



***REQUEST FOR PROPOSAL***

*For*

Hyland OnBase Software Maintenance and Services

*Due Date: Friday, March 29, 2019*

*1:00 p.m. Central Time*

**PROPOSAL SIGNATURE PAGE**

**PROPOSAL MUST BE RECEIVED NO LATER THAN EXACTLY**

TIME: 1:00 P.M. Central Time

DATE: March 29, 2019

**PROPOSALS RECEIVED AFTER THIS TIME WILL NOT BE CONSIDERED FOR AWARD**

For information, please email: [rfp@mchcp.org](mailto:rfp@mchcp.org)  
or visit our RFP website at <http://www.mchcp.org/aboutUs/biddingOpportunities.asp>

This document constitutes a request for sealed proposals, including prices, from qualified individuals and organizations to furnish those services and/or items as described herein.

Proposals must be mailed to Attn: Bruce R. Lowe, Missouri Consolidated Health Care Plan, 832 Weathered Rock Court, P.O. Box 104355, Jefferson City, Missouri 65110, (UPS, Federal Express, etc. use zip code 65101). Proposals must be clearly marked "Hyland OnBase Software Maintenance and Services RFP – FILING DATE March 29, 2019". Proposals can be emailed to [rfp@mchcp.org](mailto:rfp@mchcp.org).

CONTRACT PERIOD: The initial period of this agreement shall be for a minimum of one year (FY2020) with MCHCP's sole right to renew for two (2) additional one-year periods. A fixed pricing arrangement for FY2020 is required with guaranteed not-to-exceed prices for FY2021 and FY2022. The bidder shall agree that annual pricing arrangements will be negotiated, but any increase in cost to MCHCP for Years 2-3 (FY2021-FY2022) will not exceed the pricing arrangement provided by the contractor as submitted on Exhibit A. Prices will be subject to best and final offer, which may result from subsequent negotiation.

The bidder hereby agrees to provide the services and/or items at the prices quoted, pursuant to the requirements of this document. The bidder must provide an original copy of their proposal. The original Request for Proposal and all amendments are required to be signed and returned with the bidder's proposal.

Note that return of the signed form from the last amendment, if any, of the subject RFP shall constitute acceptance by the bidder of all terms and conditions of the original RFP plus all RFP amendments. The bidder is advised to review all proposal submission requirements stated in the original RFP and in any amendments, thereto.

Bidder's Signature: \_\_\_\_\_

Bidder's Printed Name: \_\_\_\_\_

Title

Bidder's E-mail Address: \_\_\_\_\_

Company Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City

State

Zip Code

Telephone: (\_\_\_\_) \_\_\_\_\_

Social Security or Federal Tax No: \_\_\_\_\_

SECTION A  
GENERAL INTRODUCTION

A1. GENERAL INFORMATION

A1.1 Please review the Request for Proposal (RFP) carefully. Submit questions regarding any information presented in this RFP by email to [RFP@mchcp.org](mailto:RFP@mchcp.org). Questions are due by March 8, 2019, and MCHCP will post written responses on its website by March 11, 2019. Due to time constraints, there is no guarantee that questions received after March 8, 2019 will be answered. For clarity, cite the section and page number to which the questions pertain. Copies of this RFP can be obtained from MCHCP's website, <http://www.mchcp.org/aboutUs/biddingOpportunities.asp>.

A1.2 Schedule of Events

- |   |                |
|---|----------------|
| • RFP Release Date  | March 1, 2019  |
| • Questions due from potential bidders                    | March 8, 2019  |
| • MCHCP response to bidder's questions posted on web site | March 11, 2019 |
| • Proposals due to MCHCP (1:00 pm CT)                     | March 29, 2019 |
| • Contract award  | April 19, 2019 |
| • Effective date of contract                              | July 1, 2019   |

A1.3 This document constitutes a request for sealed proposals from qualified organizations to provide Hyland OnBase Software Maintenance and Services including hardware, software and services solution to MCHCP. Specific requirements are included in Section B of the RFP.

A1.4 This document is divided into the parts described below:

- Section A - General Introduction
- Section B - Scope of Work
- Section C - General Contractual Requirements
- Section D - Proposal Submission Information
- Section E - Questionnaire
- Section F - Exhibits and Attachments

A1.5 MCHCP desires to contract per the attached specifications. All bidders must submit pricing information on Exhibit A of this RFP, which must be completed, signed, dated, and returned (two originals) with the bidder's proposal. Other proposal submission requirements are stated throughout this document. There will be no public openings of submitted RFPs and proposals will remain confidential until such time as designated by the MCHCP Board of Trustees or its designee.

A1.6 All questions regarding technical specifications, bid process, etc., must be emailed to [rfp@mchcp.org](mailto:rfp@mchcp.org). Bidders or their representatives may not contact other employees or any member of the MCHCP Board of Trustees concerning this procurement while the bid and evaluation are in process. Any such contact may result in the immediate disqualification of the bidder from further consideration.

## A2. MINIMUM BIDDER REQUIREMENTS

The bidding company must:

- A2.1 Be licensed to do business as appropriate and be in good standing with the Missouri Secretary of State and in compliance with all federal laws. Finalists may be required to provide proof of good standing.
- A2.2 Maintain sufficient liability insurance, including but not limited to general liability, professional liability, and errors and omissions coverage, to protect MCHCP against any reasonably foreseeable loss, damage or expense under this engagement. Finalists are required to provide evidence of such coverage.
- A2.3 Have at least five (5) years of experience providing the services described in this RFP.
- A2.4 Provide toll-free technical support at no additional cost to MCHCP. The minimum hours of technical support shall be 8 a.m CT to 5 p.m. CT each weekday, excluding federal holidays.

## A3. BACKGROUND INFORMATION - GENERAL

- A3.1 Chapter 103 of the Revised Statutes of Missouri governs the Missouri Consolidated Health Care Plan, which procures health benefits for most state employees, retirees, and their dependents. By statute, any eligible Missouri public entity may choose to join MCHCP. Rules and regulations governing MCHCP can be found at <http://www.sos.mo.gov/adrules/csr/current/22csr/22csr.asp>.
- A3.2 The MCHCP Board of Trustees has final responsibility for the Plan.
- A3.3 Any contract awarded from this RFP will become effective when signed by an authorized representative of MCHCP with services effective July 1, 2019.
- A3.4 Proposals will be accepted from those qualified entities identified in Section B.
- A3.5 See Exhibit E for current Hyland OnBase license and configuration.
- A3.6 MCHCP is currently working on a project to move its document storage from the EMC Centera storage to KOM Software's KOMpliance secure storage software. This project should be completed by June 30, 2019.

SECTION B  
SCOPE OF WORK

B1. GENERAL REQUIREMENTS

- B1.1 The contractor shall provide Hyland OnBase Software Maintenance and Services including hardware, software and services for Missouri Consolidated Health Care Plan (herein referred to as MCHCP) in accordance with the provisions and requirements of this document. The contractor agrees that any and all subcontracts entered into by the contractor for the purpose of meeting the requirements of this contract are the responsibility of the contractor. MCHCP will hold the contractor responsible for assuring that subcontractors meet all of the requirements of this contract and all amendments thereto.
- B1.2 The contractor must be a certified Partner with Hyland and licensed to provide maintenance services on Hyland (OnBase) software.
- B1.3 The contractor will be expected to assist MCHCP staff on a regular basis and in a timely manner to provide expert guidance regarding technical problems or issues that may arise.
- B1.4 The contractor shall submit pricing for all products offered through Hyland available to authorized resellers/partners.
- B1.5 The contractor must submit firm, fixed support pricing for the support options outlined in Exhibit E.
- B1.6 The contractor will be required to provide MCHCP with qualified professional services to support the installation of OnBase software and content management technology, and provide support service beyond that included in Annual Maintenance and Support. The contractor shall submit fixed hourly pricing for each level of professional services available.
- B1.7 System support and maintenance is to include all OnBase software and all system customizations.
- B1.8 The contractor must provide access to all OnBase software upgrades and enhancements of the licensed modules of the software commercially released by Hyland.
- B1.9 A Technical Assistance Center must be available 24 hours per day, 7 days per week.
- B1.10 Access to a Technician must be available to provide answers to critical issues, 24 hours per day, 7 days per week.
- B1.11 An Electronic Portal must be available 24 hours per day, 7 days per week allowing MCHCP personnel access to service ticket system.
- B1.12 Support for current work flow must be included.
- B1.13 A dedicated account team must be assigned to MCHCP for escalation response.
- B1.14 MCHCP reserves the right to modify the components covered in this agreement as configurations change.
- B1.15 All provisions included in this Scope of Work are considered to be minimum requirements, and contractor must meet or exceed these stated specifications and requirements.

SECTION C  
GENERAL PROVISIONS

C1. TERMINOLOGY/DEFINITIONS

Whenever the following words and expressions appear in this RFP document or any amendment thereto, the definition or meaning described below shall apply.

- C1.1 **Amendment** means a written, official modification to an RFP or to a contract.
- C1.2 **Attachment** applies to all forms which are included with an RFP to incorporate any informational data or requirements related to the performance requirements and/or specifications.
- C1.3 **Bidder** means a person or organization who submitted an offer in response to this RFP.
- C1.4 **Contract** means a legal and binding agreement between two or more competent parties, in consideration for the procurement of services as described in this RFP.
- C1.5 **Contractor** means a person or organization who is a successful bidder as a result of an RFP and who enters into a contract or any subcontract of a successful bidder.
- C1.6 **Exhibit** applies to forms which are included with an RFP for the bidder to complete and return with the sealed proposal prior to the specified filing date and time.
- C1.7 **May** means that a certain feature, component, or action is permissible, but not required.
- C1.8 **Must** means that a certain feature, component, or action is a mandatory condition. Failure to provide or comply may result in a proposal being considered non-responsive.
- C1.9 **Pricing Pages** apply to the form(s) on which the bidder must state the price(s) applicable for the services required in the RFP. The pricing pages must be completed and returned by the bidder prior to the specified proposal filing date and time.
- C1.10 **Proposal Filing Date and Time** and similar expressions mean the exact deadline required by the RFP for the physical receipt of sealed proposals by MCHCP in its office.
- C1.11 **Request for Proposal (RFP)** means the solicitation document issued by MCHCP to potential bidders for the purchase of services as described in the document. The definition includes these Terms and Conditions as well as all Pricing Pages, Exhibits, Attachments, and Amendments thereto.
- C1.12 **RSMo (Revised Statutes of Missouri)** refers to the body of laws enacted by the Legislature, which govern the operations of all agencies of the State of Missouri. Chapter 103 of the statutes is the primary chapter governing the operations of MCHCP.
- C1.13 **Shall** has the same meaning as the word must.
- C1.14 **Should** means that certain feature, component and/or action is desirable but not mandatory.

## C2. GENERAL BIDDING PROVISIONS

- C2.1 It shall be the bidder's responsibility to ask questions, request changes or clarification, or otherwise advise MCHCP if any language, specifications or requirements of an 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 communication from bidders regarding specifications, requirements, competitive procurement process, etc, must be emailed to MCHCP as indicated on the first page of the RFP. Such communication should be received no later than the date noted in Section A.

Every attempt shall be made to ensure that the bidder receives an adequate and prompt response. However, in order to maintain a fair and equitable procurement process, all bidders will be advised, via the issuance of an amendment or other official notification to the RFP, of any relevant or pertinent information related to the procurement. Therefore, bidders are advised that unless specified elsewhere in the RFP, any questions received by MCHCP after the date noted in Section A might not be answered.

It is the responsibility of the bidder to identify and explain any part of their response that does not conform to the requested services described in this document. Bidders must use Exhibit B for this purpose. Without documentation provided by the bidder, it is assumed by MCHCP that the bidder can provide all services as described in this document.

- C2.2 Bidders are cautioned that the only official position of MCHCP is that position which is stated in writing and issued by MCHCP in the RFP or an amendment thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response or statement.
- C2.3 MCHCP monitors all procurement activities to detect any possibility of deliberate restraint of competition, collusion among bidders, price-fixing by bidders, or any other anticompetitive conduct by bidders, which appears to violate state and federal antitrust laws. Any suspected violation shall be referred to the Missouri Attorney General's Office for appropriate action.
- C2.4 No contract shall be considered to have been entered into by MCHCP until the contract has been awarded and all material terms have been finalized. An award will not be made until the contract has been signed by duly authorized representatives of the selected bidder and MCHCP.

## C3. PREPARATION OF PROPOSALS

- C3.1 Bidders must examine the entire RFP carefully. Failure to do so shall be at the bidder's risk.
- C3.2 Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All proposals must meet or exceed such stated specifications and requirements.
- C3.3 Unless otherwise specifically stated in the RFP, any manufacturer's names, trade names, brand names, and/or information listed in a specification and/or requirement are for informational purposes only and are not intended to limit competition. Proposals that do not comply with the requirements and specifications are subject to rejection without clarification.

#### C4. DISCLOSURE OF MATERIAL EVENTS

- C4.1 The bidder agrees that from the date of the bidder's response to this RFP through the date for which a contract is awarded, the bidder shall immediately disclose to MCHCP:
- C4.1.1 Any material adverse change to the financial status or condition of the bidder;
  - C4.1.2 Any merger, sale or other material change of ownership of the bidder;
  - C4.1.3 Any conflict of interest or potential conflict of interest between the bidder's engagement with MCHCP and the work, services or products that the bidder is providing or proposes to provide to any current or prospective customer; and
  - C4.1.4 (1) Any material investigation of the bidder by a federal or state agency or self-regulatory organization; (2) Any material complaint against the bidder filed with a federal or state agency or self-regulatory organization; (3) Any material proceeding naming the bidder before any federal or state agency or self-regulatory organization; (4) Any material criminal or civil action in state or federal court naming the bidder as a defendant; (5) Any material fine, penalty, censure or other disciplinary action taken against the bidder by any federal or state agency or self-regulatory organization; (6) Any material judgment or award of damages imposed on or against the bidder as a result of any material criminal or civil action in which the bidder was a party; or (7) Any other matter material to the services rendered by the bidder pursuant to this RFP.
    - C4.1.4.1 For the purposes of this paragraph, "material" means of a nature, or of sufficient monetary value, or concerning a subject which a reasonable party in the position of and comparable to MCHCP would consider relevant and important in assessing the relationship and services contemplated by this RFP. It is further understood that in fulfilling its ongoing responsibilities under this paragraph, the bidder is obligated to make its best faith efforts to disclose only those relevant matters which come to the attention of or should have been known by the bidder's personnel involved in the engagement covered by this RFP and/or which come to the attention of or should have been known by any individual or office of the bidder designated by the bidder to monitor and report such matters.
- C4.2 Upon learning of any such actions, MCHCP reserves the right, at its sole discretion, to either reject the proposal or continue evaluating the proposal.

#### C5. COMPLIANCE WITH APPLICABLE FEDERAL AND STATE LAWS

- C5.1 In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall comply with all applicable requirements and provisions of the Health Insurance Portability and Accountability Act (HIPAA) and The Patient Protection and Affordable Care Act (PPACA), as amended.
- C5.2 MCHCP is a covered entity under HIPAA. Any bidder offering to provide services must sign a Confidentiality Agreement (CA) Exhibit D. A CA will be presented to each bidder selected as a finalist, who will be given the opportunity to negotiate the CA at that time. A signed CA must be



returned with finalist's best and final offer. Failure to return a signed CA may result in the bidder's proposal being considered nonresponsive.

- C5.3 If MCHCP awards bidder a contract, then MCHCP will sign the Confidentiality Agreement, making such agreement effective.
- C5.4 Any bidder offering to provide services must sign a Contractor Certification (Certification) in accordance with § 285.530, RSMo. The Certification will be presented to each bidder selected as a finalist. A signed Certification must be returned with the finalist's best and final offer. Failure to return a signed Certification may result in the bidder's proposal being considered nonresponsive.

## MANDATORY CONTRACT PROVISIONS

Bidders are expected to closely read the Mandatory Contract Provisions and provide a binding signature of intent to comply with such terms and conditions. **Rejection of these provisions may be cause for rejection of a bidder's proposal.**

A draft contract will be presented to the bidder selected by the MCHCP Board of Trustees for negotiation, minor modifications, if appropriate, and execution by both parties before the award is final and announced. The contract will include, among other things, the following Mandatory Contract Provisions.

Additionally, bidders must utilize Exhibit B to clearly identify by subsection number, any exceptions to the RFP provisions, and include an explanation as to why the bidder cannot comply with the specific provision, and a statement recommending terms and conditions the bidder would find acceptable.

