated, greatly enhancing productivity and flexibility.
In addition, user training requirements are significantly reduced, since searching is done via your existing
system(s). In the absence of, or supplementing host system integration, ImageNow can be queried directly
for documents based on values for any configured index fields.

The ImageNow viewer also supports the rendering of approximately 250 different file types, so that non-image
files, like word-processed, spreadsheet, or graphics files can be displayed without the user needing the authoring
application. And users can launch documents within the authoring application itself.

ImageNow displays concurrent document/page viewing and thumbnail views of images. Users can drag images
to reorder pages within documents, and they can also drag and import from MS file systems directly to the
ImageNow repository. These documents can either become new documents or can be appended pages to
existing documents. Finally, ImageNow also supports

printing and emailing documents or document pages.
Annotations Module

ImageNow can add annotations to documents—including sticky notes, highlights, free hand drawings, fine drawings, stamps or OLE Objects (such as sound, video, clip art, etc.) as overlays without making changes to original documents. ImageNow offers a wide variety of tools for highlighting parts of an image or adding notes while the image is being displayed in the PowerView Image-Enabled, Search, or Workflow modes. These annotations are attached to the image and can be deleted after the image is recalled.

- Stamp: User definable
- Sticky Note: Securable and added to by new user
- Text
  - Highlight
  - Arrow
  - Red Line
  - Solid Mask (Redaction)
  - Hollow Mask
  - Hollow Circle Mask
  - OLE Object
  - Move/Resize
  - Voice recording
WebNow Browser Interface Module

WebNow is browser-based thin client component of ImageNow that allows users to search for and retrieve documents, view annotations to documents, and participate in workflow from either Internet Explorer or Netscape. Because it is browser-based, WebNow supports unique integration with other web-based applications.

What Does WebNow offer?
WebNow renders images as GIFs, JPGs, or as TIFFs. In WebNow, users can:

- Retrieve documents directly from other web applications.
- Search for documents.
- View search results in either a table or tree format.
- View annotations.
- Participate in workflow, including routing forward and backward, including changing document statuses (hold, cancel, delete, and pending).

In fact, WebNow offers all of the features that the majority of your staff needs because most users do not need to be able to administer the system, scan documents, or index documents.

Today more than 50 of our over 500 ImageNow customers also use WebNow, including Stowers Institute, Price Waterhouse Coopers, Cingular, and DeVry. Examples of how people are using WebNow include:

- At universities, counselors use WebNow to pull up students' documentation by student ID during advising sessions. University staff no longer needs to pull, distribute, or re-file students' folders.
- Financial businesses use WebNow to provide reporting on the AP, AR, and GL services they are providing to their clients. Their clients can view documents served by ImageNow from within their ERP host systems, such as PeopleSoft.
- Department heads in a myriad of organizations are using WebNow to view invoices, reconcile them to POs, and complete expense processing within various host systems such as Customer Host System.

These are just a sampling of the business uses WebNow users employ. And just like ImageNow, WebNow can be accessed anywhere in the world by any ImageNow user who has a TCP/IP connection (Internet access and valid log on) to the ImageNow server.
Workflow Module

ImageNow’s targeted set of workflow functionality—which comes standard with ImageNow—provides a robust workflow environment that, coupled with its extraordinary image integration technology, allows organizations to deploy a workflow system for imaged and other document file formats much more rapidly for far less cost than competitive products.

ImageNow workflow embodies three principal concepts that give it tremendous flexibility in almost any environment: rapid deployment and implementation, virtually unlimited extensibility, and excellent client/server architecture.

ImageNow workflow is designed to implement rapidly. Users have the ability to quickly define, with a graphical, point-and-click development tool, workflow applications that include document queues or states. They can assign users to queues, assign rights to documents within queues, and develop document routing without writing any software code. By using a simple macro scripting language, business rules can be established that allow your enterprise to control the flow and function of many different workflow scenarios.

ImageNow workflow also includes alarms and notices to alert users and administrators when time limits have been exceeded or other conditions arise—plus ImageNow workflow also includes the ability to alert users via E-mail that work has “arrived” and needs their attention.

Enhancing workflow—Most ImageNow Workflow applications are successfully designed, developed and implemented by using “out of the box” capabilities, with no programming or scripting. ImageNow workflow can be enhanced using the optional JavaScript workflow engine to provide additional capabilities and even tighter integration with back-end systems via external application development. For example, deploying foreign executables that are called at four different points can enhance each individual logical queue. These foreign executables can perform virtually any task—from making calls to a host database environment for information, to creating new transaction records in an accounting system, to sending e-mail based on events that are triggered by the workflow system.

FaxNow Module—Integrated Fax Capture (Optional)

FaxNow works with MS Windows-based ImageNow and up to 16 analogue fax lines to automatically manage inbound faxes. The faxes you receive will become images within ImageNow, where they can be routed into and out of work queues, linked to business applications, indexed in a variety of ways, viewed, printed, faxed, and e-mailed.
EmailNow — Integrated E-mail Capture (Optional)

EmailNow is an optional module for ImageNow that allows organizations to accept E-mails into an ImageNow workflow system and to automatically file E-mail messages and attachments into an ImageNow document library. EmailNow captures E-mail messages, indexes those messages, and routes the messages based upon configurable business rules.

When used to its fullest extent, EmailNow enables organizations to add workflow technology to their websites. An example would include the ability for external users to use an online application (web form) and may even attach supporting documents (Word files, PDFs, photographs, references, etc.). When the user presses “Submit,” ImageNow takes over, and the form data is E-mailed to the ImageNow E-mail inbox along with any attachments. From there, ImageNow routes the application information to the correct queue in workflow based on its index values.

EmailNow can also be used to instantly add important E-mail messages to the ImageNow document library where it becomes accessible just like any other scanned image or imported document. Your staff can do this simply by forwarding important E-mails they receive to the ImageNow E-mail address.

EmailNow is a server-based process that works with your organization’s existing POP mail server. To use EmailNow, your system administrator just has to set up one or more E-mail accounts (such as AS.doc@yourcompany.com), and then configures EmailNow to monitor the inbox for that address. EmailNow then indexes all messages it receives at the E-mail address(es) it is monitoring and adds them to the ImageNow Database.

EmailNow can be configured to index and route the messages it receives based upon Sender, Recipient, CC, BCC, Subject, Date, Reply To, number of attachments, unique ID, mime type, and keywords. And your organization can always use ImageNow’s point and click workflow scripting to create advanced routing based upon specific requirements. EmailNow indexes attachments—including Word, Excel, PDF, image files, etc.—in association with the E-mail message itself. EmailNow does not reformat any files it receives—if it receives HTML E-mail with attachments, it stores the E-mail as HTML in the ImageNow database and stores the attachments in their native file format as well.

Multi-Link (Optional)

Multi-Link is a new functionality within ImageNow that allows a user to easily assign multiple index keys to a single scanned document. The multiple key values are then used by a server process to create multiple copies of the document. The purpose of this solution to avoid having to manually copy, or rescan the document many times in order to file it with multiple student, vendor or employee records. A single document in many cases may have from 1 to 200 pages, with each page containing between 1 to 20 lines. In other words, a single document could address well over 1000 student accounts. A good example of this is a Financial Aid Office that may receive a single document representing a list of student that qualifies for a scholarship. This document needs to be linked to each student account. In short, anywhere that a single document needs to be linked to more than one set of keys, Multi-Link can be used.
Computer Output Capture Options (Optional)

ImageNow contains various approaches for managing computer output. In some cases computer output objectives may be achieved via our Generic Import Feature – see description attached. We have many customers who import output from other computer applications and import the resulting objects into ImageNow. In other cases, more full function capabilities as provide by COLDNow are required. See illustrations below.

Generic Import Feature

(No additional charge): Some "computer output" requirements are resolved in a fairly straightforward fashion using ImageNow’s Generic Object Import Feature which is included with ImageNow at no additional charge. Under this approach, computer output from various application systems can be imported directly into the ImageNow object repository along with index values also passed to us directly from the business application - or for indexing via object linking. See the attached "Generic Import Feature" description. The Generic Import Feature is included in the base ImageNow license. Many customers find that this approach satisfies their "computer output" requirements with virtually no additional licensing costs. In some cases - some customers take data (ASCII text files, for example) directly from other systems while other customers use "report formatting" software and we import the resulting reports created by the formatting systems.

Advanced Function via COLDNow (Optional)

(Additional charge): We support ERM/COLD functionality ranging from simple to complex. An example of a more full featured COLD solution is to be able to search across the output object CONTENT to find instances of a given data string and then return to the user a listing of all objects with that DATA content. This sort of full-featured "COLD" functionality is available in the form of our newest product – COLDNow. ColdNow provides robust computer output management including output processing, overlay management, data compression and allows users to have a single access path to Cold Objects along with other objects (tiffs etc) in the ImageNow repository.

(Note to EITHER delete both or include ONE of the following paragraphs)

OCRNow (Optional)

OCRNow is a sister product to CaptureNow that allows you to extract data from documents being scanned and then automatically populate any or all of that document’s index values with the extracted data. Defining OCR zones with OCRNow is as simple as lassoing regions during capture profile administration. OCRNow provides excellent recognition accuracy on a wide variety of documents, including Faxes, photocopies, and documents with complex layouts.

Note: Customers wishing to capture index values via barcodes do not need to purchase OCRNow--barcode reading is included in CaptureNow--AIPE.

Customers wishing to extract large blocks of data from paper documents for exporting transactional data to other systems should consider purchasing more advanced OCR/ICR processing software, with which CaptureNow tightly integrates. PVI is happy to provide further information regarding this level of OCR/ICR functionality upon request.
OCR/ICR Forms Processing (Optional)

Although the University has not specifically addressed any forms processing capability, it is our experience that higher education institutions are commonly interested in using forms processing software to reduce data entry time and expense. PVI has worked closely with ReadSoft to create integrated forms processing solutions for a variety of customers in both high and low volume environments. We have included as a supplement to this RFP response a summary of options related to using ReadSoft and ImageNow to capture data from forms to automatically populate your PeopleSoft environment. We have provided an estimate that is based on several assumptions which would need further clarification.

Integrated Security

ImageNow documents/objects are transported between ImageNow client and the server repository via TCP/IP communications protocol. Each transmission is secured by high-end 128-Bit DES encryption. Additional security within ImageNow is implemented in three different, but interrelated ways:

First: Domain Security--ImageNow requires user and password validation against the domain. The ImageNow user’s User ID and Password must be an identical match with your network’s domain login. If domain validation is not part of your environment, the ImageNow user’s User ID and Password must exist in the User environment on the ImageNow server.

Second: Privilege Security--internally, ImageNow’s security features include the ability to grant/revise individual rights to delete, copy, move, print, fax, link, scan, search or view documents, or modify, add or delete annotations to individual users or groups. ImageNow can also restrict individual or group access to particular Drawers within the ImageNow object store by allowing your System Administrator to carefully segment those documents so that they can only be seen by specific departments.

Third: Host System Security--because of ImageNow’s unique integration abilities, ImageNow will allow users access only to those documents that correspond to records they can view in your host system. Ultimately, this disallows user’s access to documents of any type that relate to records they are not allowed to see in the host system you integrated with ImageNow.

Additional security benefit: no mapped drives! Most imaging systems require users to map to the volumes that store scanned and other object data (the object store). This requirement not only circumvents basic security guidelines, but creates a much more complicated user management environment as well. In contrast, because of ImageNow’s TCP/IP based client/server architecture, the only way to access an object store managed by ImageNow is by logging onto the ImageNow Server through a dedicated port opened up for each client. By providing only port level access to the server, users who log onto ImageNow cannot access the object store via file services.

Benefits of a ImageNow Solution

ImageNow supports an unlimited number of applications to provide an enterprise solution to University and is not limited to the number of offices or campuses that ImageNow can be installed in. Furthermore, PVI expects the System to develop internal expertise in order to maintain existing applications and develop new applications in subsequent phases. PVI is expected to provide training that helps the University develop this expertise, and the solution proposed. ImageNow supports the objective by providing comprehensive functionality without technically complicated requirements for successful application development and implementation. These benefits include:
Industry experience: PVT's demonstrated experience in and commitment to higher education represents significant value to the University. Over 85 institutions of higher education are using the ImageNow solution making us the leaders in Higher Ed.

Efficient Implementation and Training: ImageNow's patented host-integration technologies will allow the University on-line access to imaged documents while minimizing implementation and training costs.

Valuable Automation: ImageNow workflow capabilities will enable the department to streamline and automate work processes without expensive analysis, reengineering, and workflow development costs.

Flexibility: Scalability of the ImageNow system can bring cost-effective imaging and workflow implementation to other relevant departments at the University.
10. ImageNow Hardware Configurations

Overview

Per the UMS RFP # Q031403 requirements on page 12, section 10, we have used this section to explain the technical components and requirements for implementing ImageNow in an enterprise solution.

ImageNow Server

Our ImageNow server engine runs native on all Windows NT Server platforms and can be seamlessly migrated to the largest and highest performance platforms such as Sun Solaris, IBM AIX, and Hewlett Packard HP/UX. The server provides application services, database services for document metadata, and document file storage services. Customers typically will not obtain additional database licenses nor provide database administration services.

Server Specifications

The ImageNow server holds the ImageNow databases, server configuration files, server executables and other components. The objects or OSM directory can also be located on magnetic storage or automatically migrated to optical jukebox technology via HSM software.

ImageNow fully supports various UNIX Server platforms, Windows NT and 2000. However, PVI does not sell server equipment. We will work directly with your team to build a specification that will work best for your target environment. Because we do not sell server equipment, we have not provided a detailed quote. ImageNow's requirements are relatively modest and will not require a significant hardware investment. A good rule of thumb for storage capacities is 50K per business document or 50 GB of (usable) RAID Storage per 1,000,000 business documents.

ImageNow requires a suitably configured “Server Class” machine with appropriately sized Raid V storage. We will assist you in configuring a server to match your specific archiving and retrieval requirements as they become more finalized. Price and configuration change very rapidly for these hardware products. We understand that you will use your own sources for hardware acquisition. For concurrent user counts in excess of 125 users – UNIX, AIX or Windows NT environments recommended. For user counts in excess of 200 users – UNIX, AIX environments recommended. Below are the recommended server configurations. We have provided Server Examples under separate document.

ImageNow Server Version 5.2

<table>
<thead>
<tr>
<th>Unix Server Platforms</th>
<th>Technical Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun Microsystems (Solaris)</td>
<td>Recommended Configuration</td>
</tr>
<tr>
<td>IBM RS/6000 (AIX)</td>
<td>Server Class system required for enterprise environments</td>
</tr>
<tr>
<td>Hewlett Packard – HP-UX</td>
<td>RAID 5 system recommended for database and object storage</td>
</tr>
<tr>
<td></td>
<td>Standard TCP/IP networking</td>
</tr>
<tr>
<td></td>
<td>Requirements are implementation-dependent; consult PVI for configuration</td>
</tr>
</tbody>
</table>

1 Object Storage Manager Requirements
ImageNow Server Version 5.2

MS Windows Server Platforms
-MS Windows NT Server Intel
-NT Server 4 Service Pack 4
-NT Server 4 SP 6a recommended
-MS Windows 2000 Server

Technical Requirements

Recommended Configuration
- Server Class system required for enterprise environments
- RAID system recommended for database and object storage
- Standard TCP/IP networking
- Pentium III server class processor(s) or better
- 2 MB of RAM per connected user minimum, 4MB recommended
- Number of documents processed annually x Average image size (50K) = Minimum annual disk space required

For concurrent user counts in excess of 125 users – UNIX, AIX or Windows NT environments recommended.
For user counts in excess of 200 users – UNIX, AIX environments recommended.

ImageNow Clients

ImageNow fully supports a variety of client workstation and scanning platforms, including Windows 98, Windows NT and 2000. The full ImageNow client provides the full range of ImageNow functional viewing controls, workflow support, annotation control, CaptureNow foundation support, and user administrative controls.

While PVI does not sell workstation equipment, we will work directly with a technical contact at your request to prescribe client workstations that work best for you. ImageNow’s requirements are relatively modest and will not require a significant hardware investment. We would expect that most departments would have adequate equipment. Below are the recommended client configurations.

<table>
<thead>
<tr>
<th>Client Scanning Station Platform</th>
<th>Recommended Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended:</td>
<td></td>
</tr>
<tr>
<td>MS Windows 2000</td>
<td>300 MHz processor minimum, 450+ MHz recommended</td>
</tr>
<tr>
<td>MS Windows NT Workstation 4 0+</td>
<td>128 MB RAM (512 MB recommended)</td>
</tr>
<tr>
<td>(Service Pack 3 required for Win NT)</td>
<td>1 GB available hard disk space</td>
</tr>
<tr>
<td></td>
<td>1024 x 768 SVGA minimum, 1280 x 1024 or greater recommended</td>
</tr>
<tr>
<td>Also supported:</td>
<td>19” display or greater recommended</td>
</tr>
<tr>
<td>MS Windows XP Professional</td>
<td>Standard TCP/IP networking</td>
</tr>
<tr>
<td>MS Windows 98</td>
<td>Microsoft TCP/IP</td>
</tr>
<tr>
<td></td>
<td>Scanning PC must have a slot available to accept either a Kofax Adrenaline board or SCSI board to drive each scanner</td>
</tr>
<tr>
<td>Not supported:</td>
<td></td>
</tr>
<tr>
<td>MS Windows Millennium Edition (ME)</td>
<td></td>
</tr>
<tr>
<td>XP Home Edition</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Viewing Platform</th>
<th>Recommended Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended:</td>
<td></td>
</tr>
<tr>
<td>MS Windows 2000</td>
<td>300 MHz processor minimum, 300+ MHz recommended</td>
</tr>
<tr>
<td>MS Windows NT Workstation 4 0+</td>
<td>64 MB RAM minimum, 256 MB recommended</td>
</tr>
<tr>
<td>Service Pack 3 required for Win NT</td>
<td>100 MB available hard disk space</td>
</tr>
<tr>
<td></td>
<td>1024 x 768 SVGA or greater recommended</td>
</tr>
<tr>
<td>Also supported:</td>
<td>17” display or greater recommended</td>
</tr>
<tr>
<td>MS Windows XP Professional</td>
<td>Standard TCP/IP networking</td>
</tr>
<tr>
<td>MS Windows 98</td>
<td>Microsoft TCP/IP</td>
</tr>
<tr>
<td>Not supported:</td>
<td></td>
</tr>
<tr>
<td>MS Windows Millennium Edition (ME)</td>
<td></td>
</tr>
<tr>
<td>XP Home Edition</td>
<td></td>
</tr>
</tbody>
</table>
WebNow (Thin Client)

WebNow is a J2EE-compliant application organized as a collection of web pages, which come bundled as an “out of the box” module for use with ImageNow. Below are hardware and software requirements for the J2EE application server, web server, and client machines required to run WebNow.

<table>
<thead>
<tr>
<th>J2EE Application Servers</th>
<th>Supported Operating Systems</th>
<th>Compatible Web Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macromedia® IRJrun</td>
<td>Windows 98, ME, 2000, XP, and NT</td>
<td>Apache HTTP Server</td>
</tr>
<tr>
<td></td>
<td>Solans 7, 8</td>
<td>Microsoft IIS</td>
</tr>
<tr>
<td></td>
<td>Red Hat® Linux®  6 2, 7 x</td>
<td>Netscape Enterprise Server</td>
</tr>
<tr>
<td></td>
<td>IBM® AIX®  4 3, 5L, v5.1</td>
<td>Sun™ ONE (iPlanet™)</td>
</tr>
<tr>
<td></td>
<td>HP-UX 11.0, 11i</td>
<td>Zeus Web Server™</td>
</tr>
<tr>
<td></td>
<td>Compaq Tru64® Unix  5.1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TurboLinux™  6.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SuSE Linus®  7.2, 7.3</td>
<td></td>
</tr>
<tr>
<td>Also supported:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apache Tomcat</td>
<td>Windows®</td>
<td>Apache</td>
</tr>
<tr>
<td></td>
<td>Unix® (Solans™ &amp; HP-UX)</td>
<td>Microsoft IIS</td>
</tr>
<tr>
<td>BEA® WebLogic®</td>
<td>Leading Unix®, Linux®, Windows®, and mainframe operating systems</td>
<td>Apache, Microsoft IIS, Netscape Web Servers</td>
</tr>
<tr>
<td>IBM® WebSphere®</td>
<td>IBM® AIX®</td>
<td>IBM HTTP server, based on Apache Web Server</td>
</tr>
<tr>
<td></td>
<td>HP-UX</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IBM® iSeries 400</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Linux®</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Novell® Netware®</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IBM® OS/390® (V. 3.0)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sun™ Solans™</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Windows NT® &amp; Windows® 2000</td>
<td></td>
</tr>
</tbody>
</table>

Note: Every J2EE server has JSP functionality, which is required for WebNow. However, not every JSP server is J2EE certified. Be sure the server you use meets the JSP 1.1 specifications.

WebNow Viewing Stations

<table>
<thead>
<tr>
<th>MS Win 98 or greater</th>
<th>Client machine must have Microsoft IE 5.1 or greater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most UNIX environments</td>
<td>Netscape 6.2 or greater browser installed.</td>
</tr>
</tbody>
</table>

FaxNow

FaxNow works with MS Windows-based ImageNow and up to 16 analogue fax lines to automatically manage inbound faxes. The faxes your organization receives become images within ImageNow, where they can be routed into and out of work queues, linked to your business software, indexed in a variety of ways, viewed, printed, faxed, and E-mailed.

FaxNow Supported Platforms

<table>
<thead>
<tr>
<th>Microsoft Win NT</th>
<th>Recommended Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Win 2000</td>
<td>Brooktrout’s TR114+P2L (2 channels) OR TR114+P4L (4 channels) fax board</td>
</tr>
<tr>
<td>UNIX</td>
<td>ImageNow can accommodate up to from one to one hundred fax lines, depending on board choice and slot space. A full-length and height port/slot on the ImageNow server is required for each Brooktrout board</td>
</tr>
</tbody>
</table>

www.imagenow.com
Storage

RAID is the grouping together of several magnetic disk drives to function as one system. Although RAID has built-in fault tolerance, it is still extremely important to have backup procedures in place. It is recommended that a full backup of the RAID system be conducted on a nightly basis. Combining the fault tolerance of RAID with a well-planned backup strategy yields a very reliable storage system.

There are number of different RAID levels. The most common are 0, 1, 3, and 5:

- **Level 0**: Provides data striping (spreading out blocks of each file across multiple disks) but no redundancy. This improves performance but does not deliver fault tolerance.

- **Level 1**: Provides disk mirroring. Data written to one disk is copied bit for bit on the other. This option provides high fault tolerance, but results in 50% loss in total capacity.

- **Level 3**: Same as Level 0, but also reserves one dedicated disk for error correction data. It provides good performance and some level of fault tolerance.

- **Level 5**: Provides data striping at the byte level and also stripe error correction information. This results in excellent performance and good fault tolerance. Usable capacity with RAID Level 5 is equal to the number of disks minus one, times the capacity of the drives. As an example, if a RAID 5 system has five 18 gigabyte hard disks, the usable capacity would be (5-1) * 18 = 72 gigabytes.

For most ImageNow installations, RAID Level 5 provides customers with the best balance of performance, capacity, fault tolerance, and cost effectiveness.

In addition to the different levels of RAID, there are several approaches that can be used when implementing RAID technology:

- **Server Attached Storage**: Attaching RAID directly to the server is the most common and usually the easiest way to implement RAID. The drives can be internal to the server or in an external cabinet attached via a SCSI cable. For single servers with small to medium capacity this is often the best choice.

- **Storage Area Network**: A SAN is a sub-network built on fiber-optic cable that consolidates many pieces of server-attached storage into a high-speed, usually centralized, ring. This storage is available to all servers attached to the sub-network. Many organizations are planning or implementing SAN solutions in their data-center environments. SANs can provide great flexibility when capacity, throughput, and reliability are critical. SANs however, tend to be pricey, and can pose implementation and management obstacles that must be understood. Once a SAN is set up it is virtually transparent to the ImageNow server as all functions are handled by the operating system.

- **Network Attached Storage**: NAS appliances attach large volumes of storage to a high-speed Ethernet network. This method makes use of familiar network equipment and conventions, such as TCP/IP, making implementation and support relatively straightforward. There are large variations between NAS devices, and some definite price/performance trade-offs between the different NAS vendors. The ImageNow Server treats the NAS appliance as a remote network drive, and is dependent on the network for connectivity to images.
ImageNow Connectivity

Over TCP/IP, any ImageNow client anywhere in the world can communicate with any ImageNow server in the world via your LAN, WAN, Intranet, extranet, or the Internet itself. Because ImageNow is a pure TCP/IP based product, it offers the highest level of raw network performance and the greatest breadth of back-end scalability.

Any communications infrastructure will suffice that supports IP routes between the server and client components (ImageNow, WebNow, CaptureNow). High-end networks such as those implied here should provide optimum support for the ImageNow deployment and would exceed those of most of our current implementations.

ImageNow Architecture Optimized for High Performance

Streaming Data over the Network: Most imaging applications stream object data, file data and application data over standard network file services, typically NetBEUI in a Windows NT environment. In contrast, ImageNow streams all of its client and server communications and object data via TCP/IP.

Client Viewer: If an object streamed from the server is being rendered in a poor viewer, the overall system will be slow. ImageNow’s viewer is a pure Visual C++ MFC with Assembler subsystems optimized to render .tiff and other data as quickly as possible. There is no Visual Basic code in any of the client components of ImageNow that detracts from the viewer’s speed and reliability.

Server Based Processing: As a client/server product, the ImageNow Server Engine has been designed to handle many of the processes that most network based applications handle on the client.

The client never touches any databases. The server engine performs all database transactions, significantly enhancing the speed at which they occur. The server also spawns a dedicated process for each logged in client and then manages all of the events that the client initiates, maximizing system resources on the server.

ImageNow employs a more intelligent process where multiple pages of the document being indexed are not streamed to the client, but rather indexed directly on the server based on the key values passed from the client.

ImageNow provides dedicated server processes for many functions such as importing large volumes of objects, bar code processing, zone OCR and others that allow you to focus processing power in the appropriate place. All of these design elements keep client side processing to a minimum.

Intelligent Design: Elegant design optimizes system performance. As an example, ImageNow does not require that every object to be indexed pass through the client software. Forcing every data object down the wire clogs the network and slows the system down. ImageNow employs a more intelligent process where multiple pages of the same document that is being indexed are never streamed to the client, but are indexed directly on the server, based on the key values passed from the client. At first this may sound trivial, but it can significantly reduce network traffic. Another way in which the imaging system can be optimized is by keeping the data most often accessed on magnetic media. This cache can be tuned for maximum performance.

Summary: All imaging solutions transfer viewable objects across the network. These objects may not be larger than your average Word or Excel file, but they tend to be shipped in much higher volume. Every time an object is viewed via an ad hoc request or via a workflow transaction, an imaged object is retrieved from the server and sent across the network to the viewer. The same holds true when a document is scanned and pushed to the server across the network. As noted above, because of ImageNow’s overall design architecture, which minimizes the number of objects that are shipped to the client, and ImageNow’s
dynamic packet size optimization that keeps the transaction protocol efficient. ImageNow provides powerful functionality for minimal network cost.

Scanning Hardware Options

ImageNow can utilize a wide range of scanning products including Canon, Fujitsu, Panasonic, Hewlett Packard, Kodak, and other manufacturers, to ensure the most flexible batch and ad hoc capture environment possible.

PVI has provided information about specific scanners that have worked well for other customers. Please refer to the Scanner Options document submitted separately. The scanner(s) you choose depend upon your volume and paper handling requirements. Once you narrow down your options, your ImageNow implementation team can help you rank them in terms of applicability based on their experience. We support a wide range of scanners. We would select scanners that meet the individual requirements you have stated. These scanners are recommended for most normal business documents. If you have unusual document requirements, not mentioned to us, we can help you identify alternative scanner models that might better suit your needs.

Backup Storage

ImageNow is an open environment and relies on external products for backup and recovery. That is, other tools manage the migration, backup and restoration of both the object store and databases, for the most part. ImageNow does provide disaster recovery features such as writing original index data to the header of each object as it is shipped to the OSM. This means that recovery from the loss of a database could be accomplished with relative ease. This open approach gives customers the option to integrate their ImageNow backup with their master, existing backup routine.

Scalability and Performance

ImageNow's scalability and performance are the result of a number of key product design attributes. These attributes operate in concert, producing a flexible solution that places processes and data where they will perform best. These include:

N-tier Architecture—ImageNow is carefully designed to place processes where they are best handled. ImageNow's n-tier architecture ensures that all database transactions are managed and executed from the ImageNow server engine. There are two benefits to this architecture: first, it eliminates any client-side, database server connectivity requirements, and second, it allows the collocation or distribution of all key server applications, which can run on and communicate with different servers and operating systems.

Efficient Transaction Protocol—ImageNow streams all of its client and server communications and object data via TCP/IP, whether the object is being rendered in the full ImageNow client or in a web browser. Testing in our labs has shown that delivery of a large binary object, such as a .TIFF image, can be accomplished up to 50% faster via TCP/IP than NetBEUI.

Distributed Capture—ImageNow's ability to capture data from any number of high, medium and low volume scanners distributed throughout the enterprise, while simultaneously managing the import of object data from multiple electronic sources such as a fax server, eliminates bottlenecks. For example, a centralized capture solution forces all data to flow through a single process on its way to being a complete transaction. Instead, ImageNow's ability to distribute each step of the capture process (capture, quality assurance, indexing) across the entire ImageNow user base allows for maximum resource utilization for minimal cost.
Distributed Object Storage — ImageNow’s ability to distribute the storage of object data across any number of file systems and a variety of platforms and back-end architectural designs, allows a system to be optimized around patterns of usage. For example, frequently accessed data can be placed in one file system, while other data can be placed in near-line storage.

Platform Independence — ImageNow is designed to run natively on a number of competing server platforms. This gives our customers ultimate flexibility in deploying high-performance solutions. ImageNow runs natively on Sun Solaris, IBM AIX, Compaq Tru64 and HP/UX in addition to the Microsoft Windows platforms. The ImageNow object store can be distributed to extremely high-performance SANs and other dedicated I/O maximized devices.

Rigorous Product Testing — PVI’s testing methodology places the highest priority on ensuring absolute reliability with maximum performance. The most recent product testing on Solaris has shown ImageNow capable of performing 20 million database transactions such as importing, indexing or fetching an object in less than 12 hours. This simulated testing involved more than 40 separate processes performing database transactions as fast as possible, which is many times greater than would be required for the a real-world implementation.
### 11. Mandatory Requirements

<table>
<thead>
<tr>
<th>UMS Requirements</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>11.1 General Requirements (Mandatory)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.1 Successful vendor must offer a &quot;total satisfaction&quot; return policy. The contractor must provide a sixty (60) day no questions asked return option, from the date the installation is completed in the first user department(s).</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.2 The successful vendor shall be responsible for replacing at no cost to the University any damaged item(s) received under this contract within 20 days from notification by the University.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.3 Successful vendor may not substitute any item(s) that have been ordered by the University under this contract without the prior written or electronic approval of the appropriate purchasing officer of the University. The substitute item must be at the same or better technology than the original product ordered, and priced at the same or lower price. Failure to comply will result in return of merchandise at vendor's expense.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.4 The imaging and workflow software running on the server must be able to handle Windows 2000, Windows XP and UNIX.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.5 The University will not accept any software that creates a proprietary scanned image for storage, proprietary data file format or proprietary API. Each key component must adhere to open standards.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PVI Response: Yes, PVI endorses all relevant, open standards. All object data is stored in its original format. All metadata is stored in a database that is ODBC-accessible. None of PVI’s products create proprietary data elements or alter source data to make them inaccessible from widely used tools.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.6 All licenses must be concurrent or enterprise in nature. The preferred license configuration is enterprise. The University will not accept any software or product item that requires individual seat licenses.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PVI Response: Yes, a site license of ImageNow is available in addition to individual seat and concurrent user model licensing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.1.7 The University will not accept any product that has copy control, metering schemes or any other process designed to limit the use of the software by University of</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

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*Perceptive Vision, Inc.*
7734 Hedge Lane Terrace
Shawnee, KS 66227

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*Comment: Mandatory Requirements*

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*www.imagenow.com*
## UMS Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missouri departments.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Additional information:

**PVI Response:** Yes, a site license purchased by the University of Missouri system would allow your staff complete freedom in deploying ImageNow for any student-record related use, including your Financial Aid, Admissions/Registrar, Human Resources, Alumna, Financial Services, and other student-related University department's functions. A site license for using ImageNow to manage patient records or records relating to medical personnel employed by the University of Missouri System would need to be purchased separately.

**11.1.8** All imaging and workflow components must meet AIIM and ANSI standards for imaging and workflow.  

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
</table>

### Additional information:

**PVI Response:** Yes, PVI endorses all relevant, open standards. All object data is stored in its original format. All metadata is stored in a database that is ODBC-accessible. None of PVI's products create proprietary data elements or alter source data to make them inaccessible from widely-used tools.

**11.1.9** The successful vendor will be responsible for providing a detailed plan, acceptable to the University, outlining all steps related to the installation and implementation of the imaging and workflow system prior to the delivery of the software.  

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
</table>

### Additional information:

**PVI Response:** Yes, prior to the delivery of ImageNow, the PVI Project Manager assigned to your ImageNow implementation project will provide a detailed plan, acceptable to the University, which outlines all steps related to the ImageNow installation and implementation. We invite you to review our supplemental document, "PVI Project Methodology," for details.

**11.1.10** In the event the RFP being submitted is a joint venture between two or more vendors, one vendor must be designated the prime contractor for contractual purposes. That vendor must be clearly indicated in the RFP as the prime contractor. All subcontractors involved in the joint venture must be identified in the RFP.  

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
</table>

### Additional information:

**PVI Response:** Yes, Perceptive Vision, Inc., as the manufacturer of ImageNow, will be the University's prime contact. There are no subcontractors involved; there is no joint venture.

**11.1.11** Software documentation submitted is to include both electronic and at least one written copy for all software included in the RFP.  

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
</table>

### Additional information:

**PVI Response:** Yes, we have submitted, in hardcopy and on CD, copies of the ImageNow product documentation, including the ImageNow User's Guide, Installation Guide, and Administrator Guide.

**11.1.12** The software must employ an open system architecture that permits future component upgrades with minimal degradation of system functions and supports the importing and exporting of digital images to and from other sources.  

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
</table>

### Additional information:

**PVI Response:** Yes, ImageNow's architecture, which ensures scalability and performance, is the result of a number of key product design attributes, including:

- **N-tier Architecture** - ImageNow is carefully designed to place processes where they are best handled. ImageNow's n-tier architecture ensures that all database transactions are managed and executed from the ImageNow server engine. There are two benefits to this architecture: first, it eliminates any client-side, database server connectivity requirements, and second, it allows the collocation or distribution of all key server applications, which can run on and communicate with different servers and operating systems.
### UIMS Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Efficient Transaction Protocol - ImageNow streams all of its client and server communications and object data via TCP/IP, whether the object is being rendered in the full ImageNow client or in a web browser. Testing has shown that delivery of a large binary object, such as an image, can be accomplished up to 50% faster via TCP/IP than NetBEUI.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distributed Capture - ImageNow's ability to capture data from any number of high, medium and low volume scanners distributed throughout the enterprise, while simultaneously managing the import of object data from multiple electronic sources such as a fax server, eliminates bottlenecks. For example, a centralized capture solution forces all data to flow through a single process on its way to being a complete transaction. Instead, ImageNow's ability to distribute each step of the capture process (capture, quality assurance, indexing) across the entire ImageNow user base allows for maximum resource utilization for minimal cost.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distributed Object Storage - ImageNow's ability to distribute the storage of object data across any number of file systems and a variety of platforms and back-end architectural designs, allows a system to be optimized around patterns of usage. For example, frequently accessed data can be placed in one file system, while other data can be placed in near-line storage.</td>
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<td></td>
</tr>
<tr>
<td>Platform Independence - ImageNow is designed to run natively on a number of competing server platforms This gives our customers ultimate flexibility in deploying high-performance solutions. ImageNow runs natively on Sun Solaris, IBM AIX, and HP/UX in addition to the Microsoft Windows platforms.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**11.1.13** The proposed imaging software must support scanning, indexing, display, printing, storage and retrieval of records of University departments using various workstations configurations.  

**Additional information:**

**PVI Response:** Yes, your System Administrator can establish archive retention rules in ImageNow. ImageNow allows administrators to purge documents based on user-defined criteria through our intoutil command or via Java scripting.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>11.1.14 Software must have the capability for the University to input its established records retention requirements and flag records for deletion from the system when retention requirements have been met.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Additional information:**

**PVI Response:** Yes, CaptureNow includes all scanning controls mentioned above and scans pages as Group IV TIFFs. CaptureNow Pro 650i, CaptureNow Pro:IP/2, and Kofax Software VRS3 all support automatic index acquisition via barcode reading. The CaptureNow OCR plug-in is designed to extract and provide index values for storing a document in ImageNow. In addition, PVI is integrated with a data capture and forms processing product, ReadSoft, for a complete data capture solution. While this more advanced functionality is not specified in this RFP, we have included information on this technology and some general pricing guidelines should the University wish to pursue a solution for data capture.

**11.2 Scanning (Input)/Quality Control Requirements (Mandatory)**

**11.2.1** Imaging system must include scanning control software that supports and controls the scanning process, receives the file from the scanner, displays the image for quality control, compresses the image in CCITT Group IV compression, and permits automatic extraction of index data by use of barcodes, ICR, OCR, OMR and other designated fields on the paper document plus manual keying.

**Additional information:**

**PVI Response:** Yes, CaptureNow includes all scanning controls mentioned above and scans pages as Group IV TIFFs. CaptureNow Pro 650i, CaptureNow Pro:IP/2, and Kofax Software VRS3 all support automatic index acquisition via barcode reading. The CaptureNow OCR plug-in is designed to extract and provide index values for storing a document in ImageNow. In addition, PVI is integrated with a data capture and forms processing product, ReadSoft, for a complete data capture solution. While this more advanced functionality is not specified in this RFP, we have included information on this technology and some general pricing guidelines should the University wish to pursue a solution for data capture.

**11.2.2** Imaging system must support image quality control enhancement functions including real time and batch level quality control of scanned images such as deskewing, "noise" reduction, removal of unwanted borders, rotating images, etc.

**Additional information:**

**PVI Response:** Yes, CaptureNow provides a complete set of image enhancement tools such as black border removal, deskew, line removal, deshade, destreak, despeckle, character repair, crop, rotate, contrast enhancement and more—everything you need to ensure that images retain the quality your organization requires.
<table>
<thead>
<tr>
<th>UM Requirements</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.2.3  Image system must support scanning resolution minimum of 200 dpi for office type documents and 300 dpi for data capture using OCR/ICR scan.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>PV</em> Response: Yes, CapiureNow supports scanning at the resolutions your scanning hardware supports commonly 200 DPI – 600 DPI although resolution can be higher with certain scanners. Please refer to our separately submitted, “Scanner Options” document for details on scanners our customers prefer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.2.4  Image system must permit automatic and single sheet feeding of multiple-size documents up to 11” x 17” in simplex or duplex mode. Permit input of documents as either single sheets or batches.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>PV</em> Response: Yes, CapiureNow supports the paper types &amp; sizes your scanning hardware supports. CapiureNow supports single and batch scanning. Please refer to our separately submitted, “Scanner Options” document for details on scanners our customers prefer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.2.5  Image system must provide capabilities to delete and rescan in the proper position in the document any image(s) needing rescanning because of scanning error or poor image quality. Support scanning directly to workflow, changing scanner configurations on the fly and permit the interruption of a batch scan job in process and either save or abort the partially scanned batch.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.2.6  Image system must use non-proprietary digital image file format or provide a bridge to a non-proprietary digital image file format. All scanned data must be stored in a format that is accessible by any standard TIFF viewer.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
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</tr>
</tbody>
</table>

11.3 Indexing Requirements (Mandatory)

| 11.3.1  Image software must have the ability to provide fully integrated OCR, OMR, ICR and barcode indexing capabilities plus key (manual) indexing. It must also permit multiple image indexing without re-keying any data. | Yes |    |
| Additional information:                                                          |     |    |
| *PV* Response: Yes, The CaptureNow OCR Plug-In provides server-side OCR recognition for automatically acquiring ImageNow index data during the ImageNow batch scanning process. CaptureNow Pro 500i, CaptureNow Pro IPC2, and Kofax Software VRS3 all support automatic index acquisition via barcode reading. In addition, please refer to supplemental information for integration with a forms processing solution for complete data capture services. |     |    |
| 11.3.2  Image software must allow indexing of scanned records on either a batch or single image basis. | Yes |    |
### UMS Requirements

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PVI Response:</strong> Yes. ImageNow supports multiple scanning and indexing scenarios, including scanning and indexing documents both singly and in batches. Batch options include:</td>
<td></td>
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<tr>
<td>&gt; Scanning a batch of documents from a scanner</td>
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<tr>
<td>&gt; Importing a batch of files from a disk or other electronic source (Fax, E-mail, Mainframe, etc.)</td>
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<tr>
<td>&gt; Importing a batch of files into workflow</td>
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<td></td>
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<tr>
<td>&gt; Distributing QA of scanned images in batches</td>
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<td></td>
</tr>
<tr>
<td>&gt; Distributed indexing of scanned images in batches</td>
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<tr>
<td>11.3.3 Image software must permit additional indexing to the database at any point while using the imaging software.</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Additional information:</td>
<td></td>
<td></td>
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<tr>
<td><strong>PVI Response:</strong> Yes. ImageNow users can be given the &quot;re-link&quot; permission, which allows them to perform additional indexing at any time.</td>
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<tr>
<td>11.4 Retrieval/Output of Images (Mandatory)</td>
<td></td>
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<tr>
<td>11.4.1 Image software must have the ability to search across and within all defined indexes and permit full text searches.</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Additional information:</td>
<td></td>
<td></td>
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<tr>
<td><strong>PVI Response:</strong> Yes. ImageNow allows users to search for images using any of the assigned index values. PVI is scheduled to release version 1 of a full-text add on module for ImageNow 5.2 in late Spring 2003. This module will be optional and will require customers to deploy ImageNow on an Oracle 8i/9i or MS SQL database. This module enables ImageNow to support constructing any searches the database supports—including Boolean, fuzzy logic, wildcard searches, etc. In addition, this module allows users to view both the scanned image and a text file available simultaneously.</td>
<td></td>
<td></td>
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<tr>
<td>11.4.2 Image software must support print output.</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.4.3 Image software must support annotations at the folder and document level and hiding of annotations as needed by users during the retrieval process and at other steps in the imaging process.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
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<tr>
<td>11.5 Workflow (Mandatory)</td>
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</tr>
<tr>
<td>11.5.1 The proposed workflow software must support image movement from workstation to single workstation, multiple workstation or both, as required. Permit department managers to see workflow volumes in queues and adjust workload levels by reassigning work to various staff.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PVI Response:</strong> Yes. ImageNow supports all of the above.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.5.2 The workflow software must permit retrieval of images from any PeopleSoft program or other University computer program by activating the established link to the related image.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
In any way or writing any code, known as LearnMode, this technology gives you nine different ways of programmatically integrating the screens of your business software with ImageNow. You use LearnMode to teach ImageNow any of your business software screens in just minutes. This integration then allows your staff to link new images to records in your application so that they can be retrieved with a single click.

"Yesterday, I Image-enabled approximately 35 PeopleSoft panels in about one hour. This morning, my staff started posting documents in PeopleSoft and linking them to ImageNow. It worked flawlessly. Congratulations and thanks again for your great product."

Douglas A. Levy
Associate Director, Office of Financial Aid
University of Michigan

### 11.6 Storage (Mandatory)

#### 11.6.1 Imaging software must not require file mapping from client for either storage of images or retrieval of images from storage.

**Additional information:**

**PV/Response:** Yes, ImageNow does not require mapping. Most imaging systems require users to map to the volumes that store scanned and other object data (the object store). This requirement not only circumvents basic security guidelines, but creates a much more complicated user management environment as well. In contrast, because of ImageNow's TCP/IP based client/server architecture, the only way to access an object store managed by ImageNow is by logging onto the ImageNow Server through a dedicated port opened up for each client. By providing only port level access to the server, users who log onto ImageNow cannot access the object store via file services.

#### 11.6.2 Must be able to store any binary data object, e.g. word processing file, spreadsheet, or digital images.

**Additional information:**

**PV/Response:** Yes, The ImageNow server will accept and store virtually any binary file. ImageNow stores each file on the server using an .osm file extension, but the actual binary format is not altered. That is, .tif files are stored binary as .tif, .jpg as .jpg, .gif as .gif, Word and Excel documents as .doc and .xls documents, and so on. When a file is retrieved by ImageNow, the file can be rendered either by the ImageNow viewer or launched in a native application. The ImageNow viewer, PowerView, can render more than 200 different file types. Supported files include not only those listed above, but also Adobe Acrobat, multi-media, presentation, fax, and double-byte formats as well. Other binary file types that are not widely used can be rendered in their native application.

#### 11.6.3 Support both clustering and sequential volume allocation storage with selection being made document by document based on pre-established criteria. To have on-line, near on-line and off-line storage capabilities.

**Additional information:**

**PV/Response:** Yes, ImageNow supports a variety of storage media, such as RAID and optical disks. For most ImageNow installations, RAID Level 5 provides customers with the best balance of performance, capacity, fault tolerance, and cost effectiveness. PVI fully supports magneto-optical storage for near-line retrieval and has years of experience in optimizing these environments.

In addition, ImageNow's OSM (Object Storage Management) subsystem is designed to provide improved performance, easy management and superior data redundancy and storage options. ImageNow's OSM includes support for:
- Multiple OSMs—Create separate object storage structures that can be subdivided by virtually any logical construct. This would, for example, allow an ImageNow user to create a separate OSM structure for each Dr. in their ImageNow Doc Cabinet.
- OSM spanning—Represent several physical drives as one logical drive allowing a single OSM to be much larger.
### UIH Requirements

<table>
<thead>
<tr>
<th>OSM mirroring—Distribute duplicate object storage structures to multiple sites. This allows customers to create a real-time duplicate OSM to support mission-critical functions, disaster recovery and real-time backup.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data set management—New utilities allow the ImageNow system administrator to easily move, copy and delete OSM structures based on a wide variety of business rules.</td>
</tr>
</tbody>
</table>

#### 11.7 Training and Support (Mandatory)

| 11.7.1 The successful vendor must present, prior to delivery, a “training plan” that is acceptable to the University. It must outline the training to be presented to the University’s functional and technical staff. | Yes |

**Additional information:**

**PVI Response:** Yes, PVI employs a “train the trainer” approach when on-site. Our goal is to educate your designated personnel in all aspects of system operation as the implementation unfolds, leaving them knowledgeable enough to train others within your organization. PVI typically trains three different types of users—viewer, scanner, and system administrator—during an on-site implementation visit.