MANDATORY CONTRACT PROVISIONS	Accept and Initial
<p><b>C1. Term of Contract:</b> The term of this contract is for a period of one (1) year from July 1, 2019 through June 30, 2020. This contract may be renewed for two (2) additional one-year periods at the sole option of the MCHCP Board of Trustees. The submitted price for the first fiscal year period (July 1, 2019 through June 30, 2020) is a firm, fixed price. The submitted prices for the two (2) one-year renewal periods (July 1, 2020 through June 30, 2021, July 1, 2021 through June 30, 2022) are not-to-exceed prices and are subject to negotiation. Pricing for the one-year renewal periods are due to MCHCP by April 1 for the following year's renewal. All prices are subject to best and final offer which may result from subsequent negotiation.</p>	
<p><b>C2. Contract Documents:</b> The following documents shall be hereby incorporated by reference as if fully set forth within the contract entered into by MCHCP and the contractor:</p> <ol style="list-style-type: none"> <li>1. Written and duly executed contract (which will be provided to bidder selected by MCHCP for minor negotiations if necessary prior to award);</li> <li>2. Amendments to the executed contract;</li> <li>3. The Exhibits set forth in this RFP after being duly executed by both parties; and</li> <li>4. This Request for Proposal.</li> </ol> <p>An award shall not be made until the contract has been signed by duly appointed representative(s) of the selected bidder and MCHCP.</p>	
<p><b>C3. Breach and Waiver:</b> Waiver or any breach of any contract term or condition shall not be deemed a waiver of any prior or subsequent breach. No contract term or condition shall be held to be waived, modified, or deleted except by a written instrument signed by the parties thereto. If any contract term or condition or application thereof to any person(s) or circumstances is held invalid, such invalidity shall not affect other terms, condition or application. To this end, the contract terms and conditions are severable.</p>	
<p><b>C4. Confidentiality:</b> Contractor will have access to private and/or confidential data maintained by MCHCP to the extent necessary to carry out its responsibilities under this contract. No private or confidential data received, collected, maintained, transmitted, or used in the course of performance of this Contract</p>	

MANDATORY CONTRACT PROVISIONS	Accept and Initial
<p>shall be disseminated by Contractor except as authorized by MCHCP, either during the period of this Contract or thereafter. Contractor must agree, and be able, to return any or all data furnished by MCHCP promptly at the request of MCHCP in whatever form it is maintained by Contractor. On the termination of expiration of this Contract, Contractor will not use any of such data or any material derived from the data for any purpose and, where so instructed by MCHCP, will destroy or render it unreadable.</p>	
<p><b>C5. Electronic Transmission Protocols:</b> Contractor and all subcontractors shall maintain encryption standards of 2048-bit encryption for the encryption of confidential information for transmission via non-secure methods including File Transfer Protocol or other use of the Internet.</p>	
<p><b>C6. Force Majeure:</b> Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but aren't limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, and strikes other than by Contractor's or its subcontractor's employees.</p>	
<p><b>C7. Governing Law:</b> This Contract shall be governed by the laws of the State of Missouri and shall be deemed executed at Jefferson City, Cole County, Missouri. All contractual agreements shall be subject to, governed by, and construed according to the laws of the State of Missouri.</p>	
<p><b>C8. Independent Contractor:</b> Contractor represents itself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be an employee of MCHCP. Therefore, Contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, worker's compensation, employee insurance, minimum wage requirements, overtime, etc. and agrees to indemnify, save, and hold MCHCP, its officers, agents, and employees, harmless from and against, any and all loss; cost (including attorney fees); and damage of any kind related to such matters. Contractor assumes sole and full responsibility for its acts and the acts of its personnel.</p>	
<p><b>C9. Reviews and Hearings:</b> Contractor agrees to refer all matters of potential litigation related to services under this contract to MCHCP. Contactor agrees to participate in any litigation involving issues related to services provided under this Contract if, and to the extent, MCHCP deems necessary.</p>	
<p><b>C10. Injunctions:</b> Should MCHCP be prevented or enjoined from proceeding with this Contract before or after contract execution by reason of any litigation or other reason beyond the control of MCHCP, Contractor shall not be entitled to make or assess claim for damage by reason of said delay.</p>	
<p><b>C11. Integration:</b> This Contract, in its final composite form, shall represent the entire agreement between the parties and shall supersede all prior negotiations, representations or agreements, either written or oral, between the parties relating to the subject matter hereof. This Contract between the parties shall be independent of and have no effect on any other contracts of either party.</p>	

MANDATORY CONTRACT PROVISIONS	Accept and Initial
<b>C12. Jurisdiction:</b> All legal proceedings arising hereunder shall be brought in the Circuit Court of Cole County in the State of Missouri.	
<b>C13. Modification of the Contract:</b> This Contract shall be modified only by the written agreement of the parties. No alteration or variation in terms and conditions of the Contract shall be valid unless made in writing and signed by the parties. Every amendment shall specify the date on which its provisions shall be effective.	
<b>C14. Notices:</b> All notices, demands, requests, approvals, instructions, consents or other communications (collectively "notices") which may be required or desired to be given by either party to the other during the course of this contract shall be in writing and shall be made by personal delivery, by United States mail postage prepaid, or transmitted by email to an authorized employee of the other party or to any other persons as may be designated by written notice from one party to the other.	
<b>C15. Ownership:</b> All data developed or accumulated by Contractor under this Contract shall be owned by MCHCP. Contractor may not release any data without the written approval of MCHCP. MCHCP shall be entitled at no cost and in a timely manner to all data and written or recorded material pertaining to this Contract in a format acceptable to MCHCP. MCHCP shall have unrestricted authority to reproduce, distribute, and use any submitted report or data and any associated documentation that is designed or developed and delivered to MCHCP as part of the performance of this Contract.	
<b>C16. Payment:</b> Upon implementation of the undertaking of this contract and acceptance by MCHCP, the contractor shall be paid as stated in this contract.	
<b>C17. Rights and Remedies:</b> If this Contract is terminated, MCHCP, in addition to any other rights provided for in this Contract, may require Contractor to deliver to MCHCP in the manner and to the extent directed, any completed materials. In the event of termination, Contractor shall receive payment prorated for that portion of the contract period services were provided to and/or goods were accepted by MCHCP subject to any offset by MCHCP for actual damages. The rights and remedies of MCHCP provided for in this Contract shall not be exclusive and are in addition to any other rights and remedies provided by law.	
<b>C18. Solicitation of Members:</b> Contractor shall not use the names, home addresses or any other information contained about members of MCHCP for any purpose which is not directly related to services negotiated in this RFP without the express written consent of MCHCP's Executive Director.	
<b>C19. Statutes:</b> Each and every provision of law and clause required by law to be inserted or applicable to the services provided in the Contract shall be deemed to be inserted herein and the Contract shall be read and enforced as though it were included herein. If through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then on the application of either party the Contract shall be amended to make such insertion or correction.	
<b>C20. Termination Right:</b> Notwithstanding any other provision, MCHCP reserves the right to terminate this Contract at the end of any month by giving thirty (30) days notice.	
<b>C21. Off-shore Services:</b> All services under this Contract shall be performed within the	

MANDATORY CONTRACT PROVISIONS	Accept and Initial
United States. Contractor shall not perform, or permit subcontracting of services under this Contract, to any off-shore companies or locations outside of the United States. Any such actions shall result in the Contractor being in breach of this Contract.	
<b>C22. Compliance with Laws:</b> Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of this Contract, including but not limited to the provisions specified in the Mandatory Contract Provisions.	
<b>C23. Non-discrimination, Sexual Harassment and Workplace Safety:</b> Contractor agrees to abide by all applicable federal, state and local laws, rules and regulations prohibiting discrimination in employment and controlling workplace safety. Contractor shall establish and maintain a written sexual harassment policy and shall inform its employees of the policy. Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that such provisions will be binding upon each subcontractor. Any violations of applicable laws, rules and regulations may result in termination of the Contract.	
<b>C24. Americans with Disabilities Act (ADA):</b> Pursuant to federal regulations promulgated under the authority of The Americans with Disabilities Act (ADA), Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of such disability. As a condition of accepting this Contract, Contractor agrees to comply with all regulations promulgated under ADA which are applicable to all benefits, services, programs, and activities provided by MCHCP through contracts with outside contractors.	
<b>C25. Health Insurance Portability and Accountability Act of 1996 (HIPAA):</b> Contractor shall comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and implementing regulations, as amended, including compliance with the Privacy, Security, Enforcement, and Breach Notification Rules Under the Health Information Technology for Economic and Clinical Health Act and the Genetic Information Nondiscrimination Act; Other Modifications to the HIPAA Rules, which became effective March 26, 2013.	
<b>C26.</b> Contractor shall be responsible for and agrees to indemnify and hold harmless MCHCP from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against MCHCP as a result of Contractor's, or any associate's or subcontractor's of Contractor, failure to comply with paragraphs C.23, C.24, and C.25 above.	
<b>C27. Prohibition of Gratuities:</b> Neither Contractor nor any person, firm or corporation employed by Contractor in the performance of this Contract shall offer or give any gift, money or anything of value or any promise for future reward or compensation to any employee of MCHCP at any time.	
<b>C28. Subcontracting:</b> Subject to the terms and conditions of this section, this Contract shall be binding upon the parties and their respective successors and assigns. Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of MCHCP. Contractor may not assign, in whole or in part, this Contract	

MANDATORY CONTRACT PROVISIONS	Accept and Initial
<p>or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of MCHCP. Contractor agrees that any and all subcontracts entered into by Contractor for the purpose of meeting the requirements of this Contract are the responsibility of Contractor. MCHCP will hold Contractor responsible for assuring that subcontractors meet all the requirements of this Contract and all amendments thereto. Contractor must provide complete information regarding each subcontractor used by Contractor to meet the requirements of this Contract.</p>	
<p><b>C29. Industry Standards:</b> If not otherwise provided, materials or work called for in this Contract shall be furnished and performed in accordance with best established practice and standards recognized by the contracted industry and comply with all codes and regulations which shall apply.</p>	
<p><b>C30. Hold Harmless:</b> Contractor shall hold MCHCP harmless from and indemnify against any and all claims for injury to or death of any persons; for loss or damage to any property; and for infringement of any copyright or patent to the extent caused by Contractor or Contractor's employee or its subcontractor. MCHCP shall not be precluded from receiving the benefits of any insurance Contractor may carry which provides for indemnification for any loss or damage to property in Contractor's custody and control, where such loss or destruction is to MCHCP's property. Contractor shall do nothing to prejudice MCHCP's right to recover against third parties for any loss, destruction or damage to MCHCP's property.</p>	
<p><b>C31. Insurance and Liability:</b> Contractor must maintain sufficient liability insurance, including but not limited to general liability, professional liability, and errors and omissions coverage, to protect MCHCP against any reasonably foreseeable recoverable loss, damage or expense under this engagement. Contractor shall provide proof of such insurance coverage upon request from MCHCP. MCHCP shall not be required to purchase any insurance against loss or damage to any personal property to which this Contract relates. Contractor shall bear the risk of any loss or damage to any personal property in which Contractor holds title.</p>	
<p><b>C32. Acceptance:</b> No contract provision or use of items by MCHCP shall constitute acceptance or relieve Contractor of liability in respect to any expressed or implied warranties.</p>	
<p><b>C33. Termination for Cause:</b> MCHCP may terminate this contract, or any part of this contract, for cause under any one of the following circumstances: 1) Contractor fails to make delivery of goods or services as specified in this Contract; 2) Contractor fails to satisfactorily perform the work specified in this Contract; 3) Contractor fails to make progress so as to endanger performance of this Contract in accordance with its terms; 4) Contractor breaches any provision of this Contract; 5) Contractor assigns this Contract without MCHCP's approval; or 6) Insolvency or bankruptcy of the Contractor. MCHCP shall have the right to terminate this Contract in whole or in part if MCHCP determines, at its sole discretion, that one of the above listed circumstances exists. In the event of termination, Contractor shall receive payment prorated for that portion of the contract period services were provided to and/or goods were accepted by MCHCP, subject to any offset by MCHCP for actual damages including loss of any federal matching funds. Contractor shall be liable to MCHCP for any reasonable</p>	

MANDATORY CONTRACT PROVISIONS	Accept and Initial
excess costs for such similar or identical services included within the terminated part of this Contract.	
<b>C34. Arbitration, Damages, Warranties:</b> Notwithstanding any language to the contrary, no interpretation shall be allowed to find MCHCP has agreed to binding arbitration, or the payment of damages or penalties upon the occurrence of a contingency. Further, MCHCP shall not agree to pay attorney fees and late payment charges beyond those available under this Contract, and no provision will be given effect which attempts to exclude, modify, disclaim or otherwise attempt to limit implied warranties of merchantability and fitness for a particular purpose.	
<b>C35. Assignment:</b> Contractor shall not assign, convey, encumber, or otherwise transfer its rights or duties under this Contract without prior written consent of MCHCP. This Contract may terminate in the event of any assignment, conveyance, encumbrance or other transfer by Contractor made without prior written consent of MCHCP. Notwithstanding the foregoing, Contractor may, without the consent of MCHCP, assign its rights to payment to be received under this Contract, provided that Contractor provides written notice of such assignment to MCHCP together with a written acknowledgment from the assignee that any such payments are subject to all of the terms and conditions of this Contract. For the purposes of this Contract, the term "assign" shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company. Any assignment consented to by MCHCP shall be evidenced by a written assignment agreement executed by Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of this Contract and to assume the duties, obligations, and responsibilities being assigned. A change of name by Contractor, following which Contractor's federal identification number remains unchanged, shall not be considered to be an assignment hereunder. Contractor shall give MCHCP written notice of any such change of name.	
<b>C36. Compensation/Expenses:</b> Contractor shall be required to perform the specified services at the price(s) quoted in this Contract. All services shall be performed within the time period(s) specified in this Contract. Contractor shall be compensated only for work performed to the satisfaction of MCHCP. Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in this Contract.	
<b>C37. Contractor Expenses:</b> MCHCP will not reimburse for travel expenses associated with this contract.	
<b>C38. Conflicts of Interest:</b> Contractor shall not knowingly employ, during the period of this Contract or any extensions to it, any professional personnel who are also in the employ of the State of Missouri or MCHCP and who are providing services involving this Contract or services similar in nature to the scope of this Contract to the State of Missouri. Furthermore, Contractor shall not knowingly employ, during the period of this Contract or any extensions to it, any employee of MCHCP who has participated in the making of this Contract until at least two years after his/her termination of employment with MCHCP.	
<b>C39. Patent, Copyright, and Trademark Indemnity:</b> Contractor warrants that it is the	

MANDATORY CONTRACT PROVISIONS	Accept and Initial
<p>sole owner or author of, or has entered into a suitable legal agreement concerning either: a) the design of any product or process provided or used in the performance of this Contract which is covered by a patent, copyright, or trademark registration or other right duly authorized by state or federal law, or b) any copyrighted matter in any report document or other material provided to MCHCP under this Contract. Contractor shall defend any suit or proceeding brought against MCHCP on account of any alleged patent, copyright or trademark infringement in the United States of any of the products provided or used in the performance of this Contract. This is upon condition that MCHCP shall provide prompt notification in writing of such suit or proceeding; full right, authorization and opportunity to conduct the defense thereof; and full information and all reasonable cooperation for the defense of same. As principles of governmental or public law are involved, MCHCP may participate in or choose to conduct, in its sole discretion, the defense of any such action. If information and assistance are furnished by MCHCP at the Contractor's written request, it shall be at Contractor's expense, but the responsibility for such expense shall be only that within Contractor's written authorization. Contractor shall indemnify and hold MCHCP harmless from all damages, costs, and expenses, including attorney's fees that the Contractor or MCHCP may pay or incur by reason of any infringement or violation of the rights occurring to any holder of copyright, trademark, or patent interests and rights in any products provided or used in the performance of this Contract. If any of the products provided by Contractor in such suit or proceeding are held to constitute infringement and the use is enjoined, Contractor shall, at its own expense and at its option, either procure the right to continue use of such infringement products, replace them with non-infringement equal performance products or modify them so that they are no longer infringing. If Contractor is unable to do any of the preceding, Contractor agrees to remove all the equipment or software which are obtained contemporaneously with the infringing product, or, at the option of MCHCP, only those items of equipment or software which are held to be infringing, and to pay MCHCP: 1) any amounts paid by MCHCP towards the purchase of the product, less straight line depreciation; 2) any license fee paid by MCHCP for the use of any software, less an amount for the period of usage; and 3) the pro rata portion of any maintenance fee presenting the time remaining in any period of maintenance paid for. The obligations of Contractor under this paragraph continue without time limit. No costs or expenses shall be incurred for the account of Contractor without its written consent.</p>	
<p><b>C40. Tax Payments:</b> Contractor shall pay all taxes lawfully imposed on it with respect to any product or service delivered in accordance with this Contract. MCHCP is exempt from Missouri state sales or use taxes and federal excise taxes for direct purchases. MCHCP makes no representation as to the exemption from liability of any tax imposed by any governmental entity on Contractor.</p>	



### ACKNOWLEDGE AND ACCEPT

I have reviewed the Request for Proposal (RFP). I hereby acknowledge and accept all of the provisions, requirements, and conditions stated in this section of the RFP, subject to any modifications, conditions and limitations as defined in Exhibit B. I further acknowledge that rejection of the above listed mandatory contract provisions may be cause for rejection of my company's proposal.