1. The super user, or system administrator, receives most of her training “on-the-job” during implementation. Making the system administrator a key part of the project ensures that they not only learn the subtleties of deploying and using the product but that they are privy to all special requirements of the organization.

2. The scanner operator(s). The people who are going to be capturing (scanning & indexing) data also receive attention during the implementation process. It is generally helpful to include them in the design of the capture process.

3. Individual users require very little training, if the system has been deployed properly, all they have to do is click on the ImageNow “view” button to retrieve documents. In all cases, PVI consultants and trainers attempt to utilize a train-the-trainer approach that allows you to leverage your staff's existing knowledge base.

We also offer two kinds of classroom training - Basic and Advanced - on a monthly basis in our Technology Center in Kansas City.

| 11.7.2 A copy of the actual imaging and workflow maintenance agreement must be submitted with the response. The maintenance agreement must indicate the specific software components and circumstances to be covered by repair or replacement. The software maintenance agreement must include provisions for repair of defects in and enhancements to imaging and workflow software supplied under this RFP. | Yes |

**Additional information:**

**PVI Response:** Yes, please refer to the Appendix on page Error! Bookmark not defined. of this document for a copy of our Software Maintenance Agreement. In summary:

The Software Maintenance Agreement (SMA) provides approximately 3 minor and 1 major releases per year, which includes new features, support for new operating systems, patches, and bug fixes. Customers under a standard Software Maintenance Agreement automatically receive both major and minor product updates. Releases are announced via E-mail and are available for download immediately from our website once made public. An SMA is 10% of all software licenses purchased. Software Maintenance & Support agreements comprise 18% of license fees.

| 11.7.3 As part of the vendor's support function, the vendor must make provisions to provide “technical support.” | Yes |

**Additional information:**

The Software Support Agreement (SSA) for ImageNow will directly support your organization for all technical questions and problems. Executing a Software Support Agreement allows your organization unlimited access to PVI support engineers during normal business hours. Our staff is available from 7:00 AM – 7:00 PM CST Monday through Friday via our toll free number (1-800-944-7465) and e-mail (support@imagenow.com). Support Requests after hours: Non-priority calls will be handled as priority the next workday. If our support team has Terminal Services access to your environment, we can fix almost any problem remotely even more quickly and effectively. Our standard SSA includes remote support via Terminal Services. An SSA is 6% of all software licenses purchased. Software Maintenance & Support agreements comprise 18% of license fees.
12. Desirable Functional Capabilities

12.1 General Capabilities (Desirable)

12.1.1 The University desires the use of interface(s) and driver(s) that maximize the transfer speed of data between the scanners and other peripherals to the imaging and workflow software. Explain in detail the type of interface (customized, video, serial, parallel, SCSI) and drivers (TWAIN, ISIS, etc.) proposed in the RFP and how the interface(s)/driver(s) being proposed influence the rate of data transfer.

Explanation:

>PVI Response: The choice of interface depends on the scanner model you choose and your workstation configuration and performance requirements. We augment our CaptureNow products with Kofax’s Adrenaline products to allow the capture of images at the scanner’s rated speed. Typically, our customers use USB or SCSI interfaces, though CaptureNow Pro supports both SCSI and Video interfaces. CaptureNow details include:

- **CaptureNow Pro 650 & 650i**—Includes a SCSI controller that offers 40 Mbps throughput and supports TWAIN, ISIS®, and ImageControls applications.
- **CaptureNow Pro IPC**—For use with Kofax 850 or 1700 image processing cards, allowing you to drive scanners at rated speeds while taking advantage of extensive image processing features.
- **Kofax Software VRS**—Can be used with any CaptureNow Pro product to drive optimized documents at 35 to 125 pages per minute.

12.1.2 The University will be implementing electronic imaging and workflow in stages at the various functional areas (Student Financial Aid, Admissions, Accounting, etc.) at each of the campuses. Explain in detail, using the following hypothetical scenario below, the required minimum configuration of hardware. Respondents should include manufacturer and product model numbers with specific technical capacities and quantities including the system’s memory, CPU quantity and speed and disk storage. Information should also be included on the software that would be needed to implement imaging and workflow at the four campuses.

1. Annual image volume is approximately 1,000,000. The images volume per campus location as follows: Columbia (520,000), Hospital & Clinics in Columbia (120,000), Kansas City (110,000), Rolla (100,000), St. Louis (120,000), System office in Columbia (30,000).

2. Each location would be scanning, indexing, etc. the images for their location.

Explanation:

>PVI Response: This hypothetical scenario gives UMS many options for deploying ImageNow. For example, ImageNow can support both centralized and distributed scanning. The two Columbia locations (520,000 volume and 30,000 volume) might choose to utilize one centralized scanning facility with multiple scanners, while the other offices might each have their own scanner. Also, ImageNow gives UMS the option of using one ImageNow server for all campus locations/functional areas, or to deploy separate ImageNow servers for separate functional areas—such as one ImageNow server for the Hospitals & Clinics in Columbia and another server for all student-related processing. On the other hand, some of our higher education...
customers, like the University of Michigan, choose to deploy a separate ImageNow server per campus. Based on the hypothetical scenario above, PVI might recommend the following:

**Servers: 2**
- 2 Server Class boxes with min. Pentium III processors
- ImageNow 5.2 Server software
- Standard TCP/IP Networking
- 256 MB allocated RAM for main ImageNow processes
- 4 MB RAM per connected user
- OS: Microsoft Windows, Sun Microsystems Solaris, IBM AIX, Hewlett Packard HP/UX
- RAID 5 Storage
- 50 MB Hard Disk space for ImageNow executables
- Due to image volumes, min. annual disk space required:
  - Hospital Server: 6GB (annually)
  - Campuses & Business Office Server: 42GB (annually)

**Scanners: 6**
ImageNow is compatible with a wide variety of scanners; the one you choose depends upon your volume and paper handling requirements. Some considerations include: document conditions, paper handling requirements, scan speed/volume, and scan resolution. PVI is recommending scanners that have worked well for other Higher Education customer. Once you narrow down your options, your ImageNow implementation team can help you rank them in terms of applicability based on their experience. A complete list of recommended scanners is provided in the supplemental documentation. For flatbed scanning requirements, PVI recommends the Fujitsu scanners. Admissions and Registrar Office may consider purchasing a scanner with VRS capabilities for security paper and other difficult to read transcripts. A good overall scanner for most normal business documents is the Canon DR-3050. This scanner is sold more than any other scanner by PVI and has proven to be a reliable mid-range scanner.

- Columbia & System Office in Columbia—2 scanners of the University's choice
- Hospital & Clinics in Columbia—1 scanner of the Hospitals & Clinics choice
- Kansas City—1 scanner of the University's choice
- Rolla—1 scanner of the University's choice
- St. Louis—1

**Scanning Workstations: 6**
- 300 MHz processor
- 128 MB RAM
- 1 GB available hard disk space
- 1024 x 768 SVGA
- 19" display
- Standard TCP/IP networking
- Slot to accept either a Kofax Adrenaline board or SCSI board to drive each scanner
- OS: MS Windows 2000, NT Workstation 4.0+, XP Professional, Windows 98

**Viewing Workstations: Depends on user count – not specified**
- 300 MHz processor
- 64 MB RAM
12.1.3 The software systems should be capable of providing reports on its performance. Respondents are to describe the statistical data that can be obtained from reports built into the software systems proposed in the RFP. Attach sample of standard reports. In addition, explain in detail your software’s capabilities that allow for development of customized reports by University staff.

Explanation:

_PVI Response: _As a customer, UMS will have access to a library of reports that have been developed for ImageNow. All of these reports have been developed in Crystal Reports and can be modified as needed to support the specific requirements of your UMS. The following are a few samples:

**Productivity Report**—This report gives statistics on volume of work assigned and the length of time it takes to complete that work by each employee. This shows comparison between employee, and office wide average and mean processing times.

**Scan Audit Report**—This report shows all documents scanned for the specified date, totaled by scan user in the order they were scanned into the system.

**Document Aging Report**—This report shows all documents (by queue) that have been in that queue for over 14 days. All queues are included except Completion. This uses a query called `documentaging.qry` (click below) to pull data.

**Queue Activity Report**—This report shows queue activity for one or all queues during the period specified.

Sample Report:
Workflow Items Completed

PV1 Response: ImageNow Reports are made possible with Data Sync Server (inserverR.exe) and MSDE 2000, which allows users to run reports against the ImageNow database contents. The common types of pre-compiled reports listed above are available for free and can be download from PV1’s website. Running these reports requires additional installation and configuration. ImageNow customers can run reports locally (on same network as ImageNow server) or remotely (using additional connectivity components). You can create proprietary reports using Crystal Reports or any other ODBC-compliant reporting tool.
12.1.4 Explain in detail and timeframe all the steps in your plan related to the installation and implementation of the imaging and workflow system at the University. Use hypothetical example in 12.1.2 to develop details and timeframe.

Explanation:

*PVI Response*: A single site installation of ImageNow, including workflow, can frequently be completed with one or two on-site visits. PVI project managers maintain contact with you throughout the deployment and after going live to assure your satisfaction. Various project planning and follow-up activities may take place via electronic conference, NetMeeting/PlaceWare. Here is a sample ImageNow implementation project outline for a single site/single departmental deployment:

<table>
<thead>
<tr>
<th>Phase</th>
<th>Activities</th>
<th>How Accomplished</th>
</tr>
</thead>
</table>
| **Project Assurance & Planning** | > During the Project Assurance/Planning phase, PVI works with you to establish actual deadlines based on the finalized scope of your needs.  
> This planning is simply to assure project success, by revisiting scope, processing volumes and requirements, equipment specifications and to finalize any deployment options before beginning the actual deployment process.  
> This planning tends to occur over time prior to the on-site implementation.  
> It usually begins within 10 days of receipt of the Purchase Order and may include several meetings/conferences before deployment.  
> Define and document objectives for each subsequent phase, including Application Scope, Requirements, Equipment Specifications and points of integration.  
> Prepare Distribute Project Plan  
> Review Above with Customer | Usually, the project planning and assurance activities are performed in a series of conference calls with the customer's project team. |
| **Training at PVI Training Center** | > Customer attends training at PVI training facility in Kansas City  
> Introductory training is highly recommended in advance of initial deployment  
> Advanced training available and can be taken after deployment. | Customer attends training. |
| **Infrastructure & Equipment Acquisition** | > Customer procures equipment and installs according to specifications PVI provided. | Customer procures & deploys equipment with phone guidance from PVI. |
| **Initial On-site Visit** | > Deploy ImageNow on your server  
> Deploy ImageNow on initial set of user workstations  
> Deploy CaptureNow  
> Deploy workflow supporting the capture process  
> Integrate screens  
> Train System Administrator on LearnMode, Maintenance, Backup  
> Train Capture Operators on Document Prep, Scanning. | PVI Implementation Consultant(s) are typically "on site" for most activities in this Phase. |
<table>
<thead>
<tr>
<th>Phase</th>
<th>Activities</th>
<th>How Accomplished</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production Rollout</td>
<td>&gt; Train Users on Search, Retrieval, Annotating, E-mailing, Printing</td>
<td>Tools for users include: 1) Customer’s ImageNow System Administrator, 2) PVI Help Desk, 3) ImageNow’s online FAQ &amp; Knowledgebase 4) PVI Project Managers &amp; consultants assist remotely</td>
</tr>
<tr>
<td></td>
<td>&gt; Accomplish all other Phase objectives</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; Production test</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; Users begin “use” of ImageNow</td>
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<td></td>
<td>&gt; Customer power users/administrator become “focal points” for user reference</td>
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<tr>
<td></td>
<td>&gt; User feedback and issues documented</td>
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<tr>
<td></td>
<td>&gt; Customer deploys ImageNow to additional users, as needed</td>
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</tr>
<tr>
<td></td>
<td>&gt; Customer may integrate ImageNow with additional software screens, as needed</td>
<td></td>
</tr>
<tr>
<td>Subsequent On-Site Visits &amp; Advanced Workflow Implementation</td>
<td>Some deployments require additional “on site” visits by PVI personnel for additional work to accomplish the initial rollout objectives. For our customers requiring specialized business routing configurations and automated routing, we typically make a second on-site visit to accomplish the following: &gt; Process Identification—Define Paperwork Flow, Responsibilities, Security &gt; Create Workflow Structure in ImageNow—Set Up Queues and Routes, Security, &amp; Create Scripts &gt; Testing—Test &amp; Re-modify &gt; Training—Administrators, Scanning Personnel, User</td>
<td>PVI Implementation Consultant(s) come on site</td>
</tr>
</tbody>
</table>

12.1.5 Explain the features of your imaging software that will permit the University to manage its various records retention schedules to ensure that records are retained for a prescribed period of time.

**Explanation:**

*PVI Response:* Your ImageNow System Administrator can establish archive/retention rules in ImageNow. ImageNow allows administrators to purge documents based on user-defined criteria through our in tool command or via Java scripting.

In addition, ImageNow’s OSM (Object Storage Management) subsystem is designed to provide easy management of your storage, including improved performance and superior data redundancy. ImageNow’s OSM includes support for:

**Data set management**—New utilities allow the ImageNow system administrator to easily move, copy and delete OSM structures based on a wide variety of business rules.

**Multiple OSMs**—Create separate object storage structures that can be subdivided by virtually any logical construct. This would, for example, allow an ImageNow user to create a separate OSM structure for each Drawer in their ImageNow Doc Cabinet.
OSM spanning – Represent several physical drives as one logical drive allowing a single OSM to be much larger.

OSM mirroring – Distribute duplicate object storage structures to multiple sites. This allows customers to create a real-time duplicate OSM to support mission-critical functions, disaster recovery and real-time backup.

12.1.6 The University desires standard, non-proprietary image file headers. Since even some standard headers such as TIFF are available in a variety of implementations, supply a detailed description of the image file header structure employed. In addition, if a proprietary header is used, the system should provide a bridge to ANSI/AIIM's non-proprietary header label standard. Explain in detail the image file header provided in the software being proposed.

Explanation:

PVI Response: PVI endorses all relevant, open standards. All object data is stored in its original format. All metadata is stored in a database that is ODBC-accessible. None of PVI's products create proprietary data elements or alter source data to make them inaccessible from widely-used tools.

The ImageNow server will accept and store virtually any binary file. ImageNow stores each file on the server using an .osm file extension, but the actual binary format is not altered. That is, .tif files are stored binarily as .tif, .jpg as .jpg, .gif as .gif, Word and Excel documents as .doc and .xls documents, and so on. When a file is retrieved by ImageNow, the file can be rendered either by the ImageNow viewer or launched in a native application. The ImageNow viewer, PowerView, can render more than 200 different file types. Supported files include not only those listed above, but also Adobe Acrobat, multimedia, presentation, fax, and double-byte formats as well. Other binary file types that are not widely used can be rendered in their native application.

12.1.7 Explain how the proposed imaging and workflow software can be integrated with external security systems for user id and password validation.

Explanation:

PVI Response: System Security

ImageNow documents/objects are transported between ImageNow client and the server repository via TCP/IP communications protocol. Each transmission is secured by high-end 128-Bit DES encryption. Additional security within ImageNow is implemented in three different, but interrelated ways:

First: User Authentication — ImageNow requires user and password authentication against a directory service such as LDAP or Microsoft Active Directory, a local machine, or a domain under Microsoft Windows. The ImageNow user's User ID and Password must be an identical match with the user id and password in one of the above user registries.

Second: Privilege Security — Internally, ImageNow's security features include the ability to grant/revoking individual rights to delete, copy, move, print, fax, link, scan, search or view documents, or modify, add or delete annotations to individual users or groups. ImageNow can also restrict individual or group access to particular Drawers within the ImageNow object store.
by allowing your System Administrator to carefully segment those documents so that they can only be seen by specific departments.

Third: Host System Security – Because of ImageNow’s unique integration abilities, ImageNow will allow users access only to those documents that correspond to records they can view in your host system. Ultimately, this disallows user access to documents of any type that relate to records they are not allowed to see in the host system you integrated with ImageNow.

Additional security benefit: no mapped drives! Most imaging systems require users to map to the volumes that store scanned and other object data (the object store). This requirement not only circumvents basic security guidelines, but creates a much more complicated user management environment as well. In contrast, because of ImageNow’s TCP/IP-based client/server architecture, the only way to access an object store managed by ImageNow is by logging onto the ImageNow Server through a dedicated port opened up for each client. By providing only port level access to the server, users who log onto ImageNow cannot access the object store via file services.

Privilege Security

ImageNow provides user controls that are implemented via unique user identification, passwords, and complete tailoring of user authority profiles. User authority can be controlled at various levels to include that of the individual user, classes of users, classes of documents/objects and grouping of documents/objects.

For user or group, the System Administrator can control who gets the following permissions:

<table>
<thead>
<tr>
<th>Print</th>
<th>Move</th>
<th>Batch</th>
<th>Search</th>
<th>Scan</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>ReLink</td>
<td>FAX</td>
<td>Add annotations</td>
<td>Modify annotations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete annotations</td>
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</tr>
</tbody>
</table>

Privilege Security

Giving a user System privileges allows that user to create and modify other users’ and groups’ privileges and to create and modify Drawers (secure storage areas for image files). Roles are created upon implementation according to customer needs. Typically, roles are created by assigning users to groups based on the tasks they need to accomplish/information they need to view. Groups are then given access to the documents and functions as described above.

12.1.8 Explain to what extent the proposed software is web enabled.

Explanation:

PVI Response: WebNow is PVI’s browser-based solution for use with ImageNow document imaging, management & workflow software. WebNow works with ImageNow to instantly deliver to your browser secure, digital versions of paper or other electronic documents associated with your workflow activities or application software transactions. Features include:

Retrieving – Retrieve documents directly from other applications via the Web

Searching – Use a browser to search and view results in a variety of ways

Routing – Route documents through ImageNow Workflow via the Web

Updating – Update document statuses to hold, cancel, delete, or pending

Sharing – Send your staff WebNow hyperlinks to documents
Explain the fault tolerance capabilities of the proposed software.

Explanation:

_PVI Response_: PVI recommends RAID 5 storage system, which has built-in fault tolerance. This, coupled with your standard backup procedures, are sufficient to ensure continuity in ImageNow usage and data integrity. Regarding fault tolerance and creation of images:

CaptureNow creates Group IV TIFF files at scan time because TIFF is a lossless format, provides the most efficient file size for bi-tonal data, and is fast to compress and decompress. TIFF has become the standard for scanned documents in most settings.

### 12.2 Scanning/Quality Control (Desirable)

#### 12.2.1 Describe how the scanning software works, including but not limited to, kinds of scanning display windows it provides; single page and batch scanning; and any other routine functions.

**Explanation:**

_PVI Response_: CaptureNow is ImageNow's complete, secure scanning subsystem that provides a host of centralized and/or distributed scanning functionality across your entire enterprise. CaptureNow's unique architecture allows you to tailor scanning functionality to each individual business process and to distribute capture capabilities anywhere you need them.

**Batch Capture** — Easily group newly scanned images into a collection that can be processed as a single document.

**Package Capture** — Quickly complete a folder of required documentation by scanning a group of documents in any order and using a drag & drop interface to assign index values. Package Capture is useful for any business process that requires a collection of scanned data to exist before the next action can be taken.

**Workflow Capture** — Direct newly scanned images to ImageNow workflow, taking advantage of a rich feature set that integrates the scanning process into your business workflow.

**Single-Mode Capture** — Scan new documents on an ad-hoc basis and link them directly to records in your business software with a single click. These newly scanned images can become a new document or be appended to an existing document.

**Capture Profiles** — Define virtually any hardware and software setting you need to optimize your scanning environment—resolution, page size, orientation, brightness, threshold detection, duplex scanning, and more. Users can select capture profiles from a pick list, be automatically prompted to choose a profile, or specify that profiles be automatically assigned at scan time based on patch code and bar code values. CaptureNow allows each of your scanning stations to have an unlimited number of Capture Profiles.

**Internet Capture** — Scan documents from anywhere in the world and take full advantage of all CaptureNow's functionality via your intranet or the Internet.

**Image Processing** — CaptureNow provides a complete set of image enhancement tools such as black border removal, deskew, line removal, deshade, destreak, despeckle, character repair, crop, rotate, contrast enhancement and more—everything you need to ensure that images retain the quality your organization requires.
Scalable Architecture — CaptureNow drives virtually any scanner—from small, personal
desktop scanners to enterprise-class, multi-hundred page per minute scanners. A single
ImageNow environment combines all of the capture modes and scanners listed above into an
enterprise-wide, cost-effective capture environment that integrates scanning directly into your
business process.

Viewing Features
- Single-page viewing
- Multi-page (MDI) viewing
- Simultaneous document viewing
- Manual zooming
- Multiple zoom regions that are saved as reference
- Document "notes," or annotations
- Document rotation and "save" for favored rotation view
- Image inverting
- Page reorder within single document
- Re-index, move, copy, delete pages within a single document
- Viewing of all file format types
- Page jumps within a multi-page document

Document jumps within multi-documents

12.2.2 Describe the steps required to transfer images directly from tax server, e-mail server or from
other electronic formats and processes.

Explanation:

PVI Response: CaptureNow can be used in conjunction with FaxNow and EmailNow to
automatically capture and index messages from multiple inbound fax lines and e-mail
addresses.

FaxNow is an optional, high-volume inbound fax capture module for use with CaptureNow.
FaxNow converts the inbound faxes you receive into images within ImageNow, where they can
be routed into and out of workflow queues, linked to your business software, indexed in a
variety of ways, viewed, printed, faxed, and e-mailed. Features include:
- Access faxes with a single click
- Scale from 1 to more than 100 inbound fax lines
- Eliminate the need to print out faxes and scan them in
- Instantly direct inbound faxes to relevant workflow queues

EmailNow is an optional e-mail capture module for use with CaptureNow. It automatically
captures e-mails and attachments and imports them directly into the ImageNow object store or
pushes them into an ImageNow workflow process. The Message Agent works with most SMTP mail servers including Microsoft Exchange, Lotus® Domino™, Sun™ ONE, and others.

COLDNow captures ERM pages and complex print streams as PDF and associated text files, giving you instant access to select, formatted pages related to records in your business software, such as a single invoice from a large print stream. Each PDF then appears in ImageNow’s PowerView using the formatting your staff defined in the overlays.

Configuration options in COLDNow – You can configure COLDNow to monitor a different directory for each type of print stream your organization outputs, and COLDNow lets you define different set of graphical form overlays for a logical document within each type of print stream.

12.2.3 List the brands of scanners the imaging software will support. Indicate if certain preferred brands of scanners work better with the imaging software being proposed, then explain why.