---

Authorized Signature

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Date

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Title

SECTION D  
PROPOSAL SUBMISSION INFORMATION

D1. SUBMISSION OF PROPOSALS

- D1.1 A proposal submitted by an bidder must (1) be signed by a duly authorized representative of the bidder's organization, (2) contain all information required by the RFP, (3) be priced as required, (4) be sealed in an envelope or container, and (5) be mailed, hand-delivered (not faxed) or emailed to the office of MCHCP and officially clocked in no later than the exact filing time and date specified in the RFP.
- D1.1.1 Specifically, any form containing a signature line, including any amendments and all Exhibits must be signed and returned as part of the proposal.
- D1.1.2 The bidder must provide an original copy of their proposal. Responses to the questionnaire should be in a separate section of the proposal and the questions must be answered in the order in which they are presented. The bidder must also provide an original of all signature pages and Exhibits A, B and C.
- D1.2 The bidder must respond to this RFP by submitting all data required herein in order for his/her proposal to be evaluated and considered for award. Failure to submit such data shall be deemed sufficient cause for disqualification of a proposal from further consideration for award.
- D1.3 A signed and submitted proposal assumes that the bidder agrees with all provisions of the RFP unless specifically stated otherwise. Any and all exceptions or proposed deviations by the bidder from the RFP and its requirements must be stated in Exhibit B and submitted with the proposal.
- D1.4 Proposals must be valid until July 31, 2019. If a contract is awarded, FY2020 prices shall remain firm.
- D1.5 The sealed envelope or container containing a proposal should be clearly marked "**Attn: Bruce R. Lowe – Hyland OnBase Software Maintenance and Services RFP – Filing Date March 29, 2019.**" Proposals can be emailed to [rfp@mchcp.org](mailto:rfp@mchcp.org) by 1 p.m. on March 29, 2019.
- D1.6 A proposal may only be modified or withdrawn by signed, written notice, which has been received by MCHCP prior to the official filing date and time specified. A proposal may also be withdrawn or modified in person by the bidder or its authorized representative, provided proper identification is presented before the official filing date and time.
- D1.7 Bidders must sign and return the RFP signature page or, if applicable, the signature page of the last amendment thereto, in order to constitute acceptance by the bidder of all RFP terms and conditions. Failure to do so shall result in rejection of the proposal unless the bidder's full compliance with those documents is indicated elsewhere within the bidder's response.
- D1.8 All responses to this RFP and amendments to this RFP, including "no bid" responses and requests to modify a proposal, must be delivered to the office of MCHCP in a sealed envelope or container. Submission by unsealed facsimile, telegram or telephone or email is not acceptable. However, sealed proposals containing faxed pages are acceptable. In addition, requests to withdraw proposals may be submitted by facsimile, but must be received by MCHCP prior to the official filing date and time specified.

## D2. CLARIFICATION OF REQUIREMENTS

- D2.1 It is assumed that bidders have read the entire RFP prior to the submission of a signed proposal, and submission of a signed proposal indicates that the bidder will meet all requirements stated herein.
- D2.2 Unless otherwise noted, any and all questions regarding specifications, requirements, competitive procurement process, etc., must be in writing and directed by email to [rfp@mchcp.org](mailto:rfp@mchcp.org) no later than the deadline as indicated on the first page of this RFP. There will be no bidder's conference.
- D2.3 The bidder is advised that the only official position of MCHCP is that position which is stated in writing and issued by MCHCP in the RFP and any amendments or clarifications thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response or statement.

## D3. EVALUATION PROCESS

- D3.1 Any clerical error, apparent on its face, may be corrected by the bidder before contract award. Upon discovering an apparent clerical error, MCHCP shall contact the bidder and request written clarification of the intended proposal. The correction shall be made in the notice of award. Examples of apparent clerical errors are: 1) misplacement of a decimal point; and 2) obvious mistake in designation of unit.
- D3.2 Any pricing information submitted by a bidder must be disclosed on the pricing pages as designated in this RFP. Any pricing information which appears elsewhere in the bidder's proposal shall not be considered by MCHCP.
- D3.3 To be eligible to receive an award, the bidder must comply with all mandatory specifications and requirements of the RFP. MCHCP reserves the right to evaluate all offers and, based upon that evaluation, to reject all offers.
- D3.4 MCHCP reserves the right to request written clarification of any portion of the bidder's response in order to verify the intent of the bidder. The bidder is cautioned, however, that its response shall be subject to acceptance or rejection without further clarification.
- D3.5 After determining that a proposal satisfies the mandatory requirements stated in the RFP, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to the published evaluation criteria shall be made by MCHCP. The award of a contract resulting from this RFP shall be based on the lowest and best proposal received in accordance with the evaluation criteria stated below:

### Evaluation Criteria:

D3.5.1 Pricing .....	45 points
D3.5.2 Experience, Expertise and Reliability .....	30 points
D3.5.3 Qualifications of the Company .....	15 points
D3.5.4 References .....	10 points

- D3.6 MCHCP reserves the right to consider historic information and fact, whether gained from the bidder's proposal, question and answer conference, references, product demonstration, site visit or any other source, in the evaluation process.
- D3.7 The bidder is cautioned that it is the bidder's sole responsibility to submit information related to the evaluation categories and that MCHCP is under no obligation to solicit such information if it is not included with the bidder's proposal. Failure of the bidder to submit such information may cause an adverse impact on the evaluation of the bidder's proposal
- D3.8 MCHCP will limit the number of finalists to the greater of two or all bidders receiving 85 percent (47 points) of the possible 55 non-financial points available.
- D3.9 The bidder is advised that under the provisions of this RFP, MCHCP reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:
- Negotiations may be conducted in person, in writing, or by telephone.
  - Negotiations will only be conducted with potentially acceptable proposals. MCHCP reserves the right to limit negotiations to those proposals which received the highest rankings during the initial evaluation phase. All bidders involved in the negotiation process will be invited to submit a best and final offer.
  - Terms, conditions, prices, methodology, or other features of the bidder's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the bidder may be required to submit supporting financial, pricing, and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
  - The mandatory requirements of the RFP shall not be negotiable and shall remain unchanged unless MCHCP determines that a change in such requirements is in the best interest of MCHCP and its members.
  - Bidder understands that the terms of any negotiation are confidential until an award is made or all proposals are rejected.
- D3.10 After an initial screening process, a technical question and answer conference, interview or product demonstration may be conducted, if deemed necessary by MCHCP, to clarify or verify the bidder's proposal and to develop a comprehensive assessment of the proposal.

#### D4. CONTRACT AWARD

- D4.1 Any award of a contract resulting from this RFP will be made only by written authorization from MCHCP.

#### D5. PRICING

- D5.1 The bidder must utilize Exhibit A to provide a firm, fixed pricing arrangement for FY2020 with guaranteed not-to-exceed pricing for FY2021-FY2022.
- D5.2 Pricing points will be based on the full FY2020-FY2022 pricing submitted on Exhibit A.
- D5.3 The bidder shall agree that annual pricing arrangements will be negotiated, but any increase in cost to MCHCP for Years 2-3 (FY2021 through FY2022) will not exceed the pricing arrangements provided by the bidder on Exhibit A. Years 2-3 are renewable at the sole option of MCHCP.

- D5.4 Any cost and/or pricing data submitted or related to the bidder's proposal including any cost and/or pricing data related to contractual extension options, whether required or voluntary, shall be subject to evaluation if deemed by MCHCP to be in the best interests of MCHCP.

D6. CONFIDENTIALITY AND PROPRIETARY MATERIALS

- D6.1 Pursuant to Section 610.021 RSMo, proposals and related documents shall not be available for public review until a contract has been awarded or all proposals are rejected. MCHCP will maintain copies of all proposals and related documents for review upon request. Contact Jennifer Stilabower at (573) 522-3242 to request copies.
- D6.2 MCHCP is a governmental body under Missouri Sunshine Law (Chapter 610 RSMo). Section 610.011 requires that all provisions be “liberally construed and their exceptions strictly construed to promote” the public policy that records are open unless otherwise provided by law. Regardless of any claim by a bidder as to material being proprietary and not subject to copying or distribution, or how a bidder characterizes any information provided in its proposal, all material submitted by the bidder in conjunction with the RFP is subject to release after the award of a contract in relation to a request for public records under the Missouri Sunshine Law (see Chapter 610 of the Missouri Revised Statutes). Only information expressly permitted by the provisions of Missouri’s Sunshine Law to be closed – strictly construed – will be redacted by MCHCP from any public request submitted to MCHCP after an award is made. Bidders should presume information provided to MCHCP in a proposal will be public following the award of the bid and made available upon request in accordance with the provisions of state law.

## SECTION E QUESTIONNAIRE

The bidder must complete the following questionnaire. Responses to the questionnaire must be in a separate section of the proposal and the questions must be repeated and answered in the order in which they are presented. The original Request for Proposal and all amendments are required to be signed and returned with the bidder's proposal and the bidder must provide an original of all signature pages and Exhibits A, B, and C.

### E1. QUALIFICATIONS AND EXPERIENCE OF THE COMPANY AND PERSONNEL

E1.1 Provide the following information:

- a. The full legal name of your organization;
- b. The address and telephone number of your corporate office;
- c. The address of the office location that will be providing services to MCHCP; and
- d. The current ownership of the company, along with the name of any individual holding 10% or more of the stock or value of the organization, if applicable.

E1.2 Summarize any mergers or acquisitions of other organizations completed in the past 24 months or in process, and summarize how these actions will:

- a. Directly impact MCHCP; and
- b. Distinguish you and your services from those of your competitors.

E1.3 Provide the following information for all subcontractors that will be used to fulfill the requirements of this contract:

Company Name	Service Provided	Number of years working with your organization

E1.4 Provide a list of new customers in the last 12 months for which your organization provides similar services as those outlined in this RFP.

E1.5 Provide a list of similar customers that terminated their services within the last 12 months. Provide your understanding of the reasons for the terminations.

E1.6 Describe the organization's experience with providing the services outlined in this RFP.

E1.7 Provide an organizational chart of your company. Highlight the names/positions and office location of all persons who will work on the MCHCP account.

E1.8 Provide references (company name, contact names, titles, email addresses and phone numbers) for at least three companies who you currently provide the solution proposed for MCHCP. The

proposed Account Manager for the MCHCP account must currently have responsibility for at least one of the references.

E1.9 Describe the economic advantages that will be realized as a result of your organization performing the required services by providing responses to each item below:

E1.9.1 Provide a description of the proposed services that will be performed and/or the proposed products that will be provided by Missourians and/or Missouri products.

E1.9.2 Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.

E1.9.3 Provide a description of the company's economic presence within the State of Missouri (e.g. type of facilities: sales offices; sales outlets; divisions; manufacturing; warehouse; other), including Missouri employee statistics.

## E2. ACCOUNT MANAGEMENT

E2.1 Provide the name of the Account Manager who will provide ongoing service to MCHCP. For this individual, provide the following:

- a. Description of experience.
- b. Length of employment at firm.
- c. Description of this individual's specific responsibilities and duties under this contract.

E2.2 If you expect to utilize other personnel to accomplish the duties specified in this RFP, provide all of the information requested in question E2.1 for each of the personnel.

E2.3 Indicate any quality awards or quality certifications that your company has achieved. Please provide supporting documentation and background information about these awards and/or certifications.

E2.4 Provide any awards and level of certifications you have with the Hyland OnBase platform.

E2.5 Number years' experience implementing and supporting the Hyland OnBase platform

## E3. SUPPORT MANAGEMENT

E3.1 Please describe your company's process for handling technical and customer support for normal and after-business hours, including the primary and backup *customer service representatives*, locations, and communication methods you would use to ensure that all CUSTOMER locations are provided with adequate coverage.

E3.2 What is your standard response time for maintenance calls?

E3.3 Describe or show a metric of the percent of help calls that are handled by tier one support and what the average time is to get a resolution for those not supported by the tier one.

E3.4 Describe your trouble escalation procedures.

E3.5 Do you provide different support plan levels? If so, provide a description of each and what coverage they provide. Provide the pricing of the different levels on Exhibit A.

E4. CUSTOMER SUPPORT AGREEMENT

E4.1 Provide a copy of your standard Customer Support Agreement. Please note that MCHCP reserves the right to negotiate changes to the standard agreement. Please indicate your willingness to modify your standard agreement.



## Exhibit A - Pricing Page

### 1. Pricing

- 1.1 The bidder shall state a pricing arrangement to be provided in accordance with the terms and conditions of the RFP.
- 1.2 The bidder shall agree that annual pricing arrangements will be negotiated, but any increase in cost to MCHCP for Years 2-3 (FY2021 through FY2022) will not exceed the pricing arrangements provided by the bidder on this Exhibit A. Years 2-3 are renewable at the sole option of MCHCP.
- 1.3 Bidder must provide a firm fixed price for providing the product and services described in Section B, Scope of Work.
- 1.4 Reasonable costs for travel and incidentals for the purpose of providing on-site training to MCHCP staff shall be billed separately, limited to CONUS rates, and invoices must include all appropriate receipts.

### 2. Support and Maintenance

- 2.1 The bidder shall complete the following grid, stating the total Customer Support Agreement price for support and maintenance for each year separately based upon current licenses.

#### Not to Exceed Price

	FY2020	FY2021	FY2022
Annual CSA Pricing			
Additional Level CSA Pricing			
Additional Level CSA Pricing			
Additional Level CSA Pricing			

### 3. Additional Pricing

- 3.1 In addition to completing the table above, bidders must provide additional documentation that outlines the discounts or pricing that will be provided for products offered through Hyland and professional services.

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Authorized Signature

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Title and Company

---

Date

**EXHIBIT B**  
**BIDDER'S PROPOSED MODIFICATIONS TO THE RFP**  
**2019 Hyland OnBase RFP**

The bidder must utilize this document to clearly identify by subsection number any exceptions to the provisions of the Request for Proposal (RFP) and include an explanation as to why the bidder cannot comply with the specific provision. Any desired modifications should be kept as succinct and brief as possible. **Failure to confirm acceptance of the mandatory contract provisions will result in the bidder being eliminated from further consideration as its proposal will be considered non-compliant.**

**Any modification proposed shall be deemed accepted as a modification of the RFP if and only if this proposed modification exhibit is countersigned by an authorized MCHCP representative on or before the effective date of the contract awarded under this RFP.**

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Name/Title of Individual

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Organization

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Signature

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Date

On behalf of MCHCP, the undersigned individual hereby attests that he or she is authorized to enter into this Agreement and agrees to all the terms specified herein.

---

Executive Director

---

Date

Missouri Consolidated Health Care Plan

## EXHIBIT C

### CONTRACTOR CERTIFICATION OF COMPLIANCE WITH FEDERAL EMPLOYMENT LAWS 2019 HYLAND ONBASE SOFTWARE MAINTENANCE AND SERVICES

\_\_\_\_\_ (hereafter referred to as "Contractor")  
hereby certifies that all of Contractor's employees and its subcontractors' employees assigned to perform services for Missouri Consolidated Health Care Plan ("MCHCP") and/or its members are eligible to work in the United States in accordance with federal law.

Contractor acknowledges that MCHCP is entitled to receive all requested information, records, books, forms, and any other documentation ("requested data") in order to determine if Contractor is in compliance with federal law concerning eligibility to work in the United States and to verify the accuracy of such requested data. Contractor further agrees to fully cooperate with MCHCP in its audit of such subject matter.

Contractor also hereby acknowledges that MCHCP may declare Contractor has breached its Contract if MCHCP has reasonable cause to believe that Contractor or its subcontractors knowingly employed individuals not eligible to work in the United States. MCHCP may then lawfully and immediately terminate its Contract with Contractor without any penalty to MCHCP and may suspend or debar Contractor from doing any further business with MCHCP.

THE UNDERSIGNED PERSON REPRESENTS AND WARRANTS THAT HE/SHE IS DULY AUTHORIZED TO SIGN THIS DOCUMENT AND BIND THE CONTRACTOR TO SUCH CERTIFICATION.