Explanation:

PVI Response: In conjunction with the proper Kofax product, ImageNow can utilize a wide range of scanners from Bell & Howell, Fujitsu, Canon and other manufacturers to ensure the most flexible batch and ad hoc capture environment possible. We have included a list of scanner options our customers prefer as a supplement to this proposal.

12.2.4 Explain in detail the steps involved with performing the quality control function while scanning. Explanation should include the process for deleting and rescanning into proper position, deskewing, removing borders, rotating images, etc.

Explanation:

PVI Response: ImageNow supports scanning followed by Quality Assurance. QA can be performed while a group of documents is being scanned into a batch. ImageNow’s unique ability to distribute the capture process allows additional QA to be distributed to another machine while scanning is in process as well.

Delete & Re-scan: Users with “delete” and “scan” permissions can, at any time, display an existing image in ImageNow, click the scan icon to acquire a new image, and delete the old image.

Move/ Copy: Users with “move,” “copy,” or “relink” permissions can, at any time, drag & drop an image or its thumbnail to reorder it within a document or copy/move it to another document.

QA/ Image Processing: CaptureNow provides a complete set of image enhancement tools such as black border removal, deskew, line removal, deshade, destreak, despeckle, character repair, crop, rotate, contrast enhancement and more—everything you need to ensure that images retain the quality your organization requires.

12.2.5 The University requires scanning software that permits both centralized and local site scanning for the inputting of documents. Vendors are to explain in detail the optimum scanning configuration for the software being proposed.

Explanation:

PVI Response: Yes, ImageNow easily accommodates both centralized and distributed scanning. The best configuration for UMS, according to the hypothetical scenario presented in item 12.1.2
on page 32 of this RFP, might be to have a centralized scanning facility in Columbia for the business office and student departments (with perhaps 3 scanners located in one room), and separate scanning locations for the other campuses and Hospital in Columbia (each location with one or more scanners distributed or centralized as necessary). ImageNow is extremely flexible in this manner, and UMS can alter its scanning configuration at any time to meet additional/ changing business needs. The only stipulation is that one CaptureNow license must be purchased for each scanning workstation.

12.2.6 Besides TIFF, indicate all file formats such as (HTML, XML, JPEG, PDF, etc.) that can be created, stored and retrieved.

*PVI Response: Storage:* The ImageNow server will accept and store virtually any binary file. ImageNow stores each file on the server using an .osm file extension, but the actual binary format is not altered. That is, .tif files are stored binarily as .tif, .jpg as .jpg, .gif as .gif, Word and Excel documents as .doc and .xls documents, and so on.

*Display:* When a file is retrieved by ImageNow, the file can be rendered either by the ImageNow viewer or launched in a native application. The ImageNow viewer, PowerView, can render more than 200 different file types. Supported files include not only those listed above, but also Adobe Acrobat, multi-media, presentation, fax, PDF, MPEG music files, and double-byte formats as well. Other binary file types that are not widely used can be rendered in their native application.

12.3 Indexing (Desirable)

12.3.1 Describe how the indexing works when scanning is done at multiple locations simultaneously. Is there a limit on the number of locations that can be simultaneously indexed?

*Explanation:*

*PVI Response: ImageNow offers you a variety of flexible indexing options. Any/all users can be given the permission to index and indexing can be performed simultaneously. While ImageNow allows simultaneous viewing of documents, a specific document can only be edited/indexed by one user at a time. ImageNow's indexing features include:

Integrated Keyless Indexing—Because CaptureNow is tightly integrated with ImageNow, documents can be indexed at scan time via ImageNow Learn Mode, providing accurate, keyless indexing directly from your business software.

Indexing at Scan Time—CaptureNow can take advantage of information on your scanned images to automatically index documents. CaptureNow supports bar code and patch code processing and, with the proper plug-in, zonal OCR.

Workflow Indexing—Index values can be created, modified or added in ImageNow Workflow via integrated keyless indexing or via scripted indexing, which collects index values from or validates them against external data sources.

Manual Indexing—CaptureNow supports manual indexing where integrated or automatic indexing methods are not possible.
Scripted Indexing—CaptureNow provides the ability to collect index values from external data sources and to validate index information during or immediately after an index event.

Distributed Indexing—CaptureNow lets you quickly and easily move indexing tasks around your enterprise, giving you the flexibility to balance your workload and to ensure the proper personnel are utilized.

12.3.2 Indicate if there are any operational differences between indexing at the time of scanning or at a later time for the proposed software.

Explanation:

PVI Response: Indexing efficiency depends on the scenario and the items being scanned. Obviously, customers whose paper documents contain barcodes with index information, or those who have configured FaxNow or EmailNow to automatically index incoming messages based on sender information, realize additional operational efficiencies. Additionally, some customers take advantage of ImageNow’s “Key Mapping” feature, which allows you to assign temporary or permanent index values to documents at the time they are scanned (either in batches or manually). Using Key Mapping and/or patch codes can create additional efficiency by allowing large batches of documents to be quickly disseminated to specific workflow queues for further indexing/processing by your staff according to business area responsibility.

12.3.3 Describe the process to add or modify additional indexing data at any time.

Explanation:

PVI Response: Users with “relink” permissions can, at any time, edit an image’s existing index values. To do so, your staff merely opens the image, changes the existing values, and closes the image. Additionally, iScripts can be used to perform index changes on large quantities of documents. iScript is a fully compliant ECMA-262 scripting facility based on industry-standard JavaScript. iScript is the scripting component used to build rules-based workflow functionality in ImageNow. iScript also extends the functionality of any of ImageNow’s server-side agents, such as FaxNow, ImageNow Import Agent, ImageNow Batch Agent, and Intool.

The iScript environment allows programmatic access to all ImageNow data elements and objects, as well as to industry-standard components such as COM, ODBC, ADO and SMTP. With iScript, ImageNow can extend its integration capabilities by connecting the ImageNow product line to any third-party product or RDBMS that embraces the inter-application industry standards noted.

12.4 Retrieval/Output of Images (Desirable)

12.4.1 Explain in detail how staff would retrieve images from a core application, including the number of keystrokes/mouse-clicks required to retrieve an image.

Explanation:

PVI Response: ImageNow offers your staff single-click access to images when ImageNow is integrated with your application. For example, once ImageNow is integrated with PeopleSoft, the user merely has to locate a student record in PeopleSoft and click the ImageNow icon. ImageNow displays a list of all the documents available for that student, from which the user can pick.
The majority of our customers have integrated ImageNow with their host system(s), and therefore rarely perform ad-hoc searches against index values. ImageNow does allow ad-hoc image searches against any of an image’s index values.

12.4.2 Indicate the maximum number of concurrent users that can use the system for retrieval and workflow. Explain retrieval limits and workflow limits separately.

Explanation:

_PVI Response_: ImageNow can support an unlimited number of concurrent users. For concurrent user counts in excess of 125 users, PVI recommends deploying ImageNow on UNIX, AIX or Windows NT server environments. For user counts in excess of 200 users, PVI recommends deploying ImageNow on UNIX, AIX server environments.

12.4.3 Explain the process for using annotations at the folder and document level. Describe how the access is restricted for making adds/modifies/changes. Explain the security system for changes to annotations.

_PVI Response_: ImageNow offers several annotation features—including sticky notes, highlights, free hand drawings, fine drawings, stamps or OLE Objects (such as sound, video, clip art, etc.) as overlays without making changes to original documents. ImageNow offers a wide variety of tools for highlighting parts of an image or adding notes while the image is being displayed in the PowerView Image-Enabled, Search, or Workflow modes. These annotations are attached to the image and can be deleted after the image is recalled.

- **Stamp**: User definable
- **Sticky Note**: Securable and added to by new user
- **Text**
- **Highlight**
- **Red Line**
- **Arrow**
- **Solid Mask (Redaction)**
- **Hollow Mask**
- **Hollow Circle Mask**
- **OLE Object**
- **Move/Resize**
- **Voice recordings**

ImageNow 5.2 users can be given 3 permissions with relation to annotations: “add annotations,” “modify annotations,” and “delete annotations.” Users can also show/hide annotations at any time.

12.4.4 Explain in detail the search capabilities of the software for retrieving images.

Explanation:

_PVI Response_: ImageNow’s PowerView includes the following features:
> Single-click integrated retrieval from your host system screens
> Ad-hoc searching based on any index value(s)
> Retrieval based on receiving ImageNow links, WebNow links, or e-mail pages as an
attachment through any MAP-I compliant E-mail software
> Single-page viewing
> Multi-page (MDI) viewing
> Simultaneous document viewing
> Manual zooming
> Multiple zoom regions that are saved as reference
> Document “notes,” or annotations
> Document rotation and “save” for favored rotation view
> Image inverting
> Page reorder within single document
> Re-index, move, copy, delete pages within a single document
> Viewing of all file format types
> Page jumps within a multi-page document
> Document jumps within multi-documents

Explain in detail other types of output such as fax, Internet, CD, that the proposed software will support.

Explain:

_PVI Response:_ ImageNow allows users to print, export, fax, and e-mail document objects in the file format they were received. You can fax/e-mail/print:

> Complete
> Select
> With or without annotations
> With a zoom region displayed can
> In bulk directly from the ImageNow server by using the proper configuration and tools.

12.5 Workflow (Desirable)

12.5.1 Describe the process for creating/defining workflow routes to move documents from user to user. Explanation:

_PVI Response:_ ImageNow includes a robust workflow tool that allows you to quickly define a custom workflow environment using a graphical, point-and-click interface. Create workflow queues, define users of queues, create alarms, and develop document routing to support your business rules — without programming.

To move documents in workflow, the user simply opens a document in their workflow queue and clicks the Route icon. ImageNow will present the user with all routing options available according to the business rules you configured in your workflow environment. If only one routing option is permitted according to your business rules, ImageNow will automatically route the item when you press the route icon, without presenting choices.
12.5.2 Explain the process allowing departmental supervisors to see workflow volumes in queues and how they could redirect or adjust work loads by reassigning work to other staff.

Explanation:

PVI Response: ImageNow tracks every object (document) in workflow and maintains a complete audit trail as items move through workflow. This tracking includes the queues the item has been in, every time it was touched by a user, the action taken, and additional relevant data.

Explanation:

PVI Response: ImageNow includes a robust workflow tool that allows you to quickly define a custom workflow environment using a graphical, point-and-click interface. Our ImageNow Administrator Guide and Online Help explain in complete detail how to modify applications, routes, etc. ImageNow's Workflow can be configured by any non-technical user who has basic operating system knowledge. Administrator training on ImageNow Workflow is accomplished during implementation. ImageNow Workflow is designed to let you implement custom workflow environments rapidly. ImageNow workflow can be enhanced using our companion product, iScript. Below is a sample screenshot of a Higher Education workflow environment with a superimposed queue definition screen:
12.5.4 Explain how the workflow software permits the pre-designation of workflow routes. In addition to predetermined routes, explain the ability of the workflow to override the route based on a user's decision.

*Explanation:*

**PVI Response:** ImageNow will present the user with all routing options available according to the business rules you configured in your workflow environment. You can set automatic and/or manual routing rules between ImageNow Workflow queues. If only one routing option is permitted according to your business rules, ImageNow will automatically route the item when you press the route icon, without presenting choices.

12.6 Storage and Other Technical (Desirable)

12.6.1 Explain how the proposed software handles the single-page, multi-page storage and any other provisions to prevent corruption of images when using multi-page storage. In addition to TIFF file format, indicate other file storage formats.

*Explanation:*

**PVI Response:** The ImageNow server will accept and store virtually any binary file. ImageNow stores each file on the server using an .osm file extension, but the actual binary format is not altered. That is, .tif files are stored binarily as .tif, .jpg as .jpg, .gif as .gif, Word and Excel documents as .doc and .xls documents, and so on.

CaptureNow creates individual Group IV TIFF files for each page scanned. At retrieval time, the ImageNow Server determines what pages are needed to make up the requested document. By storing documents as single page TIFF files network and disk I/O efficiency are increased during both scanning and retrieving. Dealing with smaller files reduces the risk of corruption. Additionally, in the unlikely event that a single file does become corrupted the other pages of the document remain intact.

In our history with more than 500 customers, corruption of pages scanned with CaptureNow has not been a problem. Although CaptureNow does not create multi-page TIFF files, the ImageNow viewer can display them in the event they have been imported into the server.

12.6.2 Describe the steps needed to expand image storage capabilities in the future and if there is a maximum number of images the software can handle. Indicate the recommended percentage of total images that should be stored on-line, near on-line and off-line.

*Explanation:*

**PVI Response:** ImageNow can track an unlimited number of images and their metadata—the only factor is your storage space. Typical estimates are 50KB per image. Annual storage space required for UMS, according to the hypothetical scenario presented in item 12.1.2 on page 32.
this RFP, we estimate UMS will require a total of 48GB annually of storage space to accommodate the estimated 1 million annual image volume.

Describe the operating system choices available and supported. Include specific vendor solutions and product releases if applicable.

Explanation:

_PVI Response:_ ImageNow can be installed on the following Operating Systems:

**Supported Server Platforms**
- MS Windows Server Platforms
- MS Windows NT Server Intel (NT Server 4 Service Pack 4 required, SP 6a recommended)
- MS Windows 2000 Server

**UNIX Server Platforms**
- Sun Microsystems (Solaris)
- IBM RS/6000 (AIX)
- Hewlett Packard – HP-UX

**Supported Client Platforms**
- Recommended: MS Windows 2000, MS Windows NT Workstation 4.0+ (Service Pack 3 required)
- Also supported: MS Windows XP Professional, MS Windows 98

12.7 Training and Support (Desirable)

12.7.1 Explain in detail your plan and method of providing training to the functional and technical staff of the University.

Explanation:

_PVI Response:_ PVI employs a "train the trainer" approach when on-site. Our goal is to educate your designated personnel in all aspects of system operation as the implementation unfolds, leaving them knowledgeable enough to train others within your organization.

**On-site Training During Implementation**

PVI employs a proven implementation, training and support methodology to guarantee successful and rapid implementation of document imaging and workflow solutions. A typical implementation might consist of one on-site visit. The visit would be devoted to reviewing the implementation requirements, installing the software and hardware, and implementing the basic application, including document capture methods, indexing structure, and image-enabling existing application screens. Training for capture operators, indexers, and users is provided, both during and after the implementation period. PVI provides telephone and Internet support services for problem resolution.

PVI typically trains three different types of users—viewer, scanner and system administrator—during an on-site implementation visit:

1. The super user, or system administrator, receives most of her training "on-the-job" during implementation. Making the system administrator a key part of the project ensures that they
not only learn the subtleties of deploying and using the product but that they are privy to all special requirements of the organization.

2. The people who are going to be capturing (scanning & indexing) data also receive attention during the implementation process. It is generally helpful to include them in the design of the capture process.

3. Individual users require very little training. If the system has been deployed properly, all they have to do is click on the ImageNow “view” button to retrieve documents. In all cases PVI consultants and trainers attempt to utilize a train-the-trainer approach that allows you to leverage your staff’s existing knowledge base.

**Classroom Training**
- **Basic Training**—Strongly recommended prior to implementation. Following this training, your ImageNow system administrator, who does not require programming skills, will be able to perform needs assessments, design appropriate index structures, set up, test, and implement new applications with processes for document capture, image-enable screens for indexing and retrieval, storage, retrieval and display, and design and maintain workflow. This optional 4-day training class is $1,495, is geared towards technical users, and is offered monthly.

- **Advanced Training**—This class focuses on the server side of ImageNow, including server components and structure, advanced workflow scripting and alarms, Intool commands, and troubleshooting. Prerequisite: Either the above Basic Training class, or our previous End-User and Basic Administrator courses. This optional 4-day training class is $1,995 and is offered quarterly.

**Time to Train users**
PVI Implementation Consultants who have uninterrupted access to your designated System Administrator can transfer all relevant knowledge/ train them completely, including how to configure workflow, in less than 3 days. Power users who have basic operating system knowledge can learn how scan and link documents in less than one day, and more commonly in just half a day. Casual users (document retrievers/viewers/workflow participants) can become proficient in less than one day and are usually trained by your personnel, who we trained. Our customers agree that ImageNow’s “single-click” method is easy for users to grasp and that it greatly simplifies and accelerates the training process.

**Additional On-site training**
In addition to hosting quarterly classroom training at its headquarters in Kansas City, PVI provides additional ongoing on-site training to customers who request it. Following this training, your super user or administrator, who is not required to have programming skills, will be able to perform needs assessments, design appropriate index structures, set up, test, and implement new applications with processes for document capture, image-enable screens for indexing and retrieval, storage, retrieval and display, and workflow.

12.7.2 Describe in detail your method of providing software support and the level of support (for example: help-desk hours, normal response time, accessibility of senior technical staff, etc.) provided to the University. Explain the different levels or tiers of software support available from your organization to the University.
12.7.3 Describe the process for providing software enhancements as part of normal maintenance. Provide examples of enhancements that are included as part of normal maintenance agreements.

Explanation:

**PVI Response:**
- The ImageNow support help desk is staffed 7 a.m. to 7 p.m. CST, Monday through Friday.
- Response to support requests – within 2 hours.
- Support requests after hours – No additional charge.
- Non-priority calls: handled as priority the next workday.
- Priority calls: routed to on call support personnel 24 hours per day.
- Support tickets and status available for your review via secure website.
- Customer-specific support call history logs available upon request.
- Support provided for published and released standard product functionality.
- Access to FAQs and Technical Support Database via the Web.
- 24 hour help desk support is available for extra fee.

PVI tracks all calls it receives. The call reports include caller, time of incident, summary description, detailed description, priority, confirmation of product version, help desk engineer name, and complete resolution description. All activities surrounding the support ticket are logged as well. Response time is assured within 2 hours from the time of first call logging.

**Escalating Support Calls**
Call Escalation: In the event that first line PVI help desk support is unable to address the problem (either immediately identifiable by the help desk engineer or if the call is not resolved within a reasonable amount of time) the following escalation path is followed:
- PVI Support Engineer
- PVI Support Engineer Functional specialist (an engineer who has expertise responsibility within a certain product segment – e.g., Workflow JavaScript expertise)
- PVI Support Manager
- PVI Application Engineer
- PVI Technical Support Manager

Additionally, FAQ and knowledge base facilities are available via the ImageNow support website for non-emergency or after hours support.

12.7.4 Describe how major upgrades and releases will be available to the University and if there will be costs associated with them.
**Explanation:**

**PVI Response:** All customers current with their annual SMA/SSA agreement with PVI are entitled to two new releases per year (1 minor, 1 major). We make these releases available for free on our support web site or will mail a CD upon request. These releases always include a ReadMe file with instructions on how to proceed with the upgrade/release. Some customers choose to request the service of PVI technical support to perform the upgrade/install the release, and do so for an extra charge.
## 13 Reference Information

Include: In responding to this section, respondent should include (but is not limited to) the following information. In addition to providing the information, respondent is to mark YES for each item information is being provided and NO if not providing the information.

<table>
<thead>
<tr>
<th>Information Required</th>
<th>Reference 1 Details</th>
<th>Reference 2 Details</th>
<th>Reference 3 Details</th>
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<td>45,000 students</td>
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<tr>
<td>Contact Person</td>
<td>Ms. Jennifer Gehrt</td>
<td>Mr. Doug Levy</td>
<td>Mr. Philip F. Morgan</td>
</tr>
<tr>
<td>Phone Number</td>
<td>785.532.6277</td>
<td>734.536.3810</td>
<td>612.624.2331</td>
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<td>Email address</td>
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<td>Approximate date of installation</td>
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<td>April 2000</td>
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<td>PeopleSoft version and module(s) used by the Institution, including departments where application and versions are installed (Financial Aid, Registrar, etc.)</td>
<td>PeopleSoft 8 HRIS system, IBM mainframe SIS system running in a 3270 terminal emulator</td>
<td>PeopleSoft v. 7.6 for the Student Administration and Human Resource modules Financial Aid, Graduate Admissions, HR, Registrar, Undergraduate Admissions</td>
<td>PeopleSoft 8 HR, SIS</td>
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Cover letter on company letterhead.

Twelve (12) copies of bid response to be supplied.

Company Financial Information (Financial information to be separate and sealed).

Technical literature regarding proposed software. The technical literature must incorporate all revisions and is to be separately bound and identified.

Any additional information which would provide a better understanding of the contents of the proposal.

The proposed document imaging and workflow systems should be currently available and in use at institutions of higher education with similar size and complexity. It should also be in use by one or more higher education institutions using PeopleSoft, Inc., Versions 7 or 8, of the Human Resources, Financials or Student Administrative System applications.

Respondent should provide, at a minimum, a list of three (3) higher education references, including:

Reference 1
Reference 2
Reference 3
Approximate magnitude and total duration of integration project (include hours for vendor or client IS staff and months elapsed) - i.e. 1000 man-hours over five (5) months:

Customer uses ImageNow LearnMode to integrate themselves, taking less than 5 minutes per screen.

"Yesterday, I image-enabled approximately 35 PeopleSoft panels in about one hour. This morning, my staff started posting documents in PeopleSoft and linking them to ImageNow. It worked flawlessly. Congratulations and thanks again for your great product."