#### Contractor

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**EXHIBIT D**  
**CONFIDENTIALITY AGREEMENT**  
**BETWEEN MISSOURI CONSOLIDATED HEALTH CARE PLAN**  
**AND \_\_\_\_\_**

This Agreement between the Missouri Consolidated Health Care Plan (hereafter referred to as "MCHCP"), and \_\_\_\_\_ (hereafter referred to as "Contractor") is entered into to maintain the confidentiality of protected health information ("PHI") in MCHCP's possession that Contractor may have access to as a result of the services requested and performed under the \_\_\_\_\_ ("Contract") for MCHCP.

This agreement supersedes inconsistent provisions of any existing agreements between the parties.

**Recitals**

MCHCP is subject to and required to comply with certain requirements of the Health Insurance Portability and Accountability Act of 1996, as amended, (the "Act") and regulations enacted by the Department of Health and Human Services at 45 CFR Parts 160, 162, and 164, as amended (the "Regulations"). The Act and Regulations are sometimes collectively referred to herein as "HIPAA".

Unless otherwise specified in this Agreement, all terms used herein not otherwise defined shall have the same meanings as those contained under HIPAA, as each is amended from time to time. To the extent a term is defined in the Contract and this Agreement or HIPAA, the definition in this Agreement or HIPAA shall govern.

Contractor provides services to MCHCP and, as a result, has access to individually identifiable health information created, received, maintained or transmitted by or on behalf of MCHCP, including electronic protected health information. All such individually identifiable health information is hereafter described as "protected health information" or "PHI".

As required by HIPAA, the parties are entering this Agreement related to the use and disclosure of PHI. This Agreement is required to allow the parties to engage in a business relationship as described in the Contract awarded in connection therewith.

**1. Access, Use, and Disclosure of Protected Health Information**

- 1.1 Access, use and disclosure of protected health information. Contractor will have access to protected health information maintained by MCHCP as a part of its functions, activities, or services for, or on behalf of, MCHCP as specified in the Contract. Contractor shall only access such PHI as is minimally necessary to perform its functions, activities, or services for, or on behalf of MCHCP. Contractor shall not use or disclose any such PHI. Contractor shall take appropriate disciplinary action against any member of its workforce who accesses, uses, or discloses PHI in violation of this Agreement and applicable law.
- 1.2 Reporting. Contractor shall report to MCHCP in writing any unauthorized access, use, or disclosure of PHI. Contractor shall make the report to MCHCP's Privacy Officer within 3 business days after Contractor knows, or should have known, of any unauthorized access, use, or disclosure of PHI. Contractor's report shall: (i) identify the nature of the unauthorized access, use, or disclosure; (ii) identify the PHI affected; (iii) identify who made the unauthorized access, use, and/or received the unauthorized disclosure, if known; (iv) identify what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized access, use, or disclosure;

(v) identify what corrective action Contractor has taken or shall take to prevent future similar unauthorized access, use, or disclosure; and (vi) provide such other information, including a written report, as reasonably requested by MCHCP's Privacy Officer. If MCHCP determines that an unauthorized access, use, or disclosure of PHI is a Breach of Unsecured PHI, Contractor shall assist MCHCP as necessary for MCHCP to comply with HIPAA and ARRA breach reporting requirements, including assistance with a risk assessment and identifying or describing: (i) the affected Individual(s) whose Unsecured PHI has been or is reasonably believed to have been accessed, acquired or disclose; (ii) the incident, including the date of the Breach and the date of the discovery of the Breach, if known; (iii) who made the unauthorized use and/or received the unauthorized disclosure; (iv) the types of Unsecured PHI involved in the Breach; (v) any other information as reasonably requested by MCHCP's Privacy Officer. Contractor shall pay for the reasonable and actual costs associated with such notification.

- 1.3 PHI Safeguards. Contractor shall develop, implement, maintain and use appropriate administrative, technical and physical safeguards to prevent the improper access, use, or disclosure of any PHI relating to MCHCP.
- 1.4 Agents and Subcontractors. Contractor will ensure that any agent, including a subcontractor, that may have access to MCHCP PHI agrees to protect the PHI consistent with this Agreement.

## **2. General Requirements**

- 2.1 Compliance Plan. In the event Contractor fails to perform the obligations under this Agreement, MCHCP may, at its option:
  - a) Require Contractor to mitigate, to the extent practicable, any harmful effect occasioned by the disclosure or use of PHI by Contractor or a subcontractor of Contractor in violation of the requirements of this Agreement; and
  - b) Immediately block Contractor's access to PHI, with or without written notice to Contractor.
- 2.2 Termination for cause. Contractor agrees that if MCHCP determines that the Contractor has violated a material term of this Agreement, MCHCP may, at its option, either: (a) notify Contractor and allow Contractor ten (10) working days to cure the violation, (b) immediately terminate its Agreement with Contractor and discontinue their business relationship, or (c) if neither cure nor termination is feasible, report the violation to the Department of Health and Human Services. MCHCP's remedies under this Agreement are cumulative, and the exercise of any remedy shall not preclude the exercise of any other.
- 2.3 Legal Obligations. Contractor hereby agrees to maintain the security and privacy of all PHI in a manner consistent with Missouri and federal laws and regulations, including HIPAA, ARRA and any associated regulations, and all other applicable law.
- 2.4 Amendment. MCHCP may amend this Agreement by providing ten (10) days prior written notice to Contractor in order to maintain compliance with Missouri or Federal law or regulations. Such amendment shall be binding upon Contractor at the end of the ten (10) day period and shall not require the consent of Contractor. Contractor may elect to discontinue the Agreement within the ten (10) day period, but Contractor's duties hereunder to maintain the security and privacy of PHI shall survive such discontinuance. MCHCP and Contractor may otherwise amend this Agreement by mutual written agreement.

- 2.5 **Indemnification.** Contractor shall, to the fullest extent permitted by law, protect, defend, indemnify and hold harmless MCHCP and its respective employees, directors, and agents ("Indemnitees") from and against any and all losses, costs, claims, penalties, fines, demands, liabilities, legal actions, judgments, and expenses of every kind (including reasonable attorneys fees, including at trial and on appeal) asserted or imposed against any Indemnitees arising out of the acts or omissions of Contractor or any subcontractor of or consultant of Contractor or any of Contractor's employees, directors, or agents related to the performance or nonperformance of this Agreement.
- 2.6 **No Third Party Beneficiaries.** There is no intent by either party to create or establish third party beneficiary status or rights or their equivalent in any person or entity, other than the parties hereto, that may be affected by the operation of this Agreement, and no such person or entity will have any right to enforce any right or claim any benefit created or established under this Agreement.
- 2.7 **Effective Date.** This Agreement is effective on the date this Agreement is signed by MCHCP's Executive Director and the obligations herein shall continue in effect so long as Contractor has access to any PHI as a part of its functions, activities, or services for, or on behalf of, MCHCP as specified in the Contract.

THE UNDERSIGNED PERSONS REPRESENT AND WARRANT THAT WE ARE LEGALLY FREE TO ENTER THIS AGREEMENT, THAT OUR EXECUTION OF THIS AGREEMENT HAS BEEN DULY AUTHORIZED, AND THAT UPON BOTH OF OUR SIGNATURES BELOW THIS SHALL BE A BINDING AGREEMENT TO THE FOREGOING TERMS AND CONDITIONS OF THIS CONFIDENTIALITY AGREEMENT.

**Missouri Consolidated Health Care Plan**

**Contractor**

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Exhibit E: Current Configuration and Software License Under Maintenance

Code	Name	Qty
AEMPI1	Application Enabler Maintenance	1
AIMPW3	Desktop Document Imaging (Unlimited) Maintenance	2
AIMPW3	Desktop Document Imaging (Unlimited) Maintenance	1
CMMPI1	Configuration Migration Utility Maintenance	1
CTMPC1	Concurrent Client (1-100) Maintenance	10
CTMPI1	Storage Integration for EMC Centera Maintenance	1
CTMPN1	Named User Client (1-100) Maintenance	25
DIMPW1	Production Document Imaging (Kofax or Twain) (1) Maintenance	1
DIMPW2	Production Document Imaging (Kofax or Twain) (2+) Maintenance	1
DPMPW 1	Document Import Processor Maintenance	1
DVMPW 1	DVD Authoring Maintenance	1
IAMPW1	Advanced Capture Maintenance	1
KOMPI1	Integration for KOMpliance Maintenance	1
OBMPW 1	Multi-User Server Maintenance	1
OLMPI1	Integration for Microsoft Outlook Maintenance	1
PDFMPI 1	PDF Framework Maintenance	1
RPMP11	Report Services Maintenance	1
SNMPI1	Single Sign-On for Microsoft Active Directory Service Maintenance	1
STMPI1	StatusView Maintenance	1
WLMP 1	Workflow Concurrent Client SL (1-20) Maintenance	10
WLMPN 1	Workflow Named User Client SL (1-20) Maintenance	20
WLMPN 2	Workflow Named User Client SL (21-50) Maintenance	5
WTMPW 1	Web Server Maintenance	1

-----  
-----  
CFG RPT000002

PAGE: 1

03/11/2019 2:31:01PM      Disk Group Configuration Report  
Created by: MANAGER                      Workstation: OBmAPPm01 (AUTO)

-----  
-----

Disk Group Configurations (Ordered by Disk Group Number):

-----  
-----

#:	101	"SYSTEM_DOCUMENTS"
#:	102	"FI_FISCAL"
#:	103	"EFR_EFORM"
#:	104	"MISC_MISCELLANEOUS"
#:	105	"PE_PUBLIC_ENTITY"
#:	106	"PEA_PUBLIC_ENTITY_AC"
#:	107	"SM_SECURE_MEDICAL"
#:	108	"ST_STATE"



DISK GROUP: "EFR\_EFORM" (#: 103 )

currently has [0 EXPORTS], current [Default Export  
Format: <none>], and

is on (VOLUME 1) with (3 copies) and (3800000 kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
1	1	0	1	0	197	M U-N--	C---	
\\LINUS\EFR_EFORM_PROD\$\Copy1								
	2	0	1	0	196	M -----	C---	
\\CENTERA:EFR_EFORM								
	3	0	1	0	0	B -----	-B--	NOT

CREATED

DISK GROUP: "FI\_FISCAL" (#: 102 )

currently has [0 EXPORTS], current [Default Export  
Format: <none>], and

is on (VOLUME 1) with (3 copies) and (3800000 kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
1	1	0	1	0	3755599	M U-N--	C---	

\\LINUS\FI\_FISCAL\_PROD\$\Copy1

2	0	1	0	3746180	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:FI\_FISCAL

3	0	1	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

DISK GROUP: "MISC\_MISCELLANEOUS" (#: 104 )

currently has [0 EXPORTS], current [Default Export  
Format: <none>], and

is on (VOLUME 7) with (3 copies) and (3800000 kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
-----	----	-----	-----	--------	---------	------	-------	------

1	1	0	1	0	551773	M U-N--	C---	
---	---	---	---	---	--------	---------	------	--

\\LINUS\MISC\_MISCELLANEOUS\_PROD\$\Copy1

2	0	1	0	540601	M	-----	C---
---	---	---	---	--------	---	-------	------

\\CENTERA:MISC\_MISCELLANEOUS

3	0	1	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

2	1	1	10	0	3799994	M U-N--	C---
---	---	---	----	---	---------	---------	------

\\LINUS\MISC\_MISCELLANEOUS\_PROD\$\Copy1

2	1	0	0	0	B	-----	-B--	NOT
CREATED								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
3	1	1	10	0	3799930	M U-N--	C---	
\\LINUS\MISC_MISCELLANEOUS_PROD\$\Copy1								
2	1	0	0	0	B	-----	-B--	NOT
CREATED								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
5	1	1	10	0	3799991	M U-N--	C---	
\\LINUS\MISC_MISCELLANEOUS_PROD\$\Copy1								
2	1	0	0	0	B	-----	-B--	NOT
CREATED								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
6	1	1	10	0	3799996	M U-N--	C---	
\\LINUS\MISC_MISCELLANEOUS_PROD\$\Copy1								
2	1	0	0	0	B	-----	-B--	NOT

CREATED

3	0	1	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

4	1	1	10	0	3799977	M U-N--	C---	
---	---	---	----	---	---------	---------	------	--

\\LINUS\MISC\_MISCELLANEOUS\_PROD\$\Copy1

2	1	0	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

3	0	1	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

7	1	1	10	0	89362	M U-N--	C---	
---	---	---	----	---	-------	---------	------	--

\\LINUS\MISC\_MISCELLANEOUS\_PROD\$\Copy1

2	1	0	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

3	0	1	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

DISK GROUP: "PE\_PUBLIC\_ENTITY" (#: 105 )

currently has [0 EXPORTS], current [Default Export  
Format: <none>], and

is on (VOLUME 6) with (3 copies) and (3800000 kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
1	1	0	1	0	3799795	M U-N--	---R	
\\LINUS\PE_PUBLIC_ENTITY_PROD\$\Copy1								
2	0	1	0	3782577	M	-----	C---	
\\CENTERA:PE_PUBLIC_ENTITY								
3	0	1	0	3799795	B	-----	C---	D:
2	1	1	3	0	3799877	M U-N--	---R	
\\LINUS\PE_PUBLIC_ENTITY_PROD\$\Copy1								
2	1	0	0	3776457	M	-----	C---	
\\CENTERA:PE_PUBLIC_ENTITY								
3	0	1	0	3799877	B	-----	C---	D:
3	1	1	3	0	3799981	M U-N--	---R	
\\LINUS\PE_PUBLIC_ENTITY_PROD\$\Copy1								
2	1	0	0	3788037	M	-----	C---	
\\CENTERA:PE_PUBLIC_ENTITY								
3	0	1	0	3799981	B	-----	C---	D:
5	1	1	21	0	3798350	M U-N--	C---	
\\LINUS\PE_PUBLIC_ENTITY_PROD\$\Copy1								

2	1	0	0	3774396	M	-----	C---	
\\CENTERA:PE_PUBLIC_ENTITY								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
4	1	1	3	0	3807560	M U-N--	C---	
\\LINUS\PE_PUBLIC_ENTITY_PROD\$\Copy1								
2	1	0	0	3801195	M	-----	C---	
\\CENTERA:PE_PUBLIC_ENTITY								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
6	1	1	21	0	1802849	M U-N--	C---	
\\LINUS\PE_PUBLIC_ENTITY_PROD\$\Copy1								
2	1	0	0	1802427	M	-----	C---	
\\CENTERA:PE_PUBLIC_ENTITY								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								

DISK GROUP: "PEA\_PUBLIC\_ENTITY\_AC" (#: 106 )  
 currently has [0 EXPORTS], current [Default Export

Format: <none>], and  
is on (VOLUME 2) with (3 copies) and (3800000 kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
1	1	0	1	0	3815406	M U-N--	---R	
\\LINUS\PEA_PUBLIC_ENTITY_AC_PROD\$\Copy1								
	2	0	1	0	3791199	M -----	C---	
\\CENTERA:PEA_PUBLIC_ENTITY_AC								
	3	0	1	0	3815406	B -----	C---	D:
2	1	1	9	0	2349668	M U-N--	C---	
\\LINUS\PEA_PUBLIC_ENTITY_AC_PROD\$\Copy1								
	2	1	0	0	2259838	M -----	C---	
\\CENTERA:PEA_PUBLIC_ENTITY_AC								
	3	0	1	0	0	B -----	-B--	NOT CREATED

DISK GROUP: "SM\_SECURE\_MEDICAL" (#: 107 )  
currently has [0 EXPORTS], current [Default Export  
Format: <none>], and

is on (VOLUME 1) with (3 copies) and (3800000 kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
1	1	0	1	0	2838994	M U-N--	C---	
\\LINUS\SM_SECURE_MEDICAL_PROD\$\Copy1								
	2	0	1	0	2830007	M -----	C---	
\\CENTERA:MCHCP								
	3	0	1	0	0	B -----	-B--	NOT CREATED

DISK GROUP: "ST\_STATE" (#: 108 )

currently has [0 EXPORTS], current [Default Export  
Format: <none>], and

is on (VOLUME 193) with (3 copies) and (3800000  
kB/copy):

VOL	PL	MIN	MAX	BLK-SZ	kB-USED	TYPE	STATE	PATH
1	1	0	1	0	16292	M U-N--	C---	
\\LINUS\ST_STATE_PROD\$\Copy1								
	2	0	1	0	14013	M -----	C---	
\\CENTERA:ST_STATE								



3	0	1	0	0	B	-----	-B--	NOT
CREATED								
2	1	1	3	0	3799548	M U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3720414	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799548	B	-----	C---	D:
3	1	1	3	0	3799820	M U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3772287	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799820	B	-----	C---	D:
4	1	1	3	0	3799810	M U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3798935	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799810	B	-----	C---	D:
5	1	1	0	0	3799923	M U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								

2	1	0	0	3799923	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799923	B	-----	C---	D:
6	1	1	0	3799895	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3799760	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799895	B	-----	C---	D:
7	1	1	0	3799931	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3799931	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799931	B	-----	C---	D:
9	1	1	0	3800000	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3794339	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3800000	B	-----	C---	D:
10	1	1	0	3788758	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3787669 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3788758 B - - - - - C - - - D:

11 1 1 0 0 3799814 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799631 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799814 B - - - - - C - - - D:

13 1 1 0 0 3799275 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799275 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799275 B - - - - - C - - - D:

16 1 1 0 0 3799770 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3658769 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 0 0 B - - - - - -B- - NOT

CREATED

17	1	1	0	0	3799920	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3799624	M	-----		C---		
\\CENTERA:ST_STATE										
3	0	1	0	3799920	B	-----		C---	D:	
18	1	1	0	0	3799960	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3732069	M	-----		C---		
\\CENTERA:ST_STATE										
3	0	1	0	3799960	B	-----		C---	D:	
19	1	1	0	0	3799679	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3771516	M	-----		C---		
\\CENTERA:ST_STATE										
3	0	1	0	3799679	B	-----		C---	D:	
20	1	1	0	0	3799836	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3798551	M	-----		C---		

\\CENTERA:ST\_STATE

3 0 1 0 3799836 B - - - - - C - - - D:

21 1 1 0 0 3799407 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3791226 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799407 B - - - - - C - - - D:

22 1 1 0 0 3799868 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3795447 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799868 B - - - - - C - - - D:

23 1 1 0 0 3799688 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799371 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799688 B - - - - - C - - - D:

24 1 1 0 0 3799940 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3799034	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799940	B	-----	C---	D:
25	1	1	0	0	3799695	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799688	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799695	B	-----	C---	D:
26	1	1	0	0	3799362	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799362	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799362	B	-----	C---	D:
27	1	1	0	0	3799861	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799778	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799861	B	-----	C---	D:
28	1	1	0	0	3799823	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3793005	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799823	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

29	1	1	0	0	3799872	M	U-N--	---R
----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3799872	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799872	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

30	1	1	0	0	3799751	M	U-N--	---R
----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3796850	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799751	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

31	1	1	0	0	3799166	M	U-N--	---R
----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3781309	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799166	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

32	1	1	0	0	3798470	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3797955	M	-----		C---		
\\CENTERA:ST_STATE										
3	0	1	0	3798470	B	-----		C---	D:	
33	1	1	0	0	3799919	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3799474	M	-----		C---		
\\CENTERA:ST_STATE										
3	0	1	0	3799919	B	-----		C---	D:	
34	1	1	0	0	3799805	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3799661	M	-----		C---		
\\CENTERA:ST_STATE										
3	0	1	0	0	0	B	-----	-B--	NOT	
CREATED										
35	1	1	0	0	3292404	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
2	1	0	0	3292404	M	-----		C---		



\\CENTERA:ST\_STATE

3 0 1 0 3292404 B - - - - - C - - - D:

36 1 1 0 0 3799923 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799547 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799923 B - - - - - C - - - D:

37 1 1 0 0 3799949 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3798970 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799949 B - - - - - C - - - D:

38 1 1 0 0 3799782 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3794562 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799782 B - - - - - C - - - D:

39 1 1 0 0 3799181 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3799140	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799181	B	-----	C---	D:
40	1	1	0	0	3799903	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3560740	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799903	B	-----	C---	D:
41	1	1	0	0	3799701	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799035	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799701	B	-----	C---	D:
42	1	1	0	0	3798819	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3798626	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3798819	B	-----	C---	D:
43	1	1	0	0	3799975	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799853 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799975 B - - - - - C - - - D:

44 1 1 0 0 3799736 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3796411 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799736 B - - - - - C - - - D:

45 1 1 0 0 3799973 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3797002 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799973 B - - - - - C - - - D:

46 1 1 0 0 3799916 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799771 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799916 B - - - - - C - - - D:

47	1	1	0	0	3799889	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3798840	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799889	B	-----	C---	D:	
48	1	1	0	0	3799701	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3798895	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799701	B	-----	C---	D:	
49	1	1	0	0	3799752	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3799752	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799752	B	-----	C---	D:	
50	1	1	0	0	3799919	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	2638610	M	-----	C---		
\\CENTERA:ST_STATE										

	3	0	1	0	3799919	B	-----	C---	D:
51	1	1	0	0	3799751	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799650	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799751	B	-----	C---	D:
52	1	1	0	0	3799674	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799114	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799674	B	-----	C---	D:
53	1	1	0	0	3799762	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799759	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799762	B	-----	C---	D:
54	1	1	0	0	3799777	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3796092	M	-----	C---	

\\CENTERA:ST\_STATE

3 0 1 0 3799777 B - - - - - C - - - D:

55 1 1 0 0 3799932 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3797953 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799932 B - - - - - C - - - D:

56 1 1 0 0 3799731 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799491 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799731 B - - - - - C - - - D:

57 1 1 0 0 3799814 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799796 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799814 B - - - - - C - - - D:

58 1 1 0 0 3799980 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3799768	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799980	B	-----	C---	D:
59	1	1	0	0	3799695	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3791813	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799695	B	-----	C---	D:
60	1	1	0	0	3799869	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799071	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799869	B	-----	C---	D:
61	1	1	0	0	3799886	M	U-N--	C---	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3799625	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799886	B	-----	C---	D:
62	1	1	0	0	3799599	M	U-N--	C---	

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3798864 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799599 B - - - - - C - - - D:

63 1 1 0 0 3799845 M U-N- - C - - -

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799766 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799845 B - - - - - C - - - D:

64 1 1 0 0 3799884 M U-N- - - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799308 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799884 B - - - - - C - - - D:

65 1 1 0 0 3799998 M U-N- - - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799702 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799998 B - - - - - C - - - D:



66	1	1	0	0	3799961	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3799634	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799961	B	-----	C---	D:	
67	1	1	0	0	3799971	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3797512	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799971	B	-----	C---	D:	
68	1	1	0	0	3799709	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3799336	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799709	B	-----	C---	D:	
69	1	1	0	0	2790136	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	2786258	M	-----	C---		
\\CENTERA:ST_STATE										

	3	0	1	0	2790136	B	-----	C---	D:
70	1	1	0	0	556617	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	545744	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	556617	B	-----	C---	D:
71	1	1	0	0	3799429	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3361825	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799429	B	-----	C---	D:
72	1	1	0	0	3799955	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3801305	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3801305	B	-----	C---	
73	1	1	0	0	3795306	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3792185	M	-----	C---	

\\CENTERA:ST\_STATE

3 0 1 0 3795306 B - - - - - C - - - D:

74 1 1 0 0 3797053 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3374942 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3797053 B - - - - - C - - - D:

75 1 1 0 0 3803696 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3826067 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3826067 B - - - - - C - - - D:

76 1 1 0 0 3853540 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3745748 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3853540 B - - - - - C - - - D:

77 1 1 0 0 3799350 M U-N- - - - C - - -

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3361062	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799350	B	-----	C---	D:
78	1	1	0	0 3799931	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3818481	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
79	1	1	0	0 3799435	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3302065	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3799435	B	-----	C---	D:
80	1	1	0	0 3799750	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3814028	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	3814028	B	-----	C---	D:

82	1	1	0	0	3799884	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3622781	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799884	B	-----	C---		D:
83	1	1	0	0	3799852	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3401753	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799852	B	-----	C---		
84	1	1	0	0	3802337	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3319105	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3802337	B	-----	C---		D:
85	1	1	0	0	3799734	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3679592	M	-----	C---		
\\CENTERA:ST_STATE										

	3	0	1	0	3799734	B	-----	C---	D:
86	1	1	0	0	3801214	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3486601	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3801214	B	-----	C---	
87	1	1	0	0	3804004	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3364615	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3804004	B	-----	C---	D:
88	1	1	0	0	3799269	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3439520	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799269	B	-----	C---	D:
89	1	1	0	0	3799997	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3734671	M	-----	C---	

\\CENTERA:ST\_STATE

	3	0	1	0	3799997	B	-----	C---	D:
90	1	1	0	0	3799857	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3365567	M	-----	C---	
--	---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

	3	0	1	0	3799857	B	-----	C---	D:
91	1	1	0	0	3799890	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3803983	M	-----	C---	
--	---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

	3	0	1	0	0	B	-----	-B--	NOT
--	---	---	---	---	---	---	-------	------	-----

CREATED

92	1	1	0	0	3799980	M	U-N--	---R	
----	---	---	---	---	---------	---	-------	------	--

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3799980	M	-----	C---	
--	---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

	3	0	1	0	3799980	B	-----	C---	D:
93	1	1	0	0	3801459	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3801459	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3801459	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

94	1	1	0	0	3799979	M	U-N--	---R
----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3799979	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799979	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

99	1	1	0	0	3799941	M	U-N--	---R
----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3799941	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799941	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

100	1	1	0	0	3799988	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3798608	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799988	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----



101	1	1	0	0	3799980	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3799980	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	3799980	B	-----	C---		
104	1	1	0	0	1458039	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	1458039	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	1458039	B	-----	C---		D:
105	1	1	0	0	2147207	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	2146956	M	-----	C---		
\\CENTERA:ST_STATE										
	3	0	1	0	2147207	B	-----	C---		D:
106	1	1	0	0	3799980	M	U-N--	---	R	
\\LINUS\ST_STATE_PROD\$\Copy1										
	2	1	0	0	3813257	M	-----	C---		
\\CENTERA:ST_STATE										

	3	0	1	0	3813257	B	-----	C---	D:
111	1	1	0	0	3796285	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3779687	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3796285	B	-----	C---	D:
112	1	1	0	0	3799950	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3358562	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799950	B	-----	C---	D:
113	1	1	0	0	3798736	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3801051	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3801051	B	-----	C---	D:
114	1	1	0	0	3799877	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3804713	M	-----	C---	

\\CENTERA:ST\_STATE

3	0	1	0	3804713	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

115	1	1	0	0	3799611	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3796823	M	-----	C---	
---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

3	0	1	0	3799611	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

118	1	1	0	0	3799239	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3807395	M	-----	C---	
---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

3	0	1	0	3807395	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

121	1	1	0	0	3799954	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3866965	M	-----	C---	
---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

3	0	1	0	3866965	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

122	1	1	0	0	3799896	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

	2	1	0	0	3808894	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3808894	B	-----	C---	D:
123	1	1	0	0	3799827	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3802443	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3802443	B	-----	C---	D:
125	1	1	0	0	3799478	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3796374	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799478	B	-----	C---	D:
126	1	1	0	0	3799036	M	U-N--	---R	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3838794	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3838794	B	-----	C---	D:
127	1	1	0	0	3787957	M	U-N--	---R	

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3792060 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3792060 B - - - - - C - - - D:

130 1 1 0 0 3799966 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3802246 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3802246 B - - - - - C - - - D:

131 1 1 0 0 3796613 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3788521 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3796613 B - - - - - C - - - D:

132 1 1 0 0 3799723 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3800836 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3800836 B - - - - - C - - - D:

133	1	1	0	0	3799871	M	U-N--	---	R
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3796817	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	3799871	B	-----	C---	D:
134	1	1	0	0	3799934	M	U-N--	C---	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3800104	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	0	B	-----	-B--	NOT
CREATED									
135	1	1	0	0	3800000	M	U-N--	C---	
\\LINUS\ST_STATE_PROD\$\Copy1									
	2	1	0	0	3798067	M	-----	C---	
\\CENTERA:ST_STATE									
	3	0	1	0	0	B	-----	-B--	NOT
CREATED									
137	1	1	0	0	3799117	M	U-N--	C---	
\\LINUS\ST_STATE_PROD\$\Copy1									

2	1	0	0	3796296	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
139	1	1	0	0	3795183	M	U-N--	C---
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3786730	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
141	1	1	0	0	3799980	M	U-N--	C---
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3800709	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
144	1	1	0	0	3799872	M	U-N--	C---
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3805649	M	-----	C---	

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

145 1 1 0 0 3799819 M U-N- - C- - -

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3672232 M - - - - - C- - -

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

146 1 1 0 0 3808382 M U-N- - C- - -

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3806287 M - - - - - C- - -

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

149 1 1 0 0 3795357 M U-N- - C- - -

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3789664 M - - - - - C- - -

\\CENTERA:ST\_STATE



3	0	1	0	0	B	-----	-B--	NOT
CREATED								
150	1	1	0	0	3799482	M U-N--	C---	
\\LINUS\ST_STATE_PROD\$\Copy1								
2	1	0	0	3800780	M	-----	C---	
\\CENTERA:ST_STATE								
3	0	1	0	0	B	-----	-B--	NOT
CREATED								
151	1	1	0	0	3799036	M U-N--	C---	
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2	1	0	0	3794571	M	-----	C---	
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3	0	1	0	0	B	-----	-B--	NOT
CREATED								
152	1	1	0	0	3800077	M U-N--	C---	
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2	1	0	0	3795592	M	-----	C---	
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3	0	1	0	0	B	-----	-B--	NOT

CREATED

155	1	1	0	0	3798971	M	U-N--	C---	
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2	1	0	0	3793600	M	-----	C---		
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3	0	1	0	0	B	-----	-B--	NOT	

CREATED

156	1	1	0	0	3799323	M	U-N--	C---	
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2	1	0	0	3797603	M	-----	C---		
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CREATED

8	1	1	0	0	3799841	M	U-N--	---R	
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2	1	0	0	3799690	M	-----	C---		
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3	0	1	0	3799841	B	-----	C---	D:	
12	1	1	0	0	3799855	M	U-N--	---R	

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2 1 0 0 3728291 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 3799855 B - - - - - C - - - D:

14 1 1 0 0 3799878 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799878 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

15 1 1 0 0 3799979 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

2 1 0 0 3799056 M - - - - - C - - -

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

81 1 1 0 0 3799974 M U-N- - - - R

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2 1 0 0 3848684 M - - - - - C - - -

\\CENTERA:ST\_STATE

3	0	1	0	3848684	B	-----	C---	D:
97	1	1	0	0 3799993	M	U-N--	---R	

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2	1	0	0	3799984	M	-----	C---	
---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

3	0	1	0	3799993	B	-----	C---	D:
98	1	1	0	0 3799976	M	U-N--	---R	

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2	1	0	0	3800335	M	-----	C---	
---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

3	0	1	0	0	B	-----	-B--	NOT
---	---	---	---	---	---	-------	------	-----

CREATED

102	1	1	0	0 3799986	M	U-N--	---R	
-----	---	---	---	-----------	---	-------	------	--

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2	1	0	0	3799986	M	-----	C---	
---	---	---	---	---------	---	-------	------	--

\\CENTERA:ST\_STATE

3	0	1	0	3799986	B	-----	C---	D:
103	1	1	0	0 3799985	M	U-N--	---R	

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2	1	0	0	3799985	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799985	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

107	1	1	0	0	3799980	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

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2	1	0	0	3800111	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3800111	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

116	1	1	0	0	3800337	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

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2	1	0	0	3803569	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3803569	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

117	1	1	0	0	3799554	M	U-N--	---R
-----	---	---	---	---	---------	---	-------	------

\\LINUS\ST\_STATE\_PROD\$\Copy1

2	1	0	0	3796925	M	-----	C---
---	---	---	---	---------	---	-------	------

\\CENTERA:ST\_STATE

3	0	1	0	3799554	B	-----	C---	D:
---	---	---	---	---------	---	-------	------	----

119	1	1	0	0	3799812	M	U-N--	---	R
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	2	1	0	0	3800138	M	-----	C---	
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	3	0	1	0	3800138	B	-----	C---	D:
120	1	1	0	0	3799875	M	U-N--	---	R
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124	1	1	0	0	3799901	M	U-N--	---	R
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	2	1	0	0	3822118	M	-----	C---	
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128	1	1	0	0	3796942	M	U-N--	---	R
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	3	0	1	0	3796942	B	-----	C---	D:
129	1	1	0	0	3800731	M	U-N--	---R	
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136	1	1	0	0	3799955	M	U-N--	C---	
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CREATED									
138	1	1	0	0	3801009	M	U-N--	C---	
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CREATED									
160	1	1	0	0	3799625	M	U-N--	C---	