Douglas A. Levy
Associate Director, Office of Financial Aid
University of Michigan
## Appendices

### References

<table>
<thead>
<tr>
<th>ImageNow in Higher Education</th>
<th>Integrated Host Systems</th>
<th>Applications</th>
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<tbody>
<tr>
<td>1. AACRAO</td>
<td>Custom</td>
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<td>3. California State Univ. - Chico</td>
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<td>Datoel</td>
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<tr>
<td>9. DeVry University</td>
<td>Oracle, PowerFaIDS</td>
<td>Financial Aid (across all 23 campuses)</td>
</tr>
<tr>
<td>10. East Mississippi Community College</td>
<td>CDMS (Jenzabar)</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>11. Florida International University</td>
<td>IBM Mainframe converting to PeopleSoft</td>
<td>Graduate Admissions</td>
</tr>
<tr>
<td>12. Georgia Institute of Technology</td>
<td>PeopleSoft</td>
<td>Procurement, A/P, Enrollment Services</td>
</tr>
<tr>
<td>13. Grayson County College</td>
<td>POISE</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>14. Grossmont-Cuyamaca Community College District</td>
<td>Homegrown</td>
<td>Human Resources</td>
</tr>
<tr>
<td>15. Kansas City Kansas Community College</td>
<td>POISE</td>
<td>Financial Aid, Undergraduate Admissions</td>
</tr>
<tr>
<td>16. Kansas State University</td>
<td>IBM mainframe SIS and PeopleSoft HRIS</td>
<td>Registrar, Human Resources, Undergraduate Admissions and Financial Aid</td>
</tr>
<tr>
<td>17. Kansas State University Foundation Corporation</td>
<td>DB2 Legacy</td>
<td>Development/Prospect files</td>
</tr>
<tr>
<td>18. Kaplan Higher Education Corporation</td>
<td>Campus 2000</td>
<td>Site license</td>
</tr>
<tr>
<td>19. Kilgore College</td>
<td>POISE</td>
<td>Registrar, Admissions, Financial Aid</td>
</tr>
<tr>
<td>20. La Salle University</td>
<td>SCT Banner</td>
<td>Business Office, Registrar, Financial Aid</td>
</tr>
<tr>
<td>21. Lawrence Technological University</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>22. Los Angeles Mission College</td>
<td>EdExpress</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>23. Madison Area Technical College</td>
<td>PowerFAIDS, converting to PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>24. Merced College</td>
<td>Datoel</td>
<td>Admissions, Registrar</td>
</tr>
<tr>
<td>25. Michigan State University</td>
<td>Sigma Systems</td>
<td>Financial Aid, Registrar, Undergrad Admissions</td>
</tr>
<tr>
<td>26. Midland College</td>
<td>POISE</td>
<td>Bursar, Career Services, FA, Registrar, and Undergrad Admissions</td>
</tr>
<tr>
<td>27. Missouri Western State College</td>
<td>CoCo, Legacy</td>
<td>Bursar, Financial Aid, Registrar, Undergrad Admissions</td>
</tr>
<tr>
<td>28. Monroe Community College</td>
<td>SCT Banner</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>29. Montgomery College</td>
<td>SCT Banner</td>
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</tr>
<tr>
<td>30. Mott Community College</td>
<td>Datoel</td>
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</tr>
<tr>
<td>31. New Mexico Education Assistance Foundation Corporation</td>
<td>ProBill, IFA, FundWare</td>
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</tr>
<tr>
<td>32. New York University</td>
<td>SCT SIS+</td>
<td>Financial Aid, Graduate School</td>
</tr>
<tr>
<td>33. Northern Kentucky University</td>
<td>SCT Banner</td>
<td>Financial Aid, Undergrad Admissions</td>
</tr>
<tr>
<td>34. Ottawa University</td>
<td>CMDS, Converting to CARRS</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>35. Phillips County Community College of the U of Arkansas</td>
<td>POISE</td>
<td>Business Office, Financial Aid, Undergrad Admissions</td>
</tr>
<tr>
<td>36. Pierce College District</td>
<td>Software Research NW</td>
<td>Registrar</td>
</tr>
<tr>
<td>37. Pittsburg State University</td>
<td>IBM Mainframe SIS</td>
<td>Financial Aid, Undergraduate Admissions</td>
</tr>
<tr>
<td>ImageNow in Higher Education</td>
<td>Integrated Host Systems</td>
<td>Applications</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>38 Portland Community College</td>
<td>SCT Banner</td>
<td>Registrar</td>
</tr>
<tr>
<td>39 Queen's University of Belfast</td>
<td>Custom</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>40 Quest Education/Maric College</td>
<td>Custom</td>
<td>Student Records</td>
</tr>
<tr>
<td>41 Rhode Island Student Loan Authority</td>
<td>Legacy</td>
<td>Student Loan Processing</td>
</tr>
<tr>
<td>42 Rochester Institute of Technology</td>
<td>Sigma Systems</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>43 Rutgers University</td>
<td>Legacy IBM Mainframe, Oracle Access</td>
<td>Financial Aid, Student Financial Services, Undergraduate Admissions</td>
</tr>
<tr>
<td>44 Salve Regina</td>
<td>ScanWare</td>
<td>Undergraduate Admissions</td>
</tr>
<tr>
<td>45 Southern Illinois University, Edwardsville</td>
<td>IBM Mainframe</td>
<td>Accounts Payable, Bursar, Financial Aid, Human Resources, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
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<td>Financial Aid</td>
</tr>
<tr>
<td>47 Stephen F Austin State University</td>
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<tr>
<td>48 St. Cloud State University</td>
<td>Integrated Statewide</td>
<td>Financial Aid, Registrar, Graduate Studies</td>
</tr>
<tr>
<td>49 St. Petersburg College</td>
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<td>Financial Aid</td>
</tr>
<tr>
<td>50 Texas Christian University</td>
<td>PeopleSoft</td>
<td>Registrar</td>
</tr>
<tr>
<td>51 Texas State Technical College System</td>
<td>Datatel</td>
<td>Records, Financial Aid, Human Resources, Admissions, Office of President, Financial Services</td>
</tr>
<tr>
<td>52 University of Arkansas at Little Rock</td>
<td>SCT Banner</td>
<td>Undergraduate Admissions, Financial Aid, Registrar</td>
</tr>
<tr>
<td>53 University of California, Los Angeles</td>
<td>3270 Emulator</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>54 University of Colorado, Boulder</td>
<td>PeopleSoft</td>
<td>Procurement</td>
</tr>
<tr>
<td>55 University of Connecticut</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>56 University of Dayton</td>
<td>Datatel</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>57 University of Detroit Mercy</td>
<td>Legacy</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>58 University of Michigan, Ann Arbor</td>
<td>PeopleSoft, Sigma</td>
<td>Financial Aid, Undergrad Admissions, Grad Admissions, Human Resources, Registrar, College of Engineering</td>
</tr>
<tr>
<td>59 University of Michigan, Dearborn</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>60 University of Michigan, Flint</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar, Undergrad Admissions</td>
</tr>
<tr>
<td>61 University of Minnesota</td>
<td>PeopleSoft, Legacy</td>
<td>Financial Aid, Scholarships, and Student Loan Services/Collections</td>
</tr>
<tr>
<td>62 University of North Carolina at Wilmington</td>
<td>SCT SIS+</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>63 University of North Dakota</td>
<td>Legacy Mainframe, converting to PeopleSoft</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>64 University of Northern Colorado</td>
<td>PeopleSoft, Legacy, SCT Plus</td>
<td>Financial Aid, Undergraduate Admissions, Graduate Admissions, Human Resources and Registrar</td>
</tr>
<tr>
<td>65 University of Pennsylvania</td>
<td>Sigma Systems</td>
<td>Student Financial Services</td>
</tr>
<tr>
<td>66 University of South Carolina</td>
<td>Legacy</td>
<td>Undergraduate Admissions</td>
</tr>
<tr>
<td>67 University of Southern Mississippi</td>
<td>PeopleSoft</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>68 University of Texas, Tyler</td>
<td>POISE</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>69 University of Toledo</td>
<td>Sigma Systems</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>70 University of Virginia</td>
<td>Custom, ISIS</td>
<td>Financial Aid, Business Office, Graduate Admissions</td>
</tr>
<tr>
<td>71 University of Washington</td>
<td>Great Plains</td>
<td>Bursar, Financial Aid, Human Resources</td>
</tr>
<tr>
<td>72 University of Wisconsin, Eau Claire</td>
<td>CTC Bridge, Core Technology</td>
<td></td>
</tr>
<tr>
<td>ImageNow in Higher Education</td>
<td>Integrated Host Systems</td>
<td>Applications</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>73 University of Wisconsin, Green Bay</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>74 University of Wisconsin, La Crosse</td>
<td>Custom</td>
<td>Purchasing</td>
</tr>
<tr>
<td>75 Vassar College</td>
<td>SCT Banner</td>
<td>Registrar</td>
</tr>
<tr>
<td>76 Vermont Law School</td>
<td>Quodata</td>
<td>Registrar</td>
</tr>
<tr>
<td>77 Virginia Commonwealth University</td>
<td>SCT SIS+</td>
<td>Financial Aid, Bursar, Treasury Services, School of Medicine Dean's Office</td>
</tr>
<tr>
<td>78 West Chester University of Pennsylvania</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>79 Western Michigan University</td>
<td>IBM Mainframe</td>
<td>Financial Aid, Registrar, Collections</td>
</tr>
<tr>
<td>80 Western Wyoming Community College</td>
<td>Datadel</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>81 Wichita State University</td>
<td>CICS Custom</td>
<td>Controller's office, Financial Aid, Registrar</td>
</tr>
<tr>
<td>82 Williston State University</td>
<td>Legacy Mainframe, converting to PeopleSoft</td>
<td>Registrar, Financial Aid</td>
</tr>
<tr>
<td>83 Wilmington College</td>
<td>Three Rivers CAMS</td>
<td>Enrollment Services</td>
</tr>
</tbody>
</table>
Pricing Sheets
for
Enterprise-Wide Document Imaging Software
& Imaging Workflow Software
for
University of Missouri System

December 1, 2003
December 1, 2003

University of Missouri System  
Attn: Peggy Quisenberry  
Commodity Specialist  
UM Procurement Services  
1105 Carrie Francke Drive  
Columbia, MO 65211

RE: RFP # QO31403 Pricing Response, Enterprise-Wide Document Imaging Software And Imaging Workflow Software, due March 14th, 2 p.m. CST

Dear Ms. Quisenberry,

Perceptive Vision, Inc. is pleased to present this pricing proposal for an imaging solution for the University of Missouri College System.

This pricing proposal is organized as follows, per the RFP instructions:

- Group 1: Software Licenses Pricing
- Group 2: Maintenance & Support Pricing
- Group 3: Implementation/Installation and Training Pricing
- Group 4: System Configurations/Hardware Recommendations
- Appendix: Server options, Scanner options, Higher Education Reference List

We at Perceptive Vision, Inc. are eager to welcome the University of Missouri College System to our rapidly growing family of more than 80 higher education institutions worldwide who are effectively implementing ImageNow imaging and workflow software to help improve services and work processes.

If you have questions, need more information or would like to schedule a proposal review, please contact me at 1.800.941-7460 x3116 or Amanda.Burgess@imagenow.com

Cordially,

Amanda Burgess

Higher Education Sales Consultant
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1 General Pricing for all Components

1.1 General Pricing Information
We have prepared for the University our pricing schedule followed by a cost estimate based on your initial requirements. We would expect to work with the University to choose the best solution that meets the needs, quality levels and budget constraints.

PVI will provide complete planning, installation, integration, training and support services during the time of the installation. Services and expenses related to this project will be invoiced as incurred and will be the responsibility of the University. To help reduce or eliminate implementation costs, expertise and help from other departments/campuses can be used.

We did not quote hardware (other than scanner hardware) but can assist with specifications and recommendations. PVI will assist in all requirements for sizing and functionality.

1.2 ImageNow Software Costs
ImageNow is PVI’s flagship document imaging, management and workflow tool, which forms the base technology for all PVI products. All other products in this pricelist are extensions of ImageNow.

ImageNow is available in two pricing models, which provide customers flexibility in configuring their environments to match your unique requirements; a seat license model and a concurrent license model. Each model requires an ImageNow server license with client licenses bound to that specific server. A single ImageNow server license is provided at no charge with your initial ImageNow client license purchase. ImageNow seat and concurrent licensing models cannot be mixed against a single server.

No matter which client-licensing model you select, all core functionality is included: document linking and indexing, document viewing, annotation support, workflow processing and unlimited integration capability.

1.3 ImageNow Client Seat Licensing
With the ImageNow Client Seat Licensing model, when the ImageNow server is installed, your System Administrator enters a license key which specifies the number of seats you licensed. In this pricing model, one license is required for each machine on which ImageNow is used. Each ImageNow Client Seat License is bound to a specific ImageNow server and is registered when that user first logs in.

Price breaks are for individual purchases only and are no cumulative.

<table>
<thead>
<tr>
<th>ImageNow Seat Pricing</th>
<th>Unit Break</th>
<th>Unit List Price</th>
<th>Total List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-9 Seats</td>
<td>5</td>
<td>$1,600</td>
<td>$8,000</td>
</tr>
<tr>
<td>10-14 Seats</td>
<td>10</td>
<td>$1,400</td>
<td>$14,000</td>
</tr>
<tr>
<td>15-24 Seats</td>
<td>15</td>
<td>$1,300</td>
<td>$19,500</td>
</tr>
</tbody>
</table>
With the ImageNow Client Concurrent Licensing model, when the ImageNow server is installed, your System Administrator enters a license key which specifies the number of concurrent licenses purchased. A license is required for each simultaneous user of ImageNow regardless of the machine which they log on. The pricing model allows ImageNow to be installed and used on any machine owned by the customer. This pricing model also allows you share licenses between ImageNow and WebNow. (Please refer to WebNow pricing for further details.)

<table>
<thead>
<tr>
<th>ImageNow Concurrent Pricing</th>
<th>Unit Break</th>
<th>Unit List Price</th>
<th>Total List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-9 Users</td>
<td>5</td>
<td>$2,400</td>
<td>$12,000</td>
</tr>
<tr>
<td>10-14 Users</td>
<td>10</td>
<td>$2,100</td>
<td>$21,000</td>
</tr>
<tr>
<td>15-24 Users</td>
<td>15</td>
<td>$1,950</td>
<td>$29,250</td>
</tr>
<tr>
<td>25-49 Users</td>
<td>25</td>
<td>$1,800</td>
<td>$45,000</td>
</tr>
<tr>
<td>50-99 Users</td>
<td>50</td>
<td>$1,650</td>
<td>$82,500</td>
</tr>
<tr>
<td>100-199 Users</td>
<td>100</td>
<td>$1,462</td>
<td>$146,200</td>
</tr>
<tr>
<td>200-299 Users</td>
<td>200</td>
<td>$1,312</td>
<td>$262,400</td>
</tr>
<tr>
<td>300 + Users</td>
<td>300</td>
<td>$1,162</td>
<td>$348,600</td>
</tr>
<tr>
<td>500 + Users</td>
<td>-</td>
<td>(Call)</td>
<td>(Call)</td>
</tr>
</tbody>
</table>
1.5 ImageNow Server

An ImageNow server engine is included with your purchase of either seat or concurrent ImageNow licenses. An additional ImageNow server license can be purchased, but this is only required for customers who wish to deploy on more than one server. Two reasons why customers purchase additional ImageNow Server licenses include:

1) For customers who wish to bind an existing set of ImageNow Client Seat Licenses to an additional ImageNow server. For example: if you purchased 100 Client Seat Licenses, but wish to have any or all of these same clients access another ImageNow server, you can do so by purchasing an additional ImageNow server license and loading a new license key on the new server. The new server will allow the same 100 clients to log in to this alternate server.

2) For customers who wish to reallocate an existing set of Concurrent User licenses to an additional server. For example: if you purchased a 100 Concurrent User license on a single server, but later wish to reduce the initial server licenses to 60 and license a then allow 40 concurrent users on a new server, you can do so by purchasing an additional server license and loading new license keys on both servers.

<table>
<thead>
<tr>
<th>Item</th>
<th>ImageNow Server</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Microsoft® Windows®</td>
<td>$8,000</td>
</tr>
<tr>
<td>2</td>
<td>Sun Solaris™</td>
<td>$8,000</td>
</tr>
<tr>
<td>3</td>
<td>IBM® AIX®</td>
<td>$8,000</td>
</tr>
<tr>
<td>4</td>
<td>HP UX</td>
<td>$8,000</td>
</tr>
</tbody>
</table>

1.6 WebNow Pricing

WebNow provides thin-client, browser-based access to the ImageNow object repository. WebNow licensing is independent of ImageNow client licensing. WebNow requires an ImageNow Server license and at least 5 ImageNow Client Seat license or 5 ImageNow Concurrent User license. WebNow also requires a J2EE-compliant Java application server.

WebNow is licensed only on a concurrent model.

WebNow licenses must be purchased separately from your ImageNow Client Seat License, if you purchase the seat model. There is no pooling of licenses between ImageNow and WebNow.

If you purchase an ImageNow Client Concurrent License, you may purchase a 5-user WebNow license and pool the ImageNow and WebNow licenses together. For example if you purchase an ImageNow 100 Concurrent User license on a single server, you would be able to purchase a 5 user WebNow license and share the 105 concurrent users between ImageNow and WebNow logins.
1.7 CaptureNow Pro

CaptureNow Pro supports ImageNow Batch Scanning—a mode designed for complete scalability from low volume Level I ISIS scanners to high volume Level III scanners. All CaptureNow Pro versions, except CaptureNow Pro 650, support image processing, patch code and 1d barcode recognition, and scanning to workflow.

Each CaptureNow Pro product listed below comes bundled with a Kofax Adrenaline card or software engine. Kofax VRS functionality can be added to any of the CaptureNow products below.

<table>
<thead>
<tr>
<th>WebNow Concurrent Users</th>
<th>Unit Break</th>
<th>Unit List Price</th>
<th>Total List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-9 Users</td>
<td>5</td>
<td>$1,600</td>
<td>$8,000</td>
</tr>
<tr>
<td>10-14 Users</td>
<td>10</td>
<td>$1,400</td>
<td>$14,000</td>
</tr>
<tr>
<td>15-24 Users</td>
<td>15</td>
<td>$1,300</td>
<td>$19,500</td>
</tr>
<tr>
<td>25-49 Users</td>
<td>25</td>
<td>$1,200</td>
<td>$30,000</td>
</tr>
<tr>
<td>50-99 Users</td>
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<td>$1,100</td>
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<tr>
<td>100-199 Users</td>
<td>100</td>
<td>$975</td>
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<td>200-299 Users</td>
<td>200</td>
<td>$875</td>
<td>$175,000</td>
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<tr>
<td>300 + Users</td>
<td>300</td>
<td>$775</td>
<td>$232,500</td>
</tr>
<tr>
<td>500 + Users</td>
<td>(Call)</td>
<td>(Call)</td>
<td>(Call)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>CaptureNow Pro Product</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CaptureNow Pro 650 (1)</td>
<td>$595</td>
</tr>
<tr>
<td>2</td>
<td>CaptureNow Pro 650i</td>
<td>$1,750</td>
</tr>
<tr>
<td>3</td>
<td>CaptureNow Pro 850s</td>
<td>$1,995</td>
</tr>
<tr>
<td>4</td>
<td>CaptureNow Pro 850v</td>
<td>$2,195</td>
</tr>
<tr>
<td>5</td>
<td>CaptureNow Pro 1700s</td>
<td>$3,595</td>
</tr>
<tr>
<td>6</td>
<td>CaptureNow Pro 1700v</td>
<td>$3,795</td>
</tr>
<tr>
<td>7</td>
<td>Kofax Software VRS (2)</td>
<td>$595</td>
</tr>
</tbody>
</table>
1.8 CaptureNow Lite

CaptureNow Lite supports Package Scanning—a mode designed for low-volume, ad-hoc scanning processes where many non-standard sized document types must be captured via low-volume Level I ISIS scanners. CaptureNow Lite provides image processing functionality, such as despeckling, deskewing, and barcode recognition for all barcode 1d types. CaptureNow Lite does not support batch scanning. Please refer to the CaptureNow datasheet for a complete product description.

<table>
<thead>
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<th>Item</th>
<th>CaptureNow Lite Product</th>
<th>Pricing</th>
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<tbody>
<tr>
<td>1</td>
<td>CaptureNow Lite</td>
<td>$495</td>
</tr>
</tbody>
</table>

1.9 COLDNow

PVI support ERM/COLD functionality ranging from simple to complex. An example of a more full featured COLD solution is to be able to search across the output object CONTENT to find instances of a given data string and then return to the user a listing of all objects with that DATA content. This sort of full-featured “COLD” functionality is available in the form of our newest product – ColdNow. ColdNow provides robust computer output management including output processing, overlay management, data compression and allows users to have a single access path to Cold Objects along with other objects (tiffs etc) in the ImageNow repository. A 5 Seat ImageNow Client Seat License is required to provide COLD access.

<table>
<thead>
<tr>
<th>Item</th>
<th>COLDNow Product</th>
<th>Maximum Concurrent Users</th>
<th>Maximum Pages</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Workgroup Edition</td>
<td>25</td>
<td>250,000/mo</td>
<td>$25,000</td>
</tr>
<tr>
<td>3</td>
<td>Enterprise Edition</td>
<td>100</td>
<td>500,000/mo</td>
<td>$50,000</td>
</tr>
<tr>
<td>4</td>
<td>Enterprise Plus Edition</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>$100,000</td>
</tr>
</tbody>
</table>
1.10 ImageNow Database Connector

ImageNow provides an embedded ISAM file handler that has been proven by hundreds of customers worldwide to be extremely fast, scalable and reliable. There is no additional charge for this embedded database functionality. Customers also have the option of using a third-party RDBMS to store all ImageNow metadata by purchasing the appropriate ImageNow Database Connector and licensing the appropriate RDBMS environment. Currently, PVI provides a Database Connector for Microsoft SQL Server 2000 and Oracle 8i.

ImageNow Database Connector licensing is based on the aggregate total of ImageNow and WebNow Client licenses. There is no distinction between an ImageNow Seat or ImageNow Concurrent license when calculating the IDC license requirement. (For example, if you have 25 ImageNow Seat Client licenses or 25 ImageNow Concurrent Client licenses, and 50 WebNow Client licenses, your total licenses for the ImageNow Database Connector would be 75.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Database Connector</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-24 ImageNow Licenses</td>
<td>$2,000</td>
</tr>
<tr>
<td>2</td>
<td>25 – 50 ImageNow Licenses</td>
<td>$5,000</td>
</tr>
<tr>
<td>3</td>
<td>51+ ImageNow Licenses</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

1.11 FaxNow

FaxNow is a scalable, inbound fax solution that is tightly integrated with ImageNow workflow. FaxNow is designed to allow customers to capture high volumes of inbound faxes and automatically route them through various workflow process based on pre-defined rules. FaxNow utilizes the Brooktrout API and requires a Brooktrout fax board, which must be configured with the appropriate number of fax ports (active inbound fax lines) to handle your volume. FaxNow is licensed based on the number of Brooktrout fax ports being controlled by FaxNow. Your PVI Account Manager will help determine the appropriate Brooktrout fax board for your needs.

Each FaxNow service will consume an ImageNow Client Seat or Concurrent license.

<table>
<thead>
<tr>
<th>Item</th>
<th>FaxNow</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to 2 fax ports</td>
<td>$4,000</td>
</tr>
<tr>
<td>2</td>
<td>3 – 8 fax ports</td>
<td>$6,000</td>
</tr>
<tr>
<td>3</td>
<td>9 – 16 fax ports</td>
<td>$10,000</td>
</tr>
<tr>
<td>4</td>
<td>17 – 32 fax ports</td>
<td>$16,000</td>
</tr>
<tr>
<td>5</td>
<td>33 + fax ports</td>
<td>$24,000</td>
</tr>
</tbody>
</table>

Optional FaxNow Bar Code & Image Processing Plug-In $995
1.12 ImageNow Message Agent

The ImageNow Message Agent automatically captures e-mails and attachments and imports them directly into the ImageNow object store or pushes them into an ImageNow workflow process. The ImageNow Message Agent works with most SMTP mail servers including Microsoft Exchange, Lotus Domino, Sun ONE, and others.

<table>
<thead>
<tr>
<th>Item</th>
<th>Product</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ImageNow Message Agent</td>
<td>$2,000</td>
</tr>
</tbody>
</table>

1.13 iScript Scripting Engine

The ImageNow iScript Scripting Engine is a fully compliant ECMA-262 scripting facility based on industry-standard JavaScript. iScript is the scripting component used to build rules-based workflow functionality in ImageNow. iScript also extends the functionality of any of ImageNow’s server-side agents, such as FaxNow, ImageNow Import Agent, ImageNow Batch Agent, and Intool. The iScript environment allows programmatic access to all ImageNow data elements and objects, as well as to industry-standard components such as COM, ODBC, ADO and SMTP. With iScript, ImageNow can extend its integration capabilities by connecting the ImageNow product line to any third-party product or RDBMS that embraces the inter-application industry standards noted. For examples on how iScript can be used with ImageNow, please contact your PVI Account Manager.

<table>
<thead>
<tr>
<th>Item</th>
<th>Product</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>iScript Scripting Engine</td>
<td>$3,000</td>
</tr>
</tbody>
</table>

1.14 CaptureNow OCR Plug In

The CaptureNow OCR Plug-In provides server-side OCR recognition for automatically acquiring ImageNow index data during the ImageNow batch scanning process.