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      3    0    1      0      0    B  - - - - -    - B - -    NOT
CREATED
    161    1    1    0      0 3798309    M  U - N - -    C - - -
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      2    1    0      0 3793730    M  - - - - -    C - - -
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CREATED
    162    1    1    0      0 3785854    M  U - N - -    C - - -
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      2    1    0      0 3783682    M  - - - - -    C - - -
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CREATED
    163    1    1    0      0 3813125    M  U - N - -    C - - -
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2	1	0	0	3814645	M	-----	C---	
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CREATED								
164	1	1	0	0	3799814	M	U-N--	C---
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CREATED								
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CREATED								
167	1	1	0	0	3799212	M	U-N--	C---
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2	1	0	0	3795985	M	-----	C---	

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

169 1 1 0 0 3799412 M U-N- - C- - -

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2 1 0 0 3796901 M - - - - - C- - -

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3 0 1 0 0 B - - - - - -B- - NOT

CREATED

170 1 1 0 0 3802936 M U-N- - C- - -

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2 1 0 0 3801206 M - - - - - C- - -

\\CENTERA:ST\_STATE

3 0 1 0 0 B - - - - - -B- - NOT

CREATED

172 1 1 0 0 3799298 M U-N- - C- - -

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2 1 0 0 3818534 M - - - - - C- - -

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CREATED								
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CREATED								
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CREATED								
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CREATED

176	1	1	0	0	3802865	M	U-N--	C---	
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CREATED

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CREATED

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CREATED

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187	1	1	0	0	3795999	M	U-N--	C---	
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CREATED									
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CREATED									
95	1	1	0	0	3799814	M	U-N--	---R	

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2 1 0 0 3842716 M - - - - - C - - -

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3 0 1 0 3842716 B - - - - - C - - - D:

96 1 1 0 0 3799798 M U-N- - - - R

\\LINUS\ST\_STATE\_PROD\$\Copy1

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3 0 1 0 3799798 B - - - - - C - - - D:

158 1 1 0 0 3799144 M U-N- - - - C - - -

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2 1 0 0 3796681 M - - - - - C - - -

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3 0 1 0 0 0 B - - - - - -B- - NOT

CREATED

166 1 1 0 0 3799299 M U-N- - - - C - - -

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CREATED								
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CREATED								
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3	0	1	0	3800000	B	-----	C---	D:

109	1	1	0	0	3744280	M	U-N--	---	R	
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153	1	1	0	0	3799730	M	U-N--	C---		
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CREATED										
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\\CENTERA:ST_STATE
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CREATED								
159	1	1	0	0	3799055	M U-N--	C---	
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CREATED								
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CREATED

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CREATED

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CREATED

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CREATED

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CREATED									
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CREATED									
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CREATED									
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CREATED								
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CREATED								
184	1	1	0	0	3794456	M	U-N--	C---
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CREATED								
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\\CENTERA:ST\_STATE

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CREATED

DISK GROUP: "SYSTEM\_DOCUMENTS" (#: 101 )

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Format: <none>], and

is on (VOLUME 3) with (3 copies) and (3800000 kB/copy):

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2	0	1	0	117532	M	-----	C---	
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\\CENTERA:SYSTEM\_DOCUMENTS

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CREATED

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3 0 1 0 0 B - - - - - -B- - NOT

CREATED

3 1 1 5 0 2150612 M U-N- - C- - -

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2 1 0 0 0 B - - - - - -B- - NOT

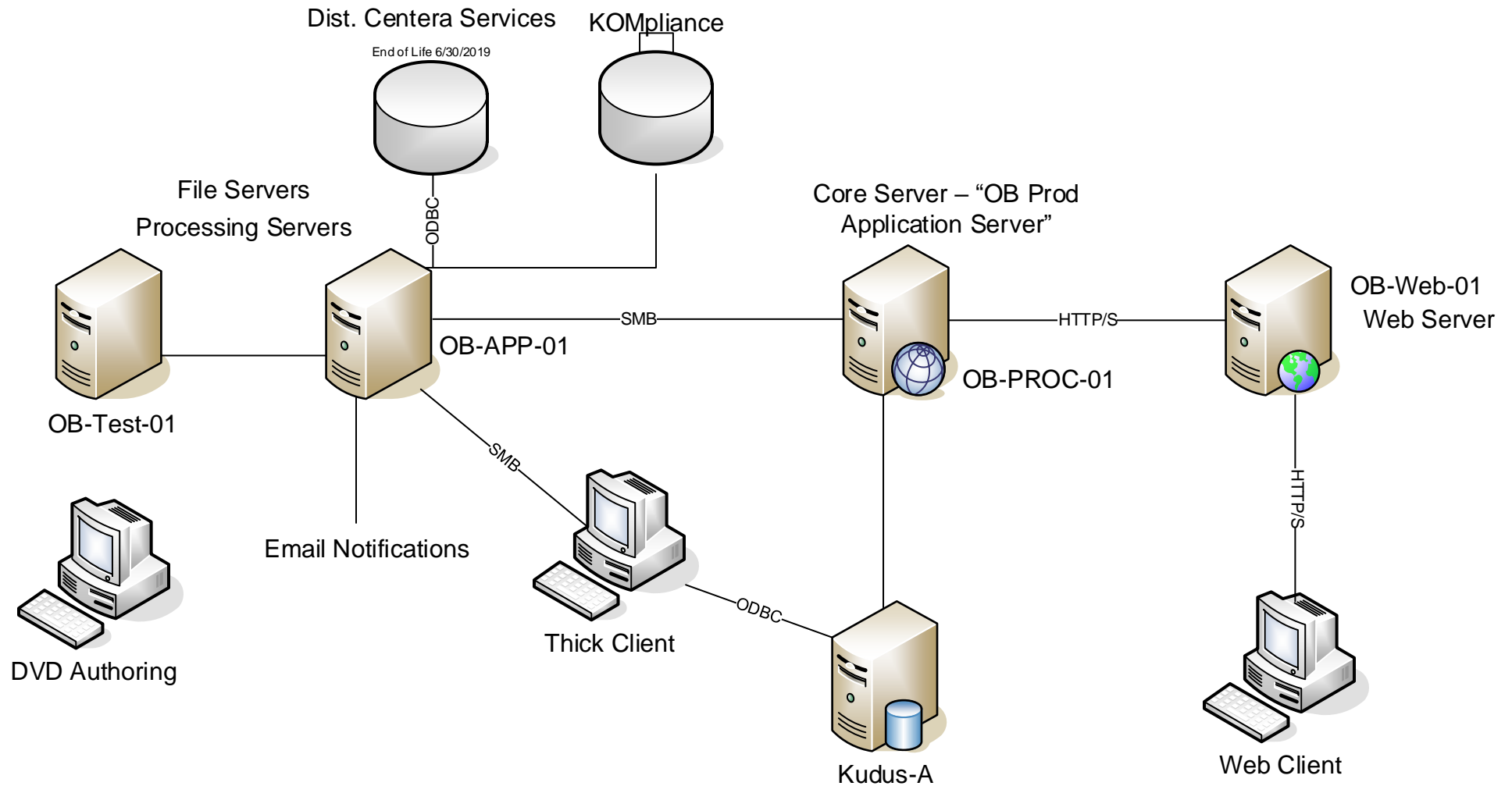
CREATED

3 0 1 0 0 B - - - - - -B- - NOT

CREATED



# Onbase Image System Overview



# MCHCP OnBase

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*Workflow Administration Guide*

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# 1 OnBase Overview

OnBase® is enterprise-class integrated document management (IDM) software that combines Workflow, document management, imaging, and enterprise report management technologies in a single, web-based Application. By dynamically organizing and controlling the delivery of documents and by interactively managing the business processes in which these documents are used, OnBase® enables organizations to streamline their operations and share information among their employees, partners and customers.

OnBase is a premier offering in a rapidly growing category of software called integrated document management, or IDM. IDM systems manage virtually every kind of document images, host generated reports, Application files, HTML forms, emails, video clips, etc. as well as every stage of the document lifecycle creation/input, storage, retrieval, revision and distribution.

Other IDM systems take a toolkit Approach, providing a set of “building blocks” that include a common front end for interfacing with several separate software packages. OnBase, by contrast, is a single software Application that utilizes a single SQL database, a single configuration utility, and a single customizable user interface for all processing and retrieval. This unparalleled level of integration enables OnBase to provide an exhaustive amount of out-of-the-box functionality to support the most sophisticated document management and Workflow solutions.

OnBase is built upon a highly evolved web-enabled, client/server architecture that leverages the openness and scalability of databases like Oracle and Microsoft SQL Server to deliver high performance solutions for the department, division, or enterprise. OnBase offers users the flexibility of accessing the system through several types of thin (browser-based) clients, a traditional thick client, Windows Explorer® or even other enterprise Applications.

OnBase is also completely point-and-click configurable, enabling the rapid deployment of sophisticated solutions without the need for expensive, time-consuming programming. In designing solutions to meet their own unique requirements, customers select from among over 30 separately licensed OnBase modules that provide specialized input, management and output functionality. OnBase customers are thus encouraged to invest in the solution they need today and then incrementally, cost-effectively expand and enhance the system as their needs grow.

## 1.1 OnBase Client

The OnBase Client is the single point of user interaction with the OnBase system. This point and click interface allows control of every stage of a document, from input, management, retrieval and distribution. The OnBase Client presents a simple and intuitive GUI environment for the user to work efficiently and effectively. Fast, consistent, and secure access is provided to all documents stored in the OnBase system. Retrieving a document is nearly instantaneous through several search methods, including the Document Retrieval Dialog Box, Foldering, Custom Query, Text Search, and OnBase’s award-winning Cross-Referencing. The Client is the central location to import, organize, secure, retrieve, enhance, and distribute all of your data.

OnBase is the only complete information management system engineered to treat image, COLD, Application and Workflow documents the same way, as information objects. This uniformity makes the entire system exceptionally easy to use. It provides unique functional advantages like cross-referencing; the ability to double-click on any document and have all related information, regardless of data type, immediately displayed. Like all OnBase configuration, cross-referencing can be created with only a few mouse clicks, never requiring additional programming.

## **1.2 OnBase Workflow**

OnBase Workflow is an electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. OnBase Workflow is beneficial whenever successive points of input or action are required in order to complete a task, process, or procedure. From processing Applications to Approving expense reports to managing remittance processing, Workflow streamlines collaboration and accelerates the completion of critical business tasks. Additionally, OnBase Workflow can easily integrate with and provide the backbone to e-commerce solutions as well as be tied to organizations' core ERP and CRM systems.

With OnBase Workflow, users or integrators define and configure document states, rules, actions, and lifecycles with a comfortable Windows™ interface. Upon configuration, Workflow instantly routes documents through the business process as each increment of user or system work is completed within a Queue. OnBase Workflow also supports such advanced features as alternate routing logic, automatic criteria calculation, rendezvous, simultaneous notification, load balancing, reporting, ad hoc Workflow, VB scripting, and API functionality for integration with core legacy or ERP/CRM systems. When integrated with OnBase Web Server, the benefits of OnBase Workflow can be made available via the Internet to users throughout your company, regardless of their location.

## 2 Document Type Management

A Document Type presents a unique pattern for defining a document according to its business function. Documents sharing certain business functions are typically assigned to a Document Type Group. Each document brought into the system must be assigned a Document Type and Document Type Group.

The following Document Type Groups are configured in this solution.

Name
FI FISCAL
MISC MISCELLANEOUS
PE PUBLIC ENTITY
PEA PUBLIC ENTITY ACCOUNTS
ST STATE

To configure document types, please see “Configuring Document Types” in the System Administration Help Files.

## 3 Document Types

The following Document Types are configured in this solution.

Name
FI Check Batch Header
FI Checks
FI CHK (Check)
PE ACH (Automatic Draft Plan)
PE APL (Appeal)
PE ARI (Auth for Release of Info)
PE BIL (Bills)
PE BOF (Benefit Option Form)
PE CAID (Medicaid Documentation)
PE CBR (COBRA Enrollment)
PE CHK (Checks)
PE COC (Certificate of Coverage)
PE CONF (Confirmation of Change)
PE COR (Correspondence)
PE DOC (Documentation)
PE DSB (Disability)
PE DTH (Death Form)
PE ENR (Enroll/Cancel/Change/Waiver)
PE FILE (Member File)
PE HSA (Health Savings Account)
PE Import (No WF)
PE Import (WF)
PE LEGAL (Legal Docs for Attorney)

PE LTR (Letter)
PE MCC (Medicare Card)
PE MCD (Medicare Documentation)
PE MCQ (Medicare Questionnaire)
PE MRAC (Mbr Rcd Amendmnt/Correction)
PE MSC (Miscellaneous)
PE MSN (Medical Support Notice)
PE NSER (Notice of Spec Enroll Rights)
PE OEW (Open Enroll Worksheet)
PE POA (Power of Attorney)
PE PRF (Proof of Eligibility)
PE REF (PE Refund Check)
PE RML (Return Mail)
PE RUD (Request for Restrict on U & D)
PE SVR (App for Surv to Retain Med)
PE TFR (Member Transfer)
PE VES (Vested Enrollment)
PE WVR (Waiver of COBRA)
PEA APP (Application)
PEA AUDT (Audit)
PEA BA (Broker Account)
PEA BIL (Bills)
PEA COR (Correspondence)
PEA FILE (Archive Files)
PEA LEGAL (Legal Docs for Attorney)
PEA LTR (Letter)
PEA MBV (Member Visit Record)
PEA MSC (Miscellaneous)
PEA PA (Participation Agreement)
PEA PEDC (PE Account Documentation)
PEA PETR (PE Termination Request)
PEA RML (Return Mail)
PEA SOO (Selection of Offering)
ST ACH (Automatic Draft Plan)
ST APL (Appeal)
ST ARI (Auth for Release of Info)
ST BIL (Bills)
ST BOF (Benefit Option Form)
ST CAID (Medicaid Documentation)
ST CBR (COBRA Enrollment)
ST CHK (Checks)
ST COC (Certificate of Coverage)
ST CONF (Confirmation of Change)
ST COR (Correspondence)
ST DOC (Documentation)
ST DSB (Disability)

ST DTH (Death)
ST ENR (Enroll/Cancel/Change/Waiver)
ST FILE (Member File)
ST HCP (Healthcare Provider Form)
ST HSA (Health Savings Account)
ST LEGAL (Legal Docs for Attorney)
ST LLC (Lifestyle Ladder)
ST LOA (Lv of Ab-Direct Bill/Return)
ST LOAE (Leave of Absence Enrollment)
ST LTR (Letter)
ST MCC (Medicare Card)
ST MCD (Medicare Documentation)
ST MCQ (Medicare Questionnaire)
ST MOO (Medicare Opt Out)
ST MRAC (Mbr Rcd Amendmnt/Correction)
ST MSC (Miscellaneous)
ST MSN (Medical Support Notice)
ST MTR (Member Termination)
ST NHIRE (New Hire)
ST NSER (Notice of Spec Enroll Rights)
ST OEW (Open Enroll Worksheet)
ST POA (Power of Attorney)
ST PRF (Proof of Eligibility)
ST REF (State Refund Check)
ST RET (Retiree Health Ins Election)
ST RML (Return Mail)
ST RUD (Request for Restrict on U & D)
ST SVR (Survivor Enrollment)
ST TCPA (Tobacco Cessation Program Attestation)
ST TCPP (Req to Waive Tobacco Cessation)
ST TFA (Tobacco Free Attestation)
ST TFR (Member Transfer)
ST VES (Vested Enrollment)
ST WVR (Waiver of COBRA)
State Import (No WF)
State Import (WF)
WF - FI CHK
WF - PE CHK
WF - ST CHK

To configure document types, please see “Configuring Document Types” in the System Administration Help Files.



## 4 Custom Queries and Workflow Filters

Custom Queries are preconfigured document retrieval formats useful for displaying documents (or groups of documents) that are frequently or routinely accessed. Defining the document types and keywords in a custom query allows users to retrieve only the most relevant documents for a business process.

**Workflow Filters.** A custom query can be configured to function exclusively as a document filter in workflow and not be available through conventional document retrieval. The workflow filter option is only available when the Use HTML Form option is also selected or when neither the Keyword Edit Fields nor Text Search Button options are selected.

The Display Columns in a Workflow Filter are document keywords or system properties configured as column headers to display the most relevant keyword values in a document. The Sort Columns specify how the system should initially sort the documents.

Please see “Configuring Custom Queries” in the System Administration Help File for more details.

The following Custom Queries are configured in this solution.

Name	Display Columns	Sort Columns
WF FILTER DSB DTH RET MSN MCC MCD VES and Leave	Document Type MCHCP ID SSN Last Name First Name Middle Initial Group Account Assigned To Document Date	Document Date
WF FILTER No DSB DTH RET MSN MCC MCD VES and Leave	Document Date MCHCP ID SSN Last Name First Name Middle Initial Group Account Assigned Role Document Type	Document Date
WF FILTER: APL only	Document Date MCHCP ID SSN Group Account Last Name	Document Date

	First Name Middle Initial Document Type	
WF FILTER: ARI only	Document Date MCHCP ID SSN Group Account Last Name First Name Middle Initial Document Type	Document Date
WF FILTER: Assigned Role	SSN Group Account Last Name First Name Middle Initial Document Type Document Date Assigned Role MCHCP ID	Document Date
WF FILTER: HCP only	Document Type Document Date MCHCP ID SSN Last Name First Name Middle Initial Group Account	Document Date
WF FILTER: No Appeals (APL)	Document Type Document Date MCHCP ID SSN Group Account Last Name First Name Middle Initial	Document Date
WF FILTER: OEW & TFA only	Document Type Document Date MCHCP ID SSN Last Name First Name Middle Initial	Document Date

	Group Account	
WF FILTER: PE Sort	Document Type MCHCP ID SSN Last Name First Name Middle Initial Group Account Date Entered Assigned Role	
WF FILTER: POA only	Document Type Document Date MCHCP ID SSN Last Name First Name Middle Initial Group Account	Document Date
WF FILTER: Sort	Middle Initial Assigned Role Document Type MCHCP ID SSN Last Name First Name Group Account Date Entered	doctype.itemtypename MCHCP ID SSN Last Name Group First Name Account Author ID Date Entered Date Stored Document Date
WF FILTER: ST OEW & TFA only for CS	Document Type Document Date MCHCP ID SSN Last Name First Name Middle Initial Group Account	Document Date
WF Test		

## 5 E-Form Management

OnBase E-Forms are HTML documents used in conjunction with OnBase Workflow to implement paperless business processes. E-forms are a replacement or representation of paper documents that display the data necessary for making decisions in workflow.

### 5.1 E-Form Modifications

Over time, it is not unusual to have modifications or upgrades to an E-Form. Changes to an E-Form should always be tested thoroughly in a non-production environment before implementing them in production. It is important to remember conventions for Keywords (OBKey\_Keywordname\_#) and submit buttons (OBBtn\_Yes) when updating E-Forms. In addition, E-Forms must always be imported as “SYS – HTML Forms” and then assigned to the appropriate document type within the OnBase configuration module.

The following E-Forms are configured for this solution:

Name	Assigned Life Cycles
FI Check Batch Header	FI - Check Processing
WF: Transaction Packet Header	Initial Keyword settings

For a complete description of Electronic Forms, please see the E-Forms Modular Reference Guide.

## 6 User Form Management

User Forms request data from the user at specific points in the workflow. User forms are developed using HTML and allow the form to be specifically configured to control appearance, data collection, validation and submission.

### 6.1 User Form Modifications

Over time, it is not unusual to have modifications or upgrades to a User Form. Changes to a User Form should always be tested thoroughly in a test environment before implementing them in production. It is important to remember conventions for Keywords (OBKey\_Keywordname\_#) and submit buttons (OBBtn\_Yes) when updating User Forms. User Forms are stored at this location:

\\[server name]\\[share]\\[path]

The table below lists the name and descriptions of User Forms used in this solution.

Name	Assigned Life Cycle
PE Role Assignment Form	PE: Public Entity Document Processing
ST Role Assignment Form	ST: State Document Processing

**WARNING:** End users must have read access to the UNC location of the user forms.

For a complete description of the using User Forms see the Workflow Modular Reference Guide.

## 7 Keyword Management

### 7.1 Auto-Fill Keyword Sets

An Auto-Fill keyword set is a configuration of keyword types that includes a primary keyword type and one or more secondary keyword types. Auto-Fill keyword sets are used to automate and standardize data entry. When applied to document types, Auto-Fill keyword sets increase the speed and accuracy of indexing, especially when indexing large volumes of documents.

The following Auto-Fill Keyword Sets are configured in this solution.

Auto-Fill Keyword Set	Description
MCHCP ID PRIMARY: SSN, FIRST, MI, LAST, GROUP, ACCOUNT	
SSN PRIMARY: MCHCP ID, FIRST, MI, LAST, GROUP, ACCOUNT	

For detailed information on configuring Auto-Fill Keyword Sets, please see the Auto-Fill Keyword Sets Modular Reference Guide.

### 7.2 Keyword Data Sets

A keyword data set is a discrete set of keyword values allowable for a keyword. These values appear in a drop-down select list on the keyword field. Only those values configured for the data set are displayed.

The following keywords use a keyword data set.

Name
Assigned Role
Batch Type
Document Status
Form Type
Group
Last to Work
Route To

**WARNING:** When a user has the document privilege 'Modify Keywords' the user can enter values that are not part of the data set.

To configure Keyword Data Sets, please see Keyword Data Sets in the System Administration Help Files.

## 8 Timer Management

Timers allow administrators to execute work at specific times and to offload resource intensive processing to a workflow server. This is typically done to meet business requirements and improve performance of client machines during regular business hours.

Timer schedules and workflow server assignments are the most common items requiring administration. As users adapt to new processes and methods in place, they may realize that some of the timer settings are too short or too long and require adjustment.

Timers are configured from the Timers folder at the Queue level Workflow Configuration.

**TIP:** When creating or modifying timers pay close attention to the Document Type assignment and whether Execution Windows are configured. A time only processes the assigned document types. An execution window allows the timer to run only during the configured execution periods.

The following timers are configured to support this workflow.

Name	Queues	Schedule
Auto Reprocess	Error	Every Monday, Tuesday, Wednesday, Thursday, Friday at 12:00 AM
Kick off Check Process	FI - Kickoff Queue	Every 1 minutes
PE Import No WF	Initial	Every 5 minutes
PE Import WF	Initial	Every 5 minutes
Process documents	initial queue	Every 5 minutes
Route Document	PE-Initial Queue	Every 5 minutes
Route Document	ST-Initial Queue	Every 5 minutes
State Import No WF	Initial	Every 5 minutes
State Import WF	Initial	Every 5 minutes

For complete descriptions of Timer configuration, please see the Workflow Modular Reference Guide.

## 9 Log Management

### 9.1 Workflow Log

The Workflow Log is a table in the OnBase database that records document transitioning activities. The System Administrator can determine where a document existed, what time it was transitioned and by whom.

This information is contained in the wflog table and requires no configuration. Privileges to view this log are limited to the system administrator but users may be given authority to purge all, or a selection, of the log file through the OnBase Client. Additionally, logging can be disabled at the queue level.

### 9.2 Transaction Log

The Transaction Log keeps track of every action occurring within the system and can provide you with an audit trail. Examples of the actions that are logged are, viewing documents, logging into and out of the client, viewing notes and deleting documents. Every time the Transaction Log is opened, you will have access to the latest information.

The Transaction log is accessed through the Client, by Selecting Admin | Transaction Logs.

Transaction Log Entries	
Date	Date the action took place
Time	Time of day the action took place based on a 24 hour clock
User Name	Name of the user who was logged into the workstation when the action took place
Action	Brief description of the action that took place
Detail	Detailed account of everything that happened during the action. This can include the type of action, the document handler number, the document name and the date the action happened

To purge the Transaction Log, select the Admin menu in the OnBase Client, point to Transaction Logs and click Purge All Messages. The system displays a warning message box to confirm your request.

**WARNING:** Purging the transaction log on a regular basis keeps purge processing time to minimum. The longer between purges, the more time is consumed during the subsequent purge process.



## 10 Security and User Management

User groups provide an efficient way to assign product rights and privileges to groups of users based on business roles.

**TIP:** To see a list of User Group Security Configuration information, run the User Group / Rights Report from OnBase Configuration. The report is retrieved as a SYS Configuration Reports document type.

**IMPORTANT:** When a user is a member of more than one User Group, the group having the least restrictive rights and privileges are applied to the user.

For detailed information on configuring security and user group rights and privileges, please see the OnBase System Administration Help File (System Administration.chm).

The table below lists the user groups configured in this solution.

Name	Life Cycle	Queue
FA - Checks	FI - Check Processing	FI - Batches Ready for Deposit
FA - Checks	FI - Check Processing	FI - Fiscal Check Batch Balancing
Fiscal	FI - Check Processing	FI - Fiscal Check Batch Balancing
IA - Checks	FI - Check Processing	FI - Batches Ready for Check Processing
IA - Checks	FI - Check Processing	FI - Check Processing
MANAGER	DIP PDF to Tiff	Error
MANAGER	FI - Check Processing	FI - Batch Hdr Holding Q for Check Processing
MANAGER	FI - Check Processing	FI - Batches Ready for Check Processing
MANAGER	FI - Check Processing	FI - Batches Ready for Deposit
MANAGER	FI - Check Processing	FI - Check Processing
MANAGER	FI - Check Processing	FI - Checks Holding Queue wait for Check Processin
MANAGER	FI - Check Processing	FI - Exceptional Check Processing
MANAGER	FI - Check Processing	FI - Fiscal Check Batch Balancing
MANAGER	FI - Check Processing	FI - Fiscal Escalated Batch Balancing
MANAGER	FI - Check Processing	FI - Kickoff Queue
MANAGER	DIP PDF to Tiff	Initial
MANAGER	Initial Keyword settings	initial queue
MANAGER	PE: Public Entity Document Processing	PE-Audit
MANAGER	PE: Public Entity Document Processing	PE-Errors
MANAGER	PE: Public Entity Document Processing	PE-Hold
MANAGER	PE: Public Entity Document Processing	PE-Individual Work Requests
MANAGER	PE: Public Entity Document Processing	PE-Initial Queue
MANAGER	PE: Public Entity Document	PE-New Work

	Processing	
MANAGER	PE: Public Entity Document Processing	PE-Returned from Audit
MANAGER	PE: Public Entity Document Processing	PE-Sorting
MANAGER	ST: State Document Processing	ST-Audit
MANAGER	ST: State Document Processing	ST-Errors
MANAGER	ST: State Document Processing	ST-Hold
MANAGER	ST: State Document Processing	ST-Individual Work Requests
MANAGER	ST: State Document Processing	ST-Initial Queue
MANAGER	ST: State Document Processing	ST-New Work
MANAGER	ST: State Document Processing	ST-RETRO
MANAGER	ST: State Document Processing	ST-Returned from Audit
MANAGER	ST: State Document Processing	ST-Sorting
MR - PE Checks	FI - Check Processing	FI - Batches Ready for Check Processing
MR - PE Checks	FI - Check Processing	FI - Check Processing
MR - ST Checks	FI - Check Processing	FI - Batches Ready for Check Processing
MR - ST Checks	FI - Check Processing	FI - Check Processing
MR - ST Checks Exception	FI - Check Processing	FI - Exceptional Check Processing
MR - Amy G	ST: State Document Processing	ST-New Work
MR - Angie	ST: State Document Processing	ST-New Work
MR - Bethany	PE: Public Entity Document Processing	PE-New Work
MR - Bethany	ST: State Document Processing	ST-New Work
MR - Bethany	ST: State Document Processing	ST-RETRO
MR - Customer Service	ST: State Document Processing	ST-Hold
MR - Customer Service	ST: State Document Processing	ST-Individual Work Requests
MR - Customer Service	ST: State Document Processing	ST-New Work
MR - Dee	ST: State Document Processing	ST-New Work
MR - Julie H	PE: Public Entity Document	PE-New Work

	Processing	
MR - Julie H	ST: State Document Processing	ST-New Work
MR - Julie H	ST: State Document Processing	ST-RETRO
MR - Pam	ST: State Document Processing	ST-New Work
MR - Rachel	ST: State Document Processing	ST-New Work
MR - Tracy	ST: State Document Processing	ST-New Work
OB_Managers	Initial Keyword settings	initial queue
OB_Managers	PE: Public Entity Document Processing	PE-Audit
OB_Managers	PE: Public Entity Document Processing	PE-Errors
OB_Managers	PE: Public Entity Document Processing	PE-Hold
OB_Managers	PE: Public Entity Document Processing	PE-Individual Work Requests
OB_Managers	PE: Public Entity Document Processing	PE-Initial Queue
OB_Managers	PE: Public Entity Document Processing	PE-New Work
OB_Managers	PE: Public Entity Document Processing	PE-Returned from Audit
OB_Managers	PE: Public Entity Document Processing	PE-Sorting
OB_Managers	ST: State Document Processing	ST-Audit
OB_Managers	ST: State Document Processing	ST-Errors
OB_Managers	ST: State Document Processing	ST-Hold
OB_Managers	ST: State Document Processing	ST-Initial Queue
OB_Managers	ST: State Document Processing	ST-New Work
OB_Managers	ST: State Document Processing	ST-Returned from Audit
OB_Managers	ST: State Document Processing	ST-Sorting
PE-Auditor	PE: Public Entity Document Processing	PE-Audit
PE-Auditor	PE: Public Entity Document Processing	PE-Hold
PE-Auditor	PE: Public Entity Document	PE-Individual Work Requests

	Processing	
PE-Auditor	PE: Public Entity Document Processing	PE-New Work
PE-Customer Service	PE: Public Entity Document Processing	PE-Individual Work Requests
PE-Document Sorting	PE: Public Entity Document Processing	PE-Sorting
PE-Fiscal	PE: Public Entity Document Processing	PE-Hold
PE-Fiscal	PE: Public Entity Document Processing	PE-Individual Work Requests
PE-Fiscal	PE: Public Entity Document Processing	PE-New Work
PE-Internal Audit	PE: Public Entity Document Processing	PE-Hold
PE-Internal Audit	PE: Public Entity Document Processing	PE-Individual Work Requests
PE-Internal Audit	PE: Public Entity Document Processing	PE-New Work
PE-Manager	PE: Public Entity Document Processing	PE-New Work
PE-Member Records	PE: Public Entity Document Processing	PE-Hold
PE-Member Records	PE: Public Entity Document Processing	PE-Individual Work Requests
PE-Member Records	PE: Public Entity Document Processing	PE-New Work
PE-Member Records	PE: Public Entity Document Processing	PE-Returned from Audit
ST-Auditor	ST: State Document Processing	ST-Audit
ST-Auditor	ST: State Document Processing	ST-Hold
ST-Auditor	ST: State Document Processing	ST-Individual Work Requests
ST-Customer Service	ST: State Document Processing	ST-Individual Work Requests
ST-Document Sorting	ST: State Document Processing	ST-Sorting
ST-Fiscal	ST: State Document Processing	ST-Hold
ST-Fiscal	ST: State Document Processing	ST-Individual Work Requests
ST-Fiscal	ST: State Document Processing	ST-New Work
ST-Internal Audit	ST: State Document Processing	ST-Hold

ST-Internal Audit	ST: State Document Processing	ST-Individual Work Requests
ST-Internal Audit	ST: State Document Processing	ST-New Work
ST-Manager	ST: State Document Processing	ST-Individual Work Requests
ST-Manager	ST: State Document Processing	ST-New Work
ST-Member Records	ST: State Document Processing	ST-Hold
ST-Member Records	ST: State Document Processing	ST-Individual Work Requests
ST-Member Records	ST: State Document Processing	ST-New Work
ST-Member Records	ST: State Document Processing	ST-Returned from Audit
ST-MR Team Leader	ST: State Document Processing	ST-Hold
ST-MR Team Leader	ST: State Document Processing	ST-Individual Work Requests
ST-MR Team Leader	ST: State Document Processing	ST-New Work
ST-MR Team Leader	ST: State Document Processing	ST-Sorting
ST-Open Enrollment	ST: State Document Processing	ST-Hold
ST-Open Enrollment	ST: State Document Processing	ST-Individual Work Requests
ST-Open Enrollment	ST: State Document Processing	ST-New Work
ST-Open Enrollment	ST: State Document Processing	ST-Returned from Audit

## 11 LIFE CYCLE: DIP PDF to Tiff



### 11.1 Description

### 11.2 User Groups

Name
MANAGER

### 11.3 Document Types

Name
PE Import (No WF)
PE Import (WF)
State Import (No WF)
State Import (WF)

### 11.4 Document Source and Destinations

#### 11.4.1 Added From

Life Cycle	Queue

#### 11.4.2 Adds To

Life Cycle	Queue
ST: State Document Processing	ST-Initial Queue
Initial Keyword settings	initial queue

### 11.5 QUEUE: Initial

#### 11.5.1 Description

#### 11.5.2 User Groups

Name
MANAGER

### 11.5.3 Document Source and Destinations

#### 11.5.3.1 Added From

Life Cycle	Queue

#### 11.5.3.2 Adds To

Life Cycle	Queue
Initial Keyword settings	initial queue
ST: State Document Processing	ST-Initial Queue