<table>
<thead>
<tr>
<th>Item</th>
<th>Product</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OCRNow</td>
<td>$995</td>
</tr>
</tbody>
</table>
1.15 Forms Processing & Data Capture

Although the University has not specifically addressed any forms processing capability, it is our experience that higher education institutions are commonly interested in using forms processing software to reduce data entry time and expense. PVI has worked closely with ReadSoft to create integrated forms processing solutions for a variety of customers in both high and low volume environments.

ImageNow’s ability to scan from anywhere and route documents via workflow provide a powerful platform for optimizing your forms processing environment. ImageNow can capture, route, report on and subsequently store documents that need to be processed by ReadSoft. ImageNow can be configured to automatically pass documents to ReadSoft for processing, route exceptions to proper personnel, and ensure that all documents are processed in a timely fashion. ImageNow allows you to centralize or decentralize the various ReadSoft processes that ensure that you are importing the data you want into your PeopleSoft environment.

ReadSoft (www.readsoft.com) is a leading provider of comprehensive, automated forms processing software (Eyes & Hands) that automates data collection for forms. Millions of forms are processed every day by ReadSoft’s market-leading product, “Eyes & Hands FORMS.”

Eyes & Hands recognizes and interprets all types of data: handwritten, machine printed, barcodes, check boxes, circles, tables, matrixes, and even complete addresses. Eyes & Hands also offers color processing, which increases interpretation and production efficiency. While any pre-existing forms can be processed by Eyes & Hands, you can also use the form designer function to create a Microsoft Word form that is automatically defined for use in the Eyes & Hands system.

What sets the product apart is its flexibility and ease of use. Eyes & Hands FORMS reads all types of forms—paper, fax, and web-based. The information is automatically verified and transferred straight into your own target system—in this case the (PeopleSoft) Production System. Apart from the enormous savings in time and money, the quality of your captured data is also improved. The award-winning product has a user-friendly interface and is easy to integrate with other systems.

Eyes & Hands is “out-of-the-box” standard software for high volume and production oriented data capture solutions. With some 1,800 customers in full production and the largest installation today processing 1.1 million forms per day, Eyes & Hands has proved to be reliable in tough production environments. The following modules provide the OCR/ICR functionality.

- Scanning. The process that captures an electronic image of the form for later processing in the system. Performed by Eyes & Hands module: SCAN.

- Interpretation. The Process that transforms the scanned image into plain text and numbers using OCR and ICR technique. Performed by Eyes & Hands module: INTERPRETER.

- Verification. This process has two parts: Correction of interpretation errors from the previous phase and validation of data that is correctly interpreted but is still in error because the respondent has filled out the form in error. These steps are performed by Eyes & Hands module: VERIFY.

- Transfer. The last step in the workflow is to transfer the captured information from Eyes & Hands internal storage to an external file for later use by other applications. This is performed by Eyes & Hands module: TRANSFER.
Manager. The administration module. This is where the form is defined; that is, the fields to be captured. Validations, specifications, job descriptions, sets, etc. are all defined by the Eyes & Hands module: MANAGER.

ReadSoft’s pricing is based on a combination of factors that generally map to 1) the amount of data that must be processed daily and 2) the level of quality of the inbound data, i.e. whether the data is easily understood machine print or difficult to read hand print. Arriving at a final pricing model requires study of each customer’s specific requirements and then mapping those into a spreadsheet that provides final pricing.

Based on our experience with the nature of higher education documents in general, the volume a system the size of University of Missouri generates, and the peak load data entry requirements, we feel that the University could deploy a forms processing solution that would provide processing power sufficient for all inbound paper applications for graduate and undergraduate admissions to all schools, plus a variety of other forms that might be suitable for processing for $30,000 - $50,000 in software costs. Additional services for training and assistance in setting up 5 - 10 forms would add $6,000 - $18,000 in services depending on the scope of the effort. This solution will also provide the University with the ability to translate paper forms to web forms.

It is important to note that a combined ImageNow/ReadSoft solution provides distinct advantages to a large, geographically dispersed institution like the University of Missouri System because ImageNow provides both distributed capture and workflow that will greatly enhance the flexibility and lower the cost of the overall data capture solution.

Below is general pricing for ReadSoft, we would expect to work with the University to determine the best solution to fit your needs.

Eyes & Hands FORMS licenses

Eyes & Hands FORMS stand-alone prices
- Eyes & Hands FORMS Entry .................................................. $ 4,900
- Eyes & Hands FORMS Lite ................................................. 9,000
- Eyes & Hands FORMS Standard ........................................... 14,000
- Eyes & Hands FORMS Professional ............................... 19,000

Eyes & Hands FORMS network prices
- Eyes & Hands FORMS Manager ............................................. $ 5,400
- Eyes & Hands FORMS Scan .................................................. 5,400
- Eyes & Hands FORMS Interpret 30 ........................................ 10,800
- Eyes & Hands FORMS Interpret 75 ......................................... 21,000
- Eyes & Hands FORMS Interpret 150 ........................................ 35,000
- Eyes & Hands FORMS Interpret 300 ........................................ 67,000
- Eyes & Hands FORMS Verify .................................................. 5,400
- Eyes & Hands FORMS Verify 5 users ....................................... 19,450
- Eyes & Hands FORMS Verify 10 users ..................................... 31,950
- Eyes & Hands FORMS Verify 25 users ..................................... 62,000
- Eyes & Hands FORMS Verify 50 users ..................................... 99,000
- Eyes & Hands FORMS Verify 100 users .................................... 149,000
- Eyes & Hands FORMS Transfer ............................................... 5,400
- Eyes & Hands FORMS Standard .............................................. 14,000
(all modules on one PC)
- Eyes & Hands FORMS Professional ....................................... 19,000
Eyes & Hands Address Option Pack

- Eyes & Hands Address Interpret (+ Verify) \( ^1 \) .................................................. $ 5,400
- Eyes & Hands Address Verify ................................................................. 2,700
- Eyes & Hands Address Verify 5 users \( ^2 \) ........................................... 9,725
- Eyes & Hands Address Verify 10 users \( ^2 \) ..................................... 15,975
- Eyes & Hands Address Verify 25 users \( ^2 \) .................................... 31,000
- Eyes & Hands Address Verify 50 users \( ^2 \) ................................ 49,500
- Eyes & Hands Address Verify 100 users \( ^2 \) ................................. 74,500

1. Eyes & Hands FORMS 5 is available in Danish, English, French, German, Italian, Spanish and Swedish.
2. This volume pricing is just valid if all licenses are purchased at the same time by one specific customer.
3. See product descriptions for information on implementation in your country. The address database is excluded from the prices.
4. Every Address Interpret license includes one (1) Address Verify license.
Address database

Postal address data is licensed per region on an annual basis.
- First year ................................................................. $1,200
- Per year thereafter ...................................................... 550
- 3-year license .......................................................... 1,950

The price includes quarterly updates. The level of change and data quality in a specific update may vary from country to country.

Eyes & Hands Monitor Option Pack
- Eyes & Hands Monitor Console ....................................... $5,400
- Per Monitored Process .................................................. 1,200
- Eyes & Hands Monitor Server (an SQL server) 5 users ........... 1,600

- Eyes & Hands Monitor 1 process .................................... $1,200
- Eyes & Hands Monitor 5 processes .................................. 5,400
- Eyes & Hands Monitor 10 processes ................................. 9,000
- Eyes & Hands Monitor 25 processes ............................... 19,000
- Eyes & Hands Monitor 50 processes ............................... 35,000
- Eyes & Hands Monitor 100 processes .............................. 59,000
- Eyes & Hands Monitor 250 processes .............................. 129,000
- Eyes & Hands Monitor 1000 processes ............................ 339,000

External interpretation engines
Cleqs™ (Gentriqs)
- Cleqs for Eyes & Hands FORMS Entry license ..................... $600
- Cleqs for Eyes & Hands FORMS Lite license ....................... 1,200
- Cleqs for Eyes & Hands FORMS Standard license ............... 2,250
- Cleqs for Eyes & Hands FORMS Professional license ........... 3,750
- Cleqs for Eyes & Hands FORMS Interpret 30 license .......... 2,250
- Cleqs for Eyes & Hands FORMS Interpret 75 license .......... 5,700
- Cleqs for Eyes & Hands FORMS Interpret 150 license ......... 11,250

1. Regions as defined on page 9 mean that a customer may use multiple countries from the same region on the same license. More regions are to be defined as we add more countries in other parts of the world.
RecoStar® (CGK):
- RecoStar interface to Eyes & Hands FORMS ........................................ $2,375
- RecoStar interpretation engine (25 CPS) including interface to
  Eyes & Hands FORMS.............................................................. 4,875
  (Distributor price $3,125)
- RecoStar interpretation engine (50 CPS) including interface to
  Eyes & Hands FORMS.............................................................. 7,050
  (Distributor price $4,800)
- RecoStar interpretation engine (100 CPS) including interface to
  Eyes & Hands FORMS.............................................................. 12,450
  (Distributor price $8,950)
- RecoStar interpretation engine (250 CPS) including interface to
  Eyes & Hands FORMS.............................................................. 19,250
  (Distributor price $14,200)
- RecoStar interpretation engine (400 CPS) including interface to
  Eyes & Hands FORMS.............................................................. 29,750
  (Distributor price $22,250)

Eyes & Hands database server
- Velocis database server, 8 users .............................................. $2,900
  (Distributor price $2,200)
- Velocis database server, 25 users .......................................... 5,800
  (Distributor price $4,400)
- Velocis database server, 100 users ........................................ 8,700
  (Distributor price $6,600)

1. For CGK RecoStar version 4.0 or later with CGK F-dongle. Compatible with Eyes & Hands for Forms 4.13 or later. Call your sales representative to get the software service price.
Eyes & Hands SCSI drivers (ISIS)

- Bell+Howell ........................................................................................................ N/C
- Canon .................................................................................................................. $100
- Fujitsu .................................................................................................................. $400
- Panasonic .......................................................................................................... N/C
- Ricoh ................................................................................................................... N/C
- Kodak 3500 .......................................................................................................... N/C
- Kodak 500, 5500 .................................................................................................. $400
- Kodak 7500 ........................................................................................................... $3,200
- Kodak 900, 9500 ................................................................................................ $7,500

Manuals
- Additional Eyes & Hands FORMS manuals ......................................................... $80

1.16 Software Support and Maintenance Costs

<table>
<thead>
<tr>
<th>Item</th>
<th>Support &amp; Maintenance / Description</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Software Maintenance &amp; Support - 18% of the total list price of all licenses owned. This includes all ImageNow software including ImageNow, WebNow, CaptureNow, FaxNow, Java Workflow Engine, OCR Engine and any other third party component (Annual - based on List Price)</td>
<td>18%</td>
</tr>
</tbody>
</table>

1.17 Service Costs

<table>
<thead>
<tr>
<th>Item</th>
<th>Service Description</th>
<th>Cost/Hour</th>
<th>Cost/Day</th>
<th>Fixed Bid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Basic Project Management, ImageNow installation, Integration, configuration, and training services for capture operators, users, and administrators (services billed at $1,200 per day). Estimated at 5 days per department assuming PVI will provide assistance in the implementation. Billed as incurred.</td>
<td>$150/hour</td>
<td>$1,200/day</td>
<td>TBD</td>
</tr>
<tr>
<td>2</td>
<td>Consulting, Training, Other – Any services provided outside the scope of the proposed implementation is available on an hourly/daily or fixed bid basis. Fixed bids are provided when the scope of services and deliverables are known in advance.</td>
<td>$150/hour</td>
<td>$1,200/day</td>
<td>TBD</td>
</tr>
<tr>
<td>3</td>
<td>Basic Training – Off Site – 4-day Technical Administrator with focus on client-side product</td>
<td>-</td>
<td>-</td>
<td>$1,495 for the first attendee</td>
</tr>
</tbody>
</table>
features. Available once a month at PVI.

<table>
<thead>
<tr>
<th></th>
<th>Advanced Training – Off Site – 4-day Technical Administrator Training with focus on server side features. This class is a logical progression to the Basic Training Class. Available once a quarter at PVI.</th>
<th></th>
<th>from a company, $1,295 per person after that.</th>
<th>$1,995 for the first attendee from a company, $1,795 per person after that.</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Travel Expenses – Normal prudent business expense guidelines apply. For budgetary purposes most clients assume $150 per day “onsite”.</td>
<td>-</td>
<td>Estimated at $150</td>
<td>-</td>
</tr>
</tbody>
</table>

**1.18 Hardware**

<table>
<thead>
<tr>
<th></th>
<th>Scanners – PVI supports a wide range of scanners, please consult with your PVI Sales Consultant for more information.</th>
<th>TBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Adrenaline Imaging Processing Accelerators – required for hardware driven scanners. The 850 and 1700 boards are hardware accelerators using the Kofax hardware runtime. Pricing ranges based on functionality, please consult your PVI Sales Executive for more information.</td>
<td>$1,495 - $3,395</td>
</tr>
<tr>
<td>2</td>
<td>Brooktrout Board - FaxNow runs as a service on the ImageNow server, communicating to fax machines via a fax board from Brooktrout. This board is required for any FaxNow purchase. Price range based on number of channels required and digital vs. analog boards.</td>
<td>$1,995 - $9,995</td>
</tr>
<tr>
<td>3</td>
<td>Scanning PC – Provided by the customer</td>
<td>TBD – may use existing equipment</td>
</tr>
<tr>
<td>4</td>
<td>Server – Provided by the customer</td>
<td>TBD – may use existing equipment</td>
</tr>
</tbody>
</table>
2 Group 1: Software Licenses Pricing

ImageNow is available in two pricing models, which provide customers flexibility in configuring their environments to match their unique requirements; a seat license model and a concurrent license model. Each model requires an ImageNow server license with client licenses bound to that specific server. A single ImageNow server license is provided at no charge with your initial ImageNow client license purchase. ImageNow seat and concurrent licensing models cannot be mixed against a single server. No matter which client-licensing model you select, all core functionality is included; document linking and indexing, document viewing, annotation support, workflow processing and unlimited integration capability.

WebNow provides thin-client, browser-based access to the ImageNow object repository. WebNow licensing is independent of ImageNow client licensing. WebNow requires an ImageNow Server license and at least 5 ImageNow Client Seat license or 5 ImageNow Concurrent User license.

For the purpose of the pricing model below, PVI is assuming the University will purchase a combination of ImageNow concurrent licenses for production users involved in scanning, indexing, and workflow functionality (System Admin Users) and WebNow thin-client licenses for casual viewers and workflow users (End Users). Based on our experience in Higher Education, we will assume a very conservative estimate of approximately 1/3 of all the users will need access to the system at any given time. Therefore our fiscal year one calculation is an estimate of 20 concurrent System Admin Users (per the price schedule above for ImageNow concurrent licenses or $39,000) and 75 WebNow users (per the price schedule above for WebNow users or $77,000) for a total of $116,000.

For fiscal year 2, PVI is assuming an additional 20 concurrent licenses of ImageNow will be required ($39,000), in addition to 600 WebNow licenses. Assuming the unit price for each WebNow license is $675 the WebNow license fee would total $405,000. Combined, the University would pay $444,000 for licenses in year 2. However, we would like to propose an alternative licensing approach.

Site License Option 1 – License Cap

PVI would like to offer the University a license cap that, once reached, will convert the University to a site license. Rather than spending an additional $444,000 on a combination of ImageNow and WebNow software for fiscal year 2, the University will purchase the incremental software and once the University purchases $490,000 in ImageNow and WebNow software, PVI will automatically convert the University to a site license. Therefore year two costs will be $374,000 and the University will have a site license of ImageNow and WebNow.

Fiscal years 3 and 4 will not require additional ImageNow or WebNow software purchases assuming the University has already reached the status of a site license.

The site license offer for the University of Missouri System is for unlimited use of the ImageNow software for all departments (with the exception of the University medical facilities) on the Columbia, Kansas City, Rolla and St. Louis campuses. The ImageNow site license assumes all users within the University of Missouri System (with exceptions mentioned above) will have access to the ImageNow client software and WebNow. PVI is also willing to extend a separate site license for the University medical facilities (including the School of Pharmacy and Dental School with clinics in Kansas City, School of Optometry and clinics in St. Louis, University Health Services and Clinics (UHC) located in Columbia, the hospital in Mt. Vernon, Missouri, and numerous clinics in
the mid-state area), however at this time we do not have sufficient information to do so, including hospital employees and size.

The site license encompasses products owned and manufactured by Perceptive Vision, Inc. including ImageNow and WebNow. All other products sold by PVI are subject to additional license fees. These licenses would include CaptureNow for driving scanners and any third-party or OEM components required to complete a particular implementation. Other related license costs have been included in this proposal.

PVI expects that the University will make incremental purchases off of our pricing schedules provided above. This will allow the University to choose the best solution that meets the needs, quality levels and budget constraints. The University can purchase any amount of the ImageNow Seat, Concurrent or WebNow software off of our standard list price. Once the University has purchased $490,000 in ImageNow or WebNow licenses, PVI will convert the University to a site license for ImageNow and WebNow. PVI does not offer cumulative pricing and the proposed incremental cost of the site license expires 3 years from the initial purchase date.

Support and Maintenance is 18% of the total list price of all software owned by the University. Annual Support and Maintenance costs for a site license of ImageNow/WebNow software is $88,200 ($490,000 * 18%). This calculation does not include support and maintenance fees for CaptureNow, FaxNow, ImageNow OCR Engine or any other third party or OEM software components, but will be calculated at purchase time.

Should you elect to deploy ImageNow and/or WebNow in conjunction with an Oracle or Microsoft SQL Server RDBMS, you would have to purchase those database licenses separately, and there is a charge for connections to the RDBMS on each server. These other items are relatively minor expenses, but you should be aware of them.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>System Admin. Users</td>
<td>50</td>
<td>100</td>
<td>200</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>End Users</td>
<td>200</td>
<td>2000</td>
<td>8000</td>
<td>8000</td>
<td>8000</td>
</tr>
<tr>
<td>Images Annual</td>
<td>1,000,000</td>
<td>9,000,000</td>
<td>10,000,000</td>
<td>15,000,000</td>
<td>15,000,000</td>
</tr>
<tr>
<td>Images Accumulative</td>
<td>1,000,000</td>
<td>10,000,000</td>
<td>20,000,000</td>
<td>35,000,000</td>
<td>50,000,000</td>
</tr>
<tr>
<td>Total Cost</td>
<td>$116,000</td>
<td>$374,000</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>
Site License Option 2 – Immediate Site License

PVI would also like to offer the University a site license buy-in program. In this scenario the University commits to a site license from the beginning, with payments spread over three years. The University can deploy unlimited concurrent and/or seats of ImageNow and/or WebNow immediately, with the purchase spread out as follows.

The site license buy-in program is for the University of Missouri System for unlimited use of the ImageNow software for all departments (with the exception of the University medical facilities) on the Columbia, Kansas City, Rolla and St. Louis campuses. The ImageNow site license assumes all users within the University of Missouri System (with exceptions mentioned above) will have access to the ImageNow client software and WebNow. PVI is also willing to extend a separate site license for the University medical facilities (including the School of Pharmacy and Dental School with clinics in Kansas City, School of Optometry and clinics in St. Louis, University Health Services and Clinics (UHC) located in Columbia, the hospital in Mt. Vernon, Missouri, and numerous clinics in the mid-state area), however at this time we do not have sufficient information to do so, including hospital employees and size.

The site license encompasses products owned and manufactured by Perceptive Vision, Inc. including ImageNow and WebNow. All other products sold by PVI are subject to additional license fees. These licenses would include CaptureNow for driving scanners and any third-party or OEM components required to complete a particular implementation. Other related license costs have been included in this proposal.

Should you elect to deploy ImageNow and/or WebNow in conjunction with an Oracle or Microsoft SQL Server RDBMS, you would have to purchase those database licenses separately, and there is a charge for connections to the RDBMS on each server. These other items are relatively minor expenses, but you should be aware of them.

Should the University System decided not to pay the second or third installments of $325,000 plus annual maintenance and support, then the licensing will revert to it's currently published value of 113 concurrent ImageNow users (per paid installment).

The calculation for Support and Maintenance below does not include fees for CaptureNow, FaxNow, ImageNow OCR Engine or any other third party or OEM software components, but will be calculated at purchase time.

<table>
<thead>
<tr>
<th>Year</th>
<th>Site License Amount</th>
<th>Annual Support &amp; Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$165,000</td>
<td>$29,700</td>
</tr>
<tr>
<td>2</td>
<td>$165,000</td>
<td>$59,400</td>
</tr>
<tr>
<td>3</td>
<td>$160,000</td>
<td>$88,200</td>
</tr>
<tr>
<td>Total</td>
<td>$490,000</td>
<td>-</td>
</tr>
</tbody>
</table>
Support and Maintenance is 18% of the total list price of all software owned by the University. Annual Support and Maintenance costs for a site license of ImageNow/WebNow software is $88,200 ($490,000 * 18%). This calculation does not include support and maintenance fees for CaptureNow, FaxNow, ImageNow OCR Engine or any other third party or OEM software components, but will be calculated at purchase time. Assuming that the University is purchasing $116,000 towards the site license in the first year, the first year SMA/SSA will be $20,880 ($116,000 * 18%) in addition to the Support and Maintenance for third party product like CaptureNow, FaxNow, etc, which we expect to be minimal.

### 3 Group 2: Maintenance & Support Pricing

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>System Admin. Users</td>
<td>50</td>
<td>100</td>
<td>200</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>End Users</td>
<td>200</td>
<td>2000</td>
<td>8000</td>
<td>8000</td>
<td>8000</td>
</tr>
<tr>
<td>Images Annual</td>
<td>1,000,000</td>
<td>9,000,000</td>
<td>10,000,000</td>
<td>15,000,000</td>
<td>15,000,000</td>
</tr>
<tr>
<td>Images Accumulative</td>
<td>1,000,000</td>
<td>10,000,000</td>
<td>20,000,000</td>
<td>35,000,000</td>
<td>50,000,000</td>
</tr>
<tr>
<td>Total Cost</td>
<td>$165,000</td>
<td>$165,000</td>
<td>$160,000</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

- Or for the buy-in site license the following would apply

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Maintenance</td>
<td>$29,700</td>
<td>$59,400</td>
<td>$88,200</td>
<td>$88,200</td>
<td>$88,200</td>
</tr>
</tbody>
</table>
4 Group 3: Implementation/Installation and Training Pricing

1. Each respondent must provide anticipated University costs for implementation/installation of systems software and hardware for the initial start-up in year one (7/1/03 – 6/30/04) identified in the Group 1 table. The prices for these services should be based on the respondent’s experience with implementations of similar size and complexity. Sufficient detail must be provided to show that calculations are based on fixed prices quoted earlier.

   **Implementation Cost** – Implementation costs are estimated at 5 days per department (or $6,000 /week) for basic Project Management, Implementation and Training costs. Workflow configuration and training is estimated at 5 days per department (or $6,000/week) and is typically implemented as a phase two. PVI expects the University to develop expertise in the implementation of ImageNow, which will ultimately reduce vendor reliance and service costs.

   **Detail** - For more information regarding our Project Methodology, please see the document titled PVI Product Methodology and Services in the Supplemental section of the PVI Response.

2. Each respondent is to provide a training plan and cost for technical and functional training.

   a) Functional training will be provided by the vendor on site at the University of Missouri and is to include all instruction necessary to provide 50 System Administrators with the knowledge necessary to perform all scanning, verification, indexing, security and workflow activities. It is assumed that the University will use these 50 trained staff members to train others as the system is extended to additional functional groups. The prices for these services should be based on the respondent’s experience with training for systems of similar size and complexity. Enclose a proposed training plan. Sufficient detail must be provided to show that calculations are based on fixed prices quoted earlier.

   **Functional Training Cost** - $1,200 per day, included in costs described above for Project Management, Implementation and Training.

   **Detail** – PVI typically trains three different types of users: viewer, scanner and system administrator. The super user, or system administrator, receives most of their training "on-the-job" during implementation. Making the system administrator a key part of the implementation project ensures that this person not only learn the subtleties of deploying and using the product but that they are privy to all special requirements to your environment.

   PVI employs a “train the trainer” approach when on site. Our goal is to educate your designated personnel in all aspects of system operation as the implementation unfolds, leaving them knowledgeable enough to train others within your organization.

   Scanning users who have basic operating system knowledge can learn how scan and link documents in less than one day, and more commonly in just half a day.

   Viewing users (document retrievers/viewers/workflow participants) can become proficient in less than one day and are usually trained by your personnel, who we trained. Our customers agree that ImageNow’s “single-click” method is easy for users to grasp and that it greatly simplifies and
accelerates the training process.

b) Technical training will be provided by the vendor. It is to include the classes/courses recommended for the Information Technology support personnel who will be responsible for the proposed system’s software and hardware. Respondents should assume that the University will provide a central technical solution located in Columbia Missouri. The prices for these services should be based on the respondent’s experience with implementations of similar size and complexity. Enclose a proposed training plan. Sufficient detail must be provided to show that calculations are based on fixed prices quoted above.

**Technical Training Cost - $1,200 per day, estimated at 3 days and included in the Basic Project Management, Implementation and Training Costs.** Additional training for the system administrator is held in a classroom setting at PVI’s corporate offices in suburban Kansas City.

Basic Training is an optional 4-day training class available for $1,495 and is geared towards technical users, and is offered monthly.

Advanced Training is an optional 4-day training class available for $1,995 and is offered quarterly.

**Detail - Administrative users** receive advanced training from our Implementation Consultants on-site during implementation. PVI Implementation Consultants who have uninterrupted access to your designated System Administrator can transfer all relevant knowledge/train them completely—including how to install ImageNow on additional servers, how to integrate ImageNow with your target systems, and how configure workflow—in less than 3 days.

**Training Documentation**

PVI has a full set of ImageNow product documentation—including Installation Help, Administrator Help, and End User Help—that is accessible online at [http://support.imagenow.com](http://support.imagenow.com). This documentation can also be printed.

**Training Syllabus**

- **Install & Configure ImageNow Software**—Gain the tools you need to deploy and manage ImageNow in an enterprise environment.
- **User & Group Administration**—Learn how to manage users on a large scale.
- **Advanced LearnMode Techniques & Best Practices**—Are you using LearnMode to its fullest potential?
- **Workflow Administration**—From basic queue management to creating automation scripts, you’ll learn how to put the power of workflow to work for you.
- **Workflow Queue Alarm Management**—Use queue alarms to optimize your workflow environment.
- **JavaScript**—This fully functional scripting environment will blow your socks off!
- **CaptureNow**—Learn how to configure ImageNow’s capture module to best fit your scanning needs.
5 Group 4: System Configurations/ Hardware Recommendations

(Hardware Mandatory, Pricing Optional)

Each response **must include specific hardware recommendations** for scanners, servers and storage systems. These recommendations must include specific vendor brands with model details including all features, capabilities, speed, number of processors and quantities, document storage solution and capacity for year-one (7/1/03 – 6/30/04) quantities specified in Group 1 above.

The University expects to purchase the equipment from existing or future University contracts. It is **optional** for respondents to **provide pricing** for this equipment. This pricing will be used to assist the University in budgeting for this project. It will not be used to determine the award nor will respondent be obligated to provide equipment as part of this contract.

However, if the respondent has special arrangements with equipment vendors and has a source of supply that would be available to the University at the quoted prices, this should be indicated below. If so, and it is in the University’s best interest, the University will consider purchasing this equipment from the respondent who is awarded the contract for the imaging system.

1. Scanners in a quantity of 50 or fewer.

<table>
<thead>
<tr>
<th>(Required) Recommended brand(s) and model(s):</th>
<th>(Optional) Unit Price</th>
<th>Special Pricing Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fujitsu fi-4120C</td>
<td>$924</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Fujitsu fi-4220C</td>
<td>$1,359</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Fujitsu fi-4340C</td>
<td>$3,799</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Canon DR-3060</td>
<td>$4,400</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Canon DR-3080C</td>
<td>$4,800</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Canon DR-5020</td>
<td>$5,358</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Canon DR-5080C</td>
<td>$9,500</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Fujitsu fi4750C</td>
<td>$9,000</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Fujitsu 4097D</td>
<td>$6,995</td>
<td>Yes X No</td>
</tr>
<tr>
<td>Fujitsu 4097D VRS</td>
<td>$8,995</td>
<td>Yes X No</td>
</tr>
</tbody>
</table>
2. Server(s) to manage 1,000,000 images with growth potential necessary to support quantities and users in Group 1 table.

PVI is happy to recommend the appropriate hardware (scanners, servers, workstations) required for use with ImageNow, and we can serve as a "one stop source" for customers who prefer us to provide hardware with our software and implementation services. To assist our customers in purchasing the proper hardware, we provide all the necessary technical specifications to customers upfront.

<table>
<thead>
<tr>
<th>Recommended brands(s) and model(s):</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td>N</td>
</tr>
</tbody>
</table>

3. Storage to maintain 1,000,000 with growth capacity to 50 MIL over 3-5 years.

<table>
<thead>
<tr>
<th>Recommended brands(s) and model(s):</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td>Y N</td>
</tr>
</tbody>
</table>

|                                     |          | $          | Y N       |
6 Appendix

6.1 Server Options

The configurations here illustrate various user counts and document storage configurations for reference. PVI will work with your hardware planning staff to assure proper server selection and configuration.

Please note the technical specifications provided for Server Hardware and operating system considerations contained in ImageNow Technical Specifications Section 4 of this proposal.

<table>
<thead>
<tr>
<th>Concurrent Users</th>
<th>Model #</th>
<th>CPU</th>
<th>Memory</th>
<th>RAID 5 Storage</th>
<th>Useable Storage</th>
<th># Of Docs</th>
<th>Warranty Support Info.</th>
<th>Approx. Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>1400 SC</td>
<td>Pentium III, 1.13 GHZ w/512K Cache 2nd Processor (1.13 GHZ)</td>
<td>512 MB (2 X 256 MB)</td>
<td>36 GB 5 Drives (1 backup)</td>
<td>144 GB 2.9 million</td>
<td>3 Yrs Same Day</td>
<td>$6,345</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>2500</td>
<td>Pentium III, 1.13 GHZ w/512K Cache 2nd Processor (1.13 GHZ)</td>
<td>1 GB (SDRAM) (133MHz 4X256 MB DIMMs)</td>
<td>36 GB 5 Drives (1 backup)</td>
<td>144 GB 2.9 million</td>
<td>3 Yrs Same Day</td>
<td>$8,255</td>
<td></td>
</tr>
<tr>
<td>125</td>
<td>4600</td>
<td>Xeon 2.2 GHZ w/512K Cache 2nd Processor (2.2 GB)</td>
<td>2 GB (DDR) (SDRAM, 14X512 MB)</td>
<td>73 GB 5 Drives (1 backup)</td>
<td>292 GB 5.8 million</td>
<td>3 Yrs Same Day</td>
<td>$13,700</td>
<td></td>
</tr>
<tr>
<td>200</td>
<td>4600</td>
<td>Xeon 2.2 GHZ w/512K Cache 2nd Processor (2.2 GB)</td>
<td>4 GB (DDR) (SDRAM, 4X1GB)</td>
<td>73 GB 5 Drives (1 backup)</td>
<td>292 GB 5.8 million</td>
<td>3 Yrs Same Day</td>
<td>$15,500</td>
<td></td>
</tr>
</tbody>
</table>

Assumptions:

- Windows NT 4.0 environment
- Pricing Estimates includes Tape Backup & Software.
- For concurrent user counts in excess of 125 users – UNIX, AIX or Windows NT environments recommended.
- For user counts in excess of 200 users – UNIX, AIX environments recommended.
6.2 Scanner Options

Please refer to the next 2 pages for a list of popular scanners our customers prefer.
## 6.3 ImageNow Higher Education Reference List

<table>
<thead>
<tr>
<th>ImageNow in Higher Education</th>
<th>Integrated Host Systems</th>
<th>Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. AACRAO</td>
<td>Custom</td>
<td>OIES - Office of International Educational Services</td>
</tr>
<tr>
<td>2. Baylor College of Medicine</td>
<td>Legacy</td>
<td>Registrar</td>
</tr>
<tr>
<td>3. California State Univ. - Chico</td>
<td>PeopleSoft</td>
<td>Enrollment Services, Purchasing-A/P</td>
</tr>
<tr>
<td>4. Chapman University</td>
<td>Datatel</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>5. Central Connecticut State University</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar, Procurement, A/P, Travel</td>
</tr>
<tr>
<td>6. Central Michigan University</td>
<td>Sigma Systems</td>
<td>Financial Aid, A/P Auditing Processes</td>
</tr>
<tr>
<td>7. Central Wyoming College</td>
<td>Datatel</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>8. Delgado Community College</td>
<td>SCT SIS+</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>9. DeVry University</td>
<td>Oracle, PowerFaids</td>
<td>Financial Aid (across all 23 campuses)</td>
</tr>
<tr>
<td>10. East Mississippi Community College</td>
<td>CDMS (Jenzabar)</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>11. Florida International University</td>
<td>IBM Mainframe converting to PeopleSoft</td>
<td>Graduate Admissions</td>
</tr>
<tr>
<td>12. Georgia Institute of Technology</td>
<td>PeopleSoft</td>
<td>Procurement, A/P</td>
</tr>
<tr>
<td>13. Grayson County College</td>
<td>POISE</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>14. Grossmont-Cuyamaca Community College District</td>
<td>Homegrown</td>
<td>Human Resources</td>
</tr>
<tr>
<td>15. Kansas City Kansas Community College</td>
<td>POISE</td>
<td>Financial Aid, Undergraduate Admissions</td>
</tr>
<tr>
<td>16. Kansas State University</td>
<td>IBM mainframe SIS and PeopleSoft HRIS</td>
<td>Registrar, Human Resources, Undergraduate Admissions and Financial Aid</td>
</tr>
<tr>
<td>17. Kansas State University Foundation</td>
<td>DB2 Legacy</td>
<td>Development/Prospect files</td>
</tr>
<tr>
<td>18. Kaplan Higher Education Corporation</td>
<td>Campus 2000</td>
<td>Site license</td>
</tr>
<tr>
<td>19. Kilgore College</td>
<td>POISE</td>
<td>Registrar, Admissions, Financial Aid</td>
</tr>
<tr>
<td>20. La Salle University</td>
<td>SCT Banner</td>
<td>Business Office, Registrar, Financial Aid</td>
</tr>
<tr>
<td>21. Lawrence Technological University</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>22. Los Angeles Mission</td>
<td>EdExpress</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>ImageNow in Higher Education</td>
<td>Integrated Host Systems</td>
<td>Applications</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>College</td>
<td></td>
<td>Financial Aid</td>
</tr>
<tr>
<td>23. Madison Area Technical College</td>
<td>PowerFAIDS; converting to PeopleSoft</td>
<td>Admissions, Registrar</td>
</tr>
<tr>
<td>24. Merced College</td>
<td>Datatel</td>
<td>Financial Aid, Registrar, Undergrad Admissions</td>
</tr>
<tr>
<td>25. Michigan State University</td>
<td>Sigma Systems</td>
<td>Financial Aid, Registrar, Undergrad Admissions, Graduate Admissions</td>
</tr>
<tr>
<td>26. Midland College</td>
<td>POISE</td>
<td>Bursar, Career Services, FA, Registrar, and Undergraduate Admissions</td>
</tr>
<tr>
<td>27. Missouri Western State College</td>
<td>CoCo, Legacy</td>
<td>Bursar, Financial Aid, Registrar, Undergrad Admissions</td>
</tr>
<tr>
<td>28. Monroe Community College</td>
<td>SCT Banner</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>29. Montgomery College</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>30. Mott Community College</td>
<td>Datatel</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>31. New Mexico Education Assistance Foundation</td>
<td>ProBill, IFA, FundWare</td>
<td>Student Loan Processing</td>
</tr>
<tr>
<td>32. New York University</td>
<td>SCT SIS+</td>
<td>Financial Aid, Graduate School</td>
</tr>
<tr>
<td>33. Northern Kentucky University</td>
<td>SCT Banner</td>
<td>Financial Aid, Undergraduate Admissions</td>
</tr>
<tr>
<td>34. Ottawa University</td>
<td>CMDS; Converting to CARRS</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>35. Phillips County Community College of the U of Arkansas</td>
<td>POISE</td>
<td>Business Office, Financial Aid, Undergrad Admissions</td>
</tr>
<tr>
<td>36. Pierce College District</td>
<td>Software Research NW</td>
<td>Registrar</td>
</tr>
<tr>
<td>37. Pittsburg State University</td>
<td>IBM Mainframe SIS</td>
<td>Financial Aid, Undergraduate Admissions, Registrar</td>
</tr>
<tr>
<td>38. Portland Community College</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>39. Queen's University of Belfast</td>
<td>Custom</td>
<td>Student Records</td>
</tr>
<tr>
<td>40. Quest Education/Maric College</td>
<td>Custom</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>41. Rhode Island Student Loan Authority</td>
<td>Legacy</td>
<td>Student Loan Processing</td>
</tr>
<tr>
<td>42. Rochester Institute of Technology</td>
<td>Sigma Systems</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>43. Rutgers University</td>
<td>Legacy IBM Mainframe, Oracle, Access</td>
<td>Financial Aid, Student Financial Services, Undergraduate Admissions</td>
</tr>
<tr>
<td>ImageNow in Higher Education</td>
<td>Integrated Host Systems</td>
<td>Applications</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>44. Salve Regina</td>
<td>ScanWare</td>
<td>Undergraduate Admissions</td>
</tr>
<tr>
<td>45. Southern Illinois University, Edwardsville</td>
<td>IBM Mainframe</td>
<td>Accounts Payable, Bursar, Financial Aid, Human Resources, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>46. Southwest Wisconsin Technical College</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>47. Stephen F Austin State University</td>
<td>SCT SIS</td>
<td>Accounts Payables, Bursar, Financial Aid, Enrollment Services</td>
</tr>
<tr>
<td>48. St. Cloud State University</td>
<td>Integrated Statewide</td>
<td>Financial Aid, Registrar, Graduate Studies</td>
</tr>
<tr>
<td>49. St. Petersburg College</td>
<td>Legacy, PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>50. Texas Christian University</td>
<td>PeopleSoft</td>
<td>Registrar</td>
</tr>
<tr>
<td>52. University of Arkansas at Little Rock</td>
<td>SCT Banner</td>
<td>Undergraduate Admissions, Financial Aid, Registrar</td>
</tr>
<tr>
<td>53. University of California, Los Angeles</td>
<td>3270 Emulator</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>54. University of Colorado, Boulder</td>
<td>PeopleSoft</td>
<td>Procurement</td>
</tr>
<tr>
<td>55. University of Connecticut</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>56. University of Dayton</td>
<td>Datatel</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>57. University of Detroit Mercy</td>
<td>Legacy</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>58. University of Michigan, Ann Arbor</td>
<td>PeopleSoft, Sigma</td>
<td>Financial Aid, Undergrad Admissions, Grad Admissions, Human Resources, Registrar, College of Engineering</td>
</tr>
<tr>
<td>59. University of Michigan, Dearborn</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>60. University of Michigan, Flint</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar, Undergrad Admissions</td>
</tr>
<tr>
<td>61. University of Minnesota</td>
<td>PeopleSoft, Legacy</td>
<td>Financial Aid, Scholarships, and Student Loan Services/Collections</td>
</tr>
<tr>
<td>62. University of North Carolina at Wilmington</td>
<td>SCT SIS+</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>63. University of North Dakota</td>
<td>Legacy Mainframe, converting to PeopleSoft</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>ImageNow in Higher Education</td>
<td>Integrated Host Systems</td>
<td>Applications</td>
</tr>
<tr>
<td>----------------------------</td>
<td>------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>64. University of Northern Colorado</td>
<td>PeopleSoft, Legacy, SCT Plus,</td>
<td>Financial Aid, Undergraduate Admissions, Graduate Admissions, Human Resources and Registrar</td>
</tr>
<tr>
<td>65. University of Pennsylvania</td>
<td>Sigma Systems</td>
<td>Student Financial Services</td>
</tr>
<tr>
<td>66. University of South Carolina</td>
<td>Legacy</td>
<td>Undergraduate Admissions</td>
</tr>
<tr>
<td>67. University of Southern Mississippi</td>
<td>PeopleSoft</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>68. University of Texas, Tyler</td>
<td>POISE</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>69. University of Toledo</td>
<td>Sigma Systems</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>70. University of Virginia</td>
<td>Custom, ISIS</td>
<td>Financial Aid, Business Office, Graduate Admissions</td>
</tr>
<tr>
<td>71. University of Washington</td>
<td>Great Plains</td>
<td>A/P in Housing and Food Services</td>
</tr>
<tr>
<td>72. University of Wisconsin, Eau Claire</td>
<td>CTC Bridge, Core Technology</td>
<td>Bursar, Financial Aid, Human Resources</td>
</tr>
<tr>
<td>73. University of Wisconsin, Green Bay</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
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<td>74. University of Wisconsin, La Cross</td>
<td>Custom</td>
<td>Purchasing</td>
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<tr>
<td>75. Vassar College</td>
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<td>Registrar</td>
</tr>
<tr>
<td>76. Vermont Law School</td>
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<td>Registrar</td>
</tr>
<tr>
<td>77. Virginia Commonwealth University</td>
<td>SCT SIS+</td>
<td>Financial Aid, Bursar, Treasury Services, School of Medicine Dean’s Office</td>
</tr>
<tr>
<td>78. West Chester University of Pennsylvania</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
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<td>79. Western Michigan University</td>
<td>IBM Mainframe</td>
<td>Financial Aid, Registrar, Collections</td>
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<td>81. Wichita State University</td>
<td>CICS Custom</td>
<td>Controller’s office, Financial Aid, Registrar</td>
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<td>82. Williston State University</td>
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<td>Registrar, Financial Aid</td>
</tr>
<tr>
<td>83. Wilmington College</td>
<td>Three Rivers CAMS</td>
<td>Enrollment Services</td>
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</table>
Supplemental Materials
for
Enterprise-Wide Document Imaging Software
& Imaging Workflow Software
for
University of Missouri System

December 1, 2003
December 1, 2003

University of Missouri System  
Attn: Peggy Quisenberry  
Commodity Specialist  
UM Procurement Services  
1105 Carrie Francke Drive  
Columbia, MO 65211

RE: RFP # Q031403 Supplemental Response, Enterprise-Wide Document Imaging & Workflow Software, due March 14th, 2 p.m. CST

Dear Ms. Quisenberry,

Perceptive Vision, Inc. is pleased to present this pricing proposal for an imaging solution for the University of Missouri College System.

This supplemental response includes documents referenced per the RFP instructions:

- Server Options
- Scanner Options
- ImageNow Project Methodology
- ImageNow for PeopleSoft, Higher Education, HR, and AP brochures
- Data Capture
- ImageNow Case Studies
- Higher Education Reference List
- ImageNow SSA/SMA
- ImageNow User, Administrator, and Exercise Guide

We at Perceptive Vision, Inc. are eager to welcome the University of Missouri College System to our rapidly growing family of more than 80 higher education institutions worldwide who are effectively implementing ImageNow imaging and workflow software to help improve services and work processes.

If you have questions, need more information or would like to schedule a proposal review, please contact me at 1.800.941-7460 x3116 or Amanda.Burgess@imagenow.com.

Cordially,

Amanda Burgess
Higher Education Sales Consultant
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1 Server Options  
2 Scanner Options  
3 ImageNow Project Methodology  
4 ImageNow for PeopleSoft, Higher Education, HR, and AP brochures  
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8 ImageNow SSA/SMA  
9 ImageNow User, Administrator, and Exercise Guide
1 Server Options

The ImageNow software suite provides functionality for document image capture, indexing, storage, retrieval, display, and distribution (print, fax, E-mail). ImageNow includes integrated workflow software that provides easily implemented automation of document-centric work processes. Detailed description of all ImageNow features are provided in a separate document. ImageNow Server Requirements:

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<th>Technical Requirements</th>
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<tr>
<td>Unix Server Platforms</td>
<td>Recommended Configuration</td>
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<tr>
<td>Sun Microsystems (Solaris)</td>
<td>Server Class system required for enterprise environments</td>
</tr>
<tr>
<td>IBM RS/6000 (AIX)*</td>
<td>RAID 5 system recommended for database and object storage</td>
</tr>
</tbody>
</table>

MS Windows Server Platforms

<table>
<thead>
<tr>
<th>MS Windows NT Server Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>- NT Server 4 Service Pack 4</td>
</tr>
<tr>
<td>- NT Server 4 SP 6a recommended</td>
</tr>
<tr>
<td>MS Windows 2000 Server</td>
</tr>
</tbody>
</table>

Recommended Configuration

- Server Class system required for enterprise environments
- RAID system recommended for database and object storage
- Standard TCP/IP networking.
- Pentium III server class processor(s) or better
- 4 MB of RAM per connected user
- 256 MB Allocated RAM for main ImageNow processes
- 50 MB Hard Disk Space for ImageNow executables
- Number of document processed annually x Average image size (50K) = Minimum annual disk space required

For concurrent user counts in excess of 125 users – UNIX, AIX or Windows NT environments recommended.
For user counts in excess of 200 users – UNIX, AIX environments recommended.

¹ Object Storage Manager Requirements
The configurations here illustrate various user counts and document storage configurations for reference. PVI will work with your hardware planning staff to assure proper server selection and configuration.

**ImageNow Server Options:**

<table>
<thead>
<tr>
<th>Concurrent Users</th>
<th>Model #</th>
<th>CPU</th>
<th>Memory</th>
<th>RAID 5 Storage</th>
<th>Useable Storage</th>
<th># Of Docs</th>
<th>Warranty Support Info.</th>
<th>Approx. Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>1400 SC</td>
<td>Pentium III, 1.13 GHZ w/512K Cache 2nd Processor (1.13 GHZ)</td>
<td>512 MB (2 X 256 MB)</td>
<td>36 GB 5 Drives (1 backup)</td>
<td>144 GB</td>
<td>2.9 million</td>
<td>3 Yrs Same Day 4Hr Response Parts, Onsite Labor (7x 24)</td>
<td>$6,345</td>
</tr>
<tr>
<td>50</td>
<td></td>
<td>Pentium III, 1.13 GHZ w/512K Cache 2nd Processor (1.13 GHZ)</td>
<td>1 GB (SDRAM) (133MHz 4X256 MB DIMMs)</td>
<td>36 GB 5 Drives (1 backup)</td>
<td>144 GB</td>
<td>2.9 million</td>
<td>3 Yrs Same Day 4Hr Response Parts, Onsite Labor (7x 24)</td>
<td>$8,255</td>
</tr>
<tr>
<td>125</td>
<td></td>
<td>Xeon 2.2 GHZ w/512K Cache 2nd Processor (2.2 GB)</td>
<td>2 GB (DDR) (SDRAM, 4X512 MB)</td>
<td>73 GB 5 Drives (1 backup)</td>
<td>292 GB</td>
<td>5.8 million</td>
<td>3 Yrs Same Day 4Hr Response Parts, Onsite Labor (7x 24)</td>
<td>$13,700</td>
</tr>
<tr>
<td>200</td>
<td></td>
<td>Xeon 2.2 GHZ w/512K Cache 2nd Processor (2.2 GB)</td>
<td>4 GB (DDR) (SDRAM, 4X1GB)</td>
<td>73 GB 5 Drives (1 backup)</td>
<td>292 GB</td>
<td>5.8 million</td>
<td>3 Yrs Same Day 4Hr Response Parts, Onsite Labor (7x 24)</td>
<td>$15,500</td>
</tr>
</tbody>
</table>

**Assumptions:**

Windows NT 4.0 environment

Pricing Estimates includes Tape Backup & Software.

*For concurrent user counts in excess of 125 users – UNIX, AIX or Windows NT environments recommended.*

*For user counts in excess of 200 users – UNIX, AIX environments recommended.*
2 Scanner Options

ImageNow scanning station requirements:

<table>
<thead>
<tr>
<th>Client Scanning Station Platform</th>
<th>Recommended Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommended:</strong></td>
<td>300 MHz processor minimum; 450+ MHz recommended</td>
</tr>
<tr>
<td>MS Windows 2000</td>
<td>128 MB RAM (512 MB recommended)</td>
</tr>
<tr>
<td>MS Windows NT Workstation 4.0+</td>
<td>1 GB available hard disk space</td>
</tr>
<tr>
<td><em>(Service Pack 3 required for Win NT)</em></td>
<td>1024 x 768 SVGA minimum, 1280 x 1024 or greater recommended</td>
</tr>
<tr>
<td><strong>Also supported:</strong></td>
<td>19&quot; display or greater recommended</td>
</tr>
<tr>
<td>MS Windows XP Professional</td>
<td>Standard TCP/IP networking</td>
</tr>
<tr>
<td>MS Windows 98</td>
<td>Microsoft TCP/IP</td>
</tr>
</tbody>
</table>

**Not supported:**
- MS Windows Millennium Edition (ME)
- XP Home Edition

Scanning PC must have a slot available to accept either a Kofax Adrenaline board or SCSI board to drive each scanner.

Please refer to the following pages for a list of scanners our customers prefer.
3 ImageNow Project Methodology

Please refer to the following pages for information regarding PVI's Project Methodology.
Please refer to the following brochures for a complete explanation on how ImageNow integrates with PeopleSoft and serves Higher Education organizations and HR and AP departments.
5 Data Capture

Although the University has not specifically addressed any forms processing capability, it is our experience that higher education institutions are commonly interested in using forms processing software to reduce data entry time and expense. PVI has worked closely with ReadSoft to create integrated forms processing solutions for a variety of customers in both high and low volume environments. Following is a summary of options related to using ReadSoft and ImageNow to capture data from forms to automatically populate your PeopleSoft environment.
6 ImageNow Case Studies

Please refer to the following case studies:

- Rutgers
- University of Michigan—Admissions and Registrars
- University of Michigan—Financial Aid Processing
- Virginia Commonwealth University
- Vassar College
## 7 Higher Education Reference List

<table>
<thead>
<tr>
<th>ImageNow in Higher Education</th>
<th>Integrated Host Systems</th>
<th>Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. AACRAO</td>
<td>Custom</td>
<td>OIES - Office of International Educational Services, Registrar</td>
</tr>
<tr>
<td>2. Baylor College of Medicine</td>
<td>Legacy</td>
<td>Enrollment Services, Purchasing-A/P</td>
</tr>
<tr>
<td>3. California State Univ. - Chico</td>
<td>PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>4. Chapman University</td>
<td>Datatel</td>
<td>Financial Aid, Registrar, Procurement, A/P, Travel</td>
</tr>
<tr>
<td>5. Central Connecticut State University</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar, Procurement, A/P, Travel</td>
</tr>
<tr>
<td>6. Central Michigan University</td>
<td>Sigma Systems</td>
<td>Financial Aid, A/P Auditing Processes</td>
</tr>
<tr>
<td>7. Central Wyoming College</td>
<td>Datatel</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>8. Delgado Community College</td>
<td>SCT SIS +</td>
<td>Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>9. DeVry University</td>
<td>Oracle, PowerFacts</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>10. East Mississippi Community College</td>
<td>CDMS (Jenzabar)</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>11. Florida International University</td>
<td>IBM Mainframe converting to PeopleSoft</td>
<td>Graduate Admissions</td>
</tr>
<tr>
<td>12. Georgia Institute of Technology</td>
<td>PeopleSoft</td>
<td>Procurement, A/P</td>
</tr>
<tr>
<td>13. Grayson County College</td>
<td>POISE</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>14. Grossmont-Cuyamaca Community College District</td>
<td>Homegrown</td>
<td>Human Resources</td>
</tr>
<tr>
<td>15. Kansas City Kansas Community College</td>
<td>POISE</td>
<td>Financial Aid, Undergraduate Admissions</td>
</tr>
<tr>
<td>16. Kansas State University</td>
<td>IBM mainframe SIS and PeopleSoft HRIS</td>
<td>Registrar, Human Resources, Undergraduate Admissions and Financial Aid</td>
</tr>
<tr>
<td>17. Kansas State University Foundation</td>
<td>DB2 Legacy</td>
<td>Development/Prospect files</td>
</tr>
<tr>
<td>18. Kaplan Higher Education Corporation</td>
<td>Campus 2000</td>
<td>Site license</td>
</tr>
<tr>
<td>19. Kilgore College</td>
<td>POISE</td>
<td>Registrar, Admissions, Financial Aid</td>
</tr>
<tr>
<td>20. La Salle University</td>
<td>SCT Banner</td>
<td>Business Office, Registrar, Financial Aid</td>
</tr>
<tr>
<td>21. Lawrence Technological University</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>22. Los Angeles Mission College</td>
<td>EdExpress</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>23. Madison Area Technical College</td>
<td>PowerFAIDS; converting to PeopleSoft</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>24. Merced College</td>
<td>Datatel</td>
<td>Admissions, Registrar</td>
</tr>
<tr>
<td>25. Michigan State University</td>
<td>Sigma Systems</td>
<td>Financial Aid, Registrar, Undergraduate Admissions, Graduate Admissions</td>
</tr>
<tr>
<td>26. Midland College</td>
<td>POISE</td>
<td>Bursar, Career Services, FA, Registrar, and Undergraduate Admissions</td>
</tr>
<tr>
<td>27. Missouri Western State College</td>
<td>CoCo, Legacy</td>
<td>Bursar, Financial Aid, Registrar, Undergraduate Admissions</td>
</tr>
<tr>
<td>28. Monroe Community College</td>
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<td>Enrollment Services</td>
</tr>
<tr>
<td>29. Montgomery College</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
</tr>
<tr>
<td>30. Mott Community College</td>
<td>Datatel</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>31. New Mexico Education Assistance Foundation</td>
<td>ProBill, IFA, FundWare</td>
<td>Student Loan Processing</td>
</tr>
<tr>
<td>32. New York University</td>
<td>SCT SIS +</td>
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</tr>
<tr>
<td>33. Northern Kentucky University</td>
<td>SCT Banner</td>
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<tr>
<td>34. Ottawa University</td>
<td>CMDS; Converting to CARRS</td>
<td>Financial Aid</td>
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<tr>
<td>35. Phillips County Community College of the U of Arkansas</td>
<td>POISE</td>
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<tr>
<td>36. Pierce College District</td>
<td>Software Research NW</td>
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</tr>
<tr>
<td>37. Pittsburg State University</td>
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<td>ImageNow in Higher Education</td>
<td>Integrated Host Systems</td>
<td>Applications</td>
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<tr>
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<tr>
<td>38. Portland Community College</td>
<td>SCT Banner</td>
<td>Financial Aid, Registrar</td>
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<td>39. Queen's University of Belfast</td>
<td>Custom</td>
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<td>40. Quest Education/Maric College</td>
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<td>42. Rochester Institute of Technology</td>
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<td>44. Salve Regina</td>
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<td>52. University of Arkansas at Little Rock</td>
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<td>53. University of California, Los Angeles</td>
<td>3270 Emulator</td>
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<td>55. University of Connecticut</td>
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<td>57. University of Detroit Mercy</td>
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<td>58. University of Michigan, Ann Arbor</td>
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<td>60. University of Michigan, Flint</td>
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<td>61. University of Minnesota</td>
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<td>Legacy Mainframe, converting to PeopleSoft</td>
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<td>69. University of Toledo</td>
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<td>70. University of Virginia</td>
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<td>71. University of Washington</td>
<td>Great Plains</td>
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<td>CTC Bridge, Core Technology</td>
<td>Bursar, Financial Aid, Human Resources</td>
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<td>Three Rivers CAMS</td>
<td>Enrollment Services</td>
</tr>
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8 ImageNow SSA/SMA

Please refer to the following pages for a copy of the ImageNow SSA/SMA agreements.
9 ImageNow User, Administrator, and Exercise Guide

Please refer to the separate printed booklets:

- ImageNow User Guide
- ImageNow Administrator Guide
- ImageNow Exercise Guide
ImageNow Proposal:
University of Missouri System Site License Proposal
October 7, 2003

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europales@imagenow.com
www.imagenow.com

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toll-free +1 800 941 7460
fax +1 913 422 3820
sales@imagenow.com
www.imagenow.com
University of Missouri System  
Attn: Peggy Quisenberry  
Commodity Specialist  
UM Procurement Services  
1105 Carrie Francke Drive  
Columbia, MO 65211

RE: Document Imaging and Workflow System for University of Missouri System

Dear University of Missouri Decision Makers,

Perceptive Vision, Inc. is pleased to present this site license proposal for a document imaging and workflow solution for University of Missouri System.

Perceptive Vision, Inc. has enjoyed document imaging solution success in many industries including Higher Education with customers who utilize ImageNow imaging and workflow software to help improve services and work processes. We look forward to providing the required solution to the University.

This proposal the site license offer and licensing costs on other components of ImageNow not included in the initial purchase. We would expect to fine-tune these costs if additional information is discovered during the planning phases of the project.

Thank you for your interest. We look forward to the opportunity to work with University of Missouri System.

If you have questions, need more information, please contact me, your primary contact person at 1.800.941-7460 x3116 or Amanda.Burgess@imagenow.com.

Cordially,

Amanda Burgess  
Higher Education Account Executive
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  4.4 Typical Sequence of Events: 7
  4.5 Warranty: 7
2 Site License

2.1 Site License Offer

PVI will extend the site license buy-in program for the University of Missouri System for unlimited use of the ImageNow software for all departments (with the exception of the University medical facilities) on the Columbia, Kansas City, Rolla and St. Louis campuses. The ImageNow site license assumes all users within the University of Missouri System (with exceptions mentioned above) will have access to the ImageNow client software and WebNow and the Content Manager. This will give the University unlimited access to the software on the initial payment. As proposed in the RFP response this offer includes equal payments of $122,500 over a 4 payment cycle, per the schedule below. This includes full use of ImageNow, WebNow and the ImageNow Content Manager (estimated at a value of $20,000) included in the cost of the site license. All other components will be individual purchases including CaptureNow, FaxNow, Message Agent, iScript and any other third party or OEM product. Please see our price schedule for more information.

The Site License offered in the RFP response is not limited to enrollment services, rather it is limited to the “Academic” personnel. Assuming that the deployment of ImageNow will be in functional areas primarily in support of Academic Affairs as opposed to Healthcare Services. Generally speaking Academic Affairs includes the following areas: "student" centered functions, academic admissions, student financial aid, student scheduling, student housing, and bursar functions. ImageNow technology deployed in support of these areas are considered inside the scope of the proposal. Deployments outside these areas are considered beyond the scope of the proposal you received and include the following areas: "Patient" centered functions, Patient Admissions, Healthcare Billing, Reimbursement/Insurance Processing, Lab, Radiology Records, General Patient Medical Records/Folders, Material Management and Physical Facility Management. We find that many organizations such as the University of Missouri System, has functional units that utilize shared resources such as Human Resources and Financial Services. Since HR, Purchasing and Accounts Payable are all considered shared resources for both the University and Hospital, PVI will include these functional units in the proposed site license. PVI did not include the Health Center, Hospital or Clinics in the site license proposal, we do recognize that the University of Missouri System may.

If the University of Missouri is unwilling or unable to make the scheduled yearly payment, PVI will credit the University on all ImageNow/WebNow software purchases and convert the site license to the equivalent license amount. For example, if the University of Missouri is unable or unwilling to move forward with the second payment due in July 2004, PVI will convert the University site license to 106 concurrent licenses of ImageNow/WebNow or $122,500 of software.

<table>
<thead>
<tr>
<th>Payment</th>
<th>Site License Amount</th>
<th>Annual Support &amp; Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Payment</td>
<td>$122,500</td>
<td>$22,050</td>
</tr>
<tr>
<td>Payment July 2004</td>
<td>$122,500</td>
<td>$44,100</td>
</tr>
<tr>
<td>Payment July 2005</td>
<td>$122,500</td>
<td>$66,150</td>
</tr>
<tr>
<td>Payment</td>
<td>July 2006</td>
<td>$122,500</td>
</tr>
<tr>
<td>------------</td>
<td>-----------</td>
<td>----------</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$490,000</td>
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### 3 Sales Quote for Initial Purchase

<table>
<thead>
<tr>
<th>Item</th>
<th>Qty</th>
<th>Product / Description</th>
<th>Unit Price</th>
<th>Extended Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Site</td>
<td>First of 4 installments of a site license for ImageNow, WebNow and Content Manager; includes all server and client components required to deliver imaging, workflow and full text search functionality.</td>
<td>Site</td>
<td>$122,500</td>
</tr>
<tr>
<td>2</td>
<td>TBD</td>
<td>CaptureNow 650i - capture software for scanner control across the enterprise. Different versions of CaptureNow are available; versions are dependent on scanner type.</td>
<td>$1,750</td>
<td>TBD</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>iScript Java Workflow Engine for workflow automation. Licensed per ImageNow server.</td>
<td>$3,000</td>
<td>$3,000</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>ImageNow Message Agent automatically captures e-mails and attachments and imports them directly into the ImageNow object store and pushes them into a ImageNow workflow process.</td>
<td>$2,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>5</td>
<td>Site</td>
<td>ImageNow Oracle Database Connector to store all metadata.</td>
<td>Site</td>
<td>$8,000</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>Annual Software Maintenance &amp; Support Annual fee of 18% of the total list value all of software owned.</td>
<td>18%</td>
<td>$24,390</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Subtotal ImageNow Software + 1st year SMA/SSA</strong></td>
<td></td>
<td><strong>$159,890</strong></td>
</tr>
<tr>
<td>7</td>
<td>TBD</td>
<td>Comprehensive Project Management, Implementation and Training Services (estimated at 4-5 days per department of which 3-4 days will be on-site, one day per department may be used for Project Management time). Actual amount billed as incurred.</td>
<td>$1,200</td>
<td>TBD</td>
</tr>
<tr>
<td>8</td>
<td>TBD</td>
<td>Comprehensive Project Management, Workflow Implementation and configuration (estimated at 4-5 days per department of which 3-4 days will be on-site, one day per department may be used for Project Management time). Actual amount billed as incurred.</td>
<td>$1,200</td>
<td>TBD</td>
</tr>
<tr>
<td>9</td>
<td>TBD</td>
<td>Estimated travel and per diem expenses (estimated at $200 per day). Actual amount billed as incurred.</td>
<td>$200</td>
<td>TBD</td>
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<tr>
<td></td>
<td></td>
<td><strong>Subtotal Implementation and Training Services</strong></td>
<td></td>
<td>TBD</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TOTAL to PVI</strong></td>
<td></td>
<td><strong>$159,890</strong></td>
</tr>
</tbody>
</table>
4 Terms & Conditions

4.1 Software License:
- ImageNow Functionality is provided as illustrated in the RFP.
- ImageNow is licensed under a standard software industry license agreement.
- Once the software is loaded by user – the terms are “accepted” (no signature).
- Software is shipped upon receipt of purchase order.
- Terms are NET 30 from date of invoice.
- No down payment is required – full amount will be invoiced.

4.2 Software Maintenance and Support:
- Maintenance/Support are provided as illustrated in Proposal.
- Maintenance/Support is annually renewable.
- Terms are NET 30 from date of invoice.
- Renewal amounts are due upon Renewal date (anniversary date of installation).

4.3 Implementation, Training and Integration Support Services:
- These services are provided as illustrated in the Proposal.
- Services are invoiced as provided, along with any travel expenses.
- Terms of invoices are NET 30.
- Services outside the scope illustrated in the proposal are provided at $1,200/day.

4.4 Typical Sequence of Events:
1. Proposal reviewed by customer and PVI representatives.
3. Project is scheduled into deployment schedule.
4. Project planning begins.
5. Software is shipped and invoiced along with SMSA amount (first year Maint/Support).
6. Software is deployed.
7. Services surrounding deployment are invoiced (NET 30).
8. Customer pays for Software & SMSA Amount (ref # 5) within 30 days of deployment.
9. Customer pays services invoice (ref #7) within 30 days of receipt.

4.5 Warranty:
- The software we provide you is free from defects and performs as described in this proposal – expires 90 days from the date your Maintenance & Support agreement commences.
- With the proposed software maintenance agreement (SMA), PVI provides fixes to software problems, usually distributed as a new release, but provided as a patch if the criticality warrants.
- The warranty on proposed scanners is one year with next-day, on-site service.
- The warranty on the imaging server will depend on the brand selected, but typical warranties today are 3 years, next day on-site service.
University of Missouri - System Administration
MU PROCUREMENT SERVICES
1105 Carrie Francke Drive
COLUMBIA, MO 65211
573-882-3201
Relay Mo 800-735-2966(TT) 800-735-2466(Voice)

DIRECTIONS AND CONDITIONS ATTACHED TO THIS ORDER ARE MADE A PART HEREOF.

Vendor: 0100029071

PERCEPTIVE VISION INC
7734 HEDGE LANE TER
SHAWNEE KS 66227
United States

<table>
<thead>
<tr>
<th>Line-Schd</th>
<th>Item</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Price</th>
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<td>* NIGP 20800</td>
<td>Module: iScript Java Workflow Engine</td>
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<td>* NIGP 89927</td>
<td>Software Maintenance &amp; Support of all software owned</td>
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<td>YR</td>
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<td></td>
<td>8,000.00</td>
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<tr>
<td>* NIGP 20800</td>
<td>Software License: ImageNow, WebNow, &amp; Content Manager</td>
<td>1.00</td>
<td>YR</td>
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<td>122,500.00</td>
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</table>
University of Missouri - System Administration  
MU PROCUREMENT SERVICES  
1105 Carrie Francke Drive  
COLUMBIA, MO 65211  
573-882-3201  
Relay Mo 800-735-2966(TT) 800-735-2466(Voice)

DIRECTIONS AND CONDITIONS ATTACHED TO THIS ORDER ARE MADE A PART HEREOF.

Vendor: 0100029071

PERCEPTIVE VISION INC  
7734 HEDGE LANE TER  
SHAWNEE KS 66227  
United States

** SHOW THIS PURCHASE ORDER NO. ON ALL INVOICES AND PACKAGES

** Purchase Order  Date  Revision  Page
UMSYS-A00000001007  11/11/2003  2

Payment Terms  Freight Terms  Ship Via
6 Days  FOB DESTINATION  BEST WAY

Buyer: Allen Adria

University Of Missouri  
IT Systems Support  
Locust Street Bldg-3Rd Flr  
615 Locust St Bldg, 3rd Floor  
Columbia MO 65211  
United States

Mail  University Of Missouri  
Invoices  ACCOUNTING SERVICES  
To: Jesse-Rm 00325  
COLUMBIA MO 65211  
United States

<table>
<thead>
<tr>
<th>Line-Sch</th>
<th>Item</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit</th>
<th>Total PO Amount</th>
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</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

In accordance with contract #Q031403.

Total PO Amount  159,890.00

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* NIGP Commodity Service Code

For Electronic Purchase Orders, a Typed Name Under Authorized Signature shall be deemed to imply Authorization and Commitment by The University of Missouri.
If this Purchase Order is issued in acceptance of a bid it is noted on the face hereof, and in such case the contract shall consist of the University’s Bid Request, Vendor’s Bid in compliance with the terms and conditions of the Bid Request and Specifications, and Purchase Order.

University assumes that items bid as equal are equal and reserve the right to return at Vendor’s expense all items that are furnished which are not acceptable as equal as required by the Bid Request and Specifications, and Vendor agrees to replace such item with satisfactory items at the original bid price.

1. The Purchase Order shall not bind the University for an amount in excess of that noted on the face hereof. In case property of the value in excess thereof is forwarded to the University hereunder, University may at its election retain the property at the invoice price, or return it to the vendor at vendor expense.

2. C.O.D. shipments will not be accepted.

3. All shipping charges must be PREPAID. No packing or drayage charges will be allowed.

4. Vendor agrees to defend, protect and save the University harmless from all claims and actions arising out of patent infringement.

5. Risk of loss or damage to the goods prior to the time of their receipt and acceptance by the University is upon the vendor.

6. All goods ordered and received are subject to test and inspection, and shall remain the property of the vendor until acceptance or rejection by the University.

7. The University reserves the right to cancel all or any part of orders if shipments are not made as promised or ordered. Vendor shall notify the Procurement/Materials Management Department if shipment cannot be made as promised or ordered.

8. Vendor agrees to unconditionally guarantee all items bid upon against defects in material and workmanship for a period of one year from date of acceptance by the University unless otherwise specified.

9. When required, samples must be furnished.

10. All items or services to be furnished hereunder shall meet all applicable state and federal requirements of the Occupational Safety and Health Standard. All alleged violations and deviations from said state and federal regulations or standards of the items or services to be furnished hereunder, must be reported in writing to the University’s Director of Procurement/Materials Management, prior to providing the items or services set forth on this Purchase Order.

11. Equal Opportunity: The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 772 and Executive Order 11375), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L-94-007). Contract clauses required by the Government in such circumstances are incorporated herein by reference.

12. Packages shall be marked and invoices rendered as directed on the face hereof. Show order number on all invoices and correspondence. Invoices must be furnished in duplicate with full description of items or services furnished.

13. Materials and services furnished by the University are not subject to either Federal Excise Tax or the Missouri State Sales Tax. Exemption certificates will be furnished on request.

14. If this Purchase Order involves health care services or products, the vendor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to vendor with regard to patients of the University. All services provided pursuant to this Purchase Order shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 262-264 the Administrative Simplification sections and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Administration. Vendor represents that vendor is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Vendor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

15. Additional conditions, if any.