#### 11.5.3.3 Transitions From

Queue
Error

#### 11.5.3.4 Transitions To

Queue
Error

### 11.5.4 Ad hoc Tasks

#### 11.5.4.1 ADHOC TASK: State WF

##### 11.5.4.1.1 User Groups

Name
MANAGER

#### 11.5.4.2 ADHOC TASK: error

##### 11.5.4.2.1 User Groups

Name
MANAGER

## **11.5.5 Timers**

### ***11.5.5.1 TIMER: State Import No WF***

11.5.5.1.1 Overview

11.5.5.1.2 Description

11.5.5.1.3 Schedule

Every 5 minutes

### ***11.5.5.2 TIMER: State Import WF***

11.5.5.2.1 Overview

11.5.5.2.2 Description

11.5.5.2.3 Schedule

Every 5 minutes

### ***11.5.5.3 TIMER: PE Import WF***

11.5.5.3.1 Overview

11.5.5.3.2 Description

11.5.5.3.3 Schedule

Every 5 minutes

### ***11.5.5.4 TIMER: PE Import No WF***

11.5.5.4.1 Overview

11.5.5.4.2 Description

11.5.5.4.3 Schedule

Every 5 minutes

## **11.6 QUEUE: Error**



### 11.6.1 Description

### 11.6.2 User Groups

Name
MANAGER

### 11.6.3 Document Source and Destinations

#### 11.6.3.1 Added From

Life Cycle	Queue

#### 11.6.3.2 Adds To

Life Cycle	Queue

#### 11.6.3.3 Transitions From

Queue
Initial

#### 11.6.3.4 Transitions To

Queue
Initial

### 11.6.4 Ad hoc Tasks

#### 11.6.4.1 ADHOC TASK: Delete File

##### 11.6.4.1.1 User Groups

Name
MANAGER

#### 11.6.4.2 ADHOC TASK: Remove from Workflow

##### 11.6.4.2.1 User Groups

Name
------

MANAGER
---------

### 11.6.4.3 ADHOC TASK: Reprocess

#### 11.6.4.3.1 User Groups

Name
MANAGER

### 11.6.5 Timers

#### 11.6.5.1 TIMER: Auto Reprocess

##### 11.6.5.1.1 Overview

##### 11.6.5.1.2 Description

##### 11.6.5.1.3 Schedule

Every Monday, Tuesday, Wednesday, Thursday, Friday at 12:00 AM

## 12 LIFE CYCLE: FI - Check Processing



### 12.1 Description

### 12.2 User Groups

Name
FA - Checks
Fiscal
IA - Checks
MANAGER
MR - PE Checks

MR - ST Checks
MR - ST Checks Exception

## 12.3 Document Types

Name
FI Check Batch Header
FI Checks
FI CHK (Check)
PE CHK (Checks)
ST CHK (Checks)
WF - FI CHK
WF - PE CHK
WF - ST CHK

## 12.4 Document Source and Destinations

### 12.4.1 Added From

Life Cycle	Queue

### 12.4.2 Adds To

Life Cycle	Queue

## 12.5 QUEUE: FI - Kickoff Queue

### 12.5.1 Description

### 12.5.2 User Groups

Name
MANAGER

### 12.5.3 Document Source and Destinations

#### 12.5.3.1 Added From

Life Cycle	Queue

#### 12.5.3.2 Adds To

Life Cycle	Queue

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### 12.5.3.3 Transitions From

Queue

### 12.5.3.4 Transitions To

Queue
FI - Fiscal Check Batch Balancing
FI - Checks Holding Queue wait for Check Processin

## 12.5.4 Ad hoc Tasks

### 12.5.4.1 ADHOC TASK: Remove from LC



#### 12.5.4.1.1 User Groups

Name
MANAGER

## 12.5.5 Timers

### 12.5.5.1 TIMER: Kick off Check Process

#### 12.5.5.1.1 Overview

#### 12.5.5.1.2 Description

#### 12.5.5.1.3 Schedule

Every 1 minutes

## 12.6 QUEUE: FI - Fiscal Check Batch Balancing



### 12.6.1 Description

### 12.6.2 User Groups

Name
FA - Checks
Fiscal
MANAGER

### 12.6.3 Document Source and Destinations

#### 12.6.3.1 Added From

Life Cycle	Queue

#### 12.6.3.2 Adds To

Life Cycle	Queue

#### 12.6.3.3 Transitions From

Queue
FI - Kickoff Queue

#### 12.6.3.4 Transitions To

Queue
FI - Batches Ready for Check Processing
FI - Fiscal Escalated Batch Balancing

### 12.6.4 Ad hoc Tasks

#### 12.6.4.1 ADHOC TASK: Batch Balanced



##### 12.6.4.1.1 User Groups

Name
MANAGER
Fiscal
FA - Checks

#### 12.6.4.2 ADHOC TASK: Escalate Batch



##### 12.6.4.2.1 User Groups

Name
MANAGER

#### 12.6.4.3 ADHOC TASK: Remove from LC



##### 12.6.4.3.1 User Groups

Name
MANAGER

#### 12.6.4.4 ADHOC TASK: Calculate Total



##### 12.6.4.4.1 User Groups

Name
MANAGER
Fiscal
FA - Checks

#### 12.6.5 Timers

### 12.7 QUEUE: FI - Fiscal Escalated Batch Balancing



### 12.7.1 Description

### 12.7.2 User Groups

Name
MANAGER

### 12.7.3 Document Source and Destinations

#### 12.7.3.1 Added From

Life Cycle	Queue

#### 12.7.3.2 Adds To

Life Cycle	Queue

#### 12.7.3.3 Transitions From

Queue
FI - Fiscal Check Batch Balancing

#### 12.7.3.4 Transitions To

Queue
FI - Batches Ready for Check Processing

### 12.7.4 Ad hoc Tasks

#### 12.7.4.1 ADHOC TASK: Batch Balanced



#### 12.7.4.1.1 User Groups

Name
MANAGER
Fiscal
FA - Checks

#### 12.7.4.2 ADHOC TASK: Remove from LC



##### 12.7.4.2.1 User Groups

Name
MANAGER

#### 12.7.5 Timers

### 12.8 QUEUE: FI - Checks Holding Queue wait for Check Processin

#### 12.8.1 Description

##### 12.8.2 User Groups

Name
MANAGER

##### 12.8.3 Document Source and Destinations

###### 12.8.3.1 Added From

Life Cycle	Queue

###### 12.8.3.2 Adds To

Life Cycle	Queue

###### 12.8.3.3 Transitions From

Queue
FI - Kickoff Queue

###### 12.8.3.4 Transitions To

Queue



## 12.8.4 Ad hoc Tasks

### 12.8.4.1 ADHOC TASK: Test Script

#### 12.8.4.1.1 User Groups

Name
MANAGER

### 12.8.4.2 ADHOC TASK: Remove from LC



#### 12.8.4.2.1 User Groups

Name
MANAGER

## 12.8.5 Timers

## 12.9 QUEUE: FI - Batch Hdr Holding Q for Check Processing

### 12.9.1 Description

#### 12.9.2 User Groups

Name
MANAGER

#### 12.9.3 Document Source and Destinations

##### 12.9.3.1 Added From

Life Cycle	Queue

##### 12.9.3.2 Adds To

Life Cycle	Queue

### 12.9.3.3 Transitions From

Queue
FI - Batches Ready for Check Processing

### 12.9.3.4 Transitions To

Queue

## 12.9.4 Ad hoc Tasks

### 12.9.4.1 ADHOC TASK: Remove from LC



#### 12.9.4.1.1 User Groups

Name
MANAGER

## 12.9.5 Timers

## 12.10 QUEUE: FI - Batches Ready for Check Processing



### 12.10.1 Description

The user selects a batch for processing. The checks will be placed in the check processing queue.

### 12.10.2 User Groups

Name
IA - Checks
MANAGER
MR - PE Checks
MR - ST Checks

### 12.10.3 Document Source and Destinations

#### 12.10.3.1 Added From

Life Cycle	Queue

#### 12.10.3.2 Adds To

Life Cycle	Queue

#### 12.10.3.3 Transitions From

Queue
FI - Fiscal Check Batch Balancing
FI - Fiscal Escalated Batch Balancing

#### 12.10.3.4 Transitions To

Queue
FI - Check Processing
FI - Batch Hdr Holding Q for Check Processing

### 12.10.4 Ad hoc Tasks

#### 12.10.4.1 ADHOC TASK: Process Batch Checks in Check Processing



##### 12.10.4.1.1 User Groups

Name
MANAGER
Fiscal
ST-Member Records
PE-Member Records
MR - ST Checks
MR - PE Checks
IA - Checks

#### 12.10.4.2 ADHOC TASK: Remove from LC



#### 12.10.4.2.1 User Groups

Name
MANAGER

### 12.10.5 Timers

## 12.11 QUEUE: FI - Check Processing



### 12.11.1 Description

The user can select either Check Complete when they've completed processing. If the the check requires special handling they can escalate it.

### 12.11.2 User Groups

Name
IA - Checks
MANAGER
MR - PE Checks
MR - ST Checks

### 12.11.3 Document Source and Destinations

#### 12.11.3.1 Added From

Life Cycle	Queue

#### 12.11.3.2 Adds To

Life Cycle	Queue

#### 12.11.3.3 Transitions From

Queue
FI - Batches Ready for Check Processing

#### 12.11.3.4 Transitions To

Queue
FI - Exceptional Check Processing
FI - Batches Ready for Deposit

#### 12.11.4 Ad hoc Tasks

##### 12.11.4.1 ADHOC TASK: Index Check



###### 12.11.4.1.1 User Groups

Name
MANAGER
Fiscal
ST-Member Records
PE-Member Records
MR - ST Checks
MR - PE Checks
IA - Checks

##### 12.11.4.2 ADHOC TASK: Check Completed



###### 12.11.4.2.1 User Groups

Name
MANAGER
Fiscal
ST-Member Records
PE-Member Records
MR - ST Checks
MR - ST Checks Exception
MR - PE Checks
IA - Checks

##### 12.11.4.3 ADHOC TASK: Escalate to Exceptional Processing



###### 12.11.4.3.1 User Groups

Name
MANAGER

Fiscal
ST-Member Records
PE-Member Records
MR - ST Checks

#### 12.11.4.4 *ADHOC TASK: Remove from LC*



##### 12.11.4.4.1 User Groups

Name
MANAGER

#### 12.11.5 Timers

### 12.12 QUEUE: FI - Exceptional Check Processing



#### 12.12.1 Description

#### 12.12.2 User Groups

Name
MANAGER
MR - ST Checks Exception

#### 12.12.3 Document Source and Destinations

##### 12.12.3.1 *Added From*

Life Cycle	Queue

##### 12.12.3.2 *Adds To*

Life Cycle	Queue

### 12.12.3.3 Transitions From

Queue
FI - Check Processing

### 12.12.3.4 Transitions To

Queue
FI - Batches Ready for Deposit

## 12.12.4 Ad hoc Tasks

### 12.12.4.1 ADHOC TASK: Check Completed



#### 12.12.4.1.1 User Groups

Name
MANAGER
Fiscal
ST-Member Records
PE-Member Records
MR - ST Checks
MR - ST Checks Exception
MR - PE Checks
IA - Checks

### 12.12.4.2 ADHOC TASK: Remove from LC



#### 12.12.4.2.1 User Groups

Name
MANAGER

## 12.12.5 Timers

## 12.13 QUEUE: FI - Batches Ready for Deposit



### 12.13.1 Description

### 12.13.2 User Groups

Name
FA - Checks
MANAGER

### 12.13.3 Document Source and Destinations

#### 12.13.3.1 Added From

Life Cycle	Queue

#### 12.13.3.2 Adds To

Life Cycle	Queue

#### 12.13.3.3 Transitions From

Queue
FI - Check Processing
FI - Exceptional Check Processing

#### 12.13.3.4 Transitions To

Queue

### 12.13.4 Ad hoc Tasks

#### 12.13.4.1 ADHOC TASK: Batch Completed



##### 12.13.4.1.1 User Groups

Name
MANAGER
FA - Checks



#### 12.13.4.2 *ADHOC TASK: Remove from LC*



##### 12.13.4.2.1 User Groups

Name
MANAGER

#### 12.13.5 Timers

### 13 LIFE CYCLE: Initial Keyword settings



#### 13.1 Description

#### 13.2 User Groups

Name
MANAGER
OB_Managers

#### 13.3 Document Types

Name
PE ACH (Automatic Draft Plan)
PE APL (Appeal)
PE ARI (Auth for Release of Info)
PE BIL (Bills)
PE BOF (Benefit Option Form)
PE CAID (Medicaid Documentation)
PE CBR (COBRA Enrollment)
PE COC (Certificate of Coverage)

PE CONF (Confirmation of Change)
PE COR (Correspondence)
PE DOC (Documentation)
PE DSB (Disability)
PE DTH (Death Form)
PE ENR (Enroll/Cancel/Change/Waiver)
PE FILE (Member File)
PE HSA (Health Savings Account)
PE LEGAL (Legal Docs for Attorney)
PE LTR (Letter)
PE MCC (Medicare Card)
PE MCD (Medicare Documentation)
PE MCQ (Medicare Questionnaire)
PE MRAC (Mbr Rcd Amendmnt/Correction)
PE MSC (Miscellaneous)
PE MSN (Medical Support Notice)
PE NSER (Notice of Spec Enroll Rights)
PE OEW (Open Enroll Worksheet)
PE POA (Power of Attorney)
PE PRF (Proof of Eligibility)
PE REF (PE Refund Check)
PE RML (Return Mail)
PE RUD (Request for Restrict on U & D)
PE SVR (App for Surv to Retain Med)
PE TFR (Member Transfer)
PE VES (Vested Enrollment)
PE WVR (Waiver of COBRA)
PEA APP (Application)
PEA AUDT (Audit)
PEA BA (Broker Account)
PEA BIL (Bills)
PEA COR (Correspondence)
PEA FILE (Archive Files)
PEA LEGAL (Legal Docs for Attorney)
PEA LTR (Letter)
PEA MBV (Member Visit Record)
PEA MSC (Miscellaneous)
PEA PA (Participation Agreement)
PEA PEDC (PE Account Documentation)
PEA PETR (PE Termination Request)
PEA RML (Return Mail)
PEA SOO (Selection of Offering)
ST ACH (Automatic Draft Plan)
ST APL (Appeal)
ST ARI (Auth for Release of Info)
ST BIL (Bills)

ST BOF (Benefit Option Form)
ST CAID (Medicaid Documentation)
ST CBR (COBRA Enrollment)
ST COC (Certificate of Coverage)
ST CONF (Confirmation of Change)
ST COR (Correspondence)
ST DOC (Documentation)
ST DSB (Disability)
ST DTH (Death)
ST ENR (Enroll/Cancel/Change/Waiver)
ST FILE (Member File)
ST HCP (Healthcare Provider Form)
ST HSA (Health Savings Account)
ST LEGAL (Legal Docs for Attorney)
ST LLC (Lifestyle Ladder)
ST LOA (Lv of Ab-Direct Bill/Return)
ST LOAE (Leave of Absence Enrollment)
ST LTR (Letter)
ST MCC (Medicare Card)
ST MCD (Medicare Documentation)
ST MCQ (Medicare Questionnaire)
ST MOO (Medicare Opt Out)
ST MRAC (Mbr Rcd Amendmnt/Correction)
ST MSC (Miscellaneous)
ST MSN (Medical Support Notice)
ST MTR (Member Termination)
ST NHIRE (New Hire)
ST NSER (Notice of Spec Enroll Rights)
ST OEW (Open Enroll Worksheet)
ST POA (Power of Attorney)
ST PRF (Proof of Eligibility)
ST REF (State Refund Check)
ST RET (Retiree Health Ins Election)
ST RML (Return Mail)
ST RUD (Request for Restrict on U & D)
ST SVR (Survivor Enrollment)
ST TCPA (Tobacco Cessation Program Attestation)
ST TCPP (Req to Waive Tobacco Cessation)
ST TFA (Tobacco Free Attestation)
ST TFR (Member Transfer)
ST VES (Vested Enrollment)
ST WVR (Waiver of COBRA)

## 13.4 Document Source and Destinations

### 13.4.1 Added From

Life Cycle	Queue
DIP PDF to Tiff	Initial

### 13.4.2 Adds To

Life Cycle	Queue
PE: Public Entity Document Processing	PE-Initial Queue
ST: State Document Processing	ST-Initial Queue

## 13.5 QUEUE: initial queue



### 13.5.1 Description

### 13.5.2 User Groups

Name
MANAGER
OB_Managers

### 13.5.3 Document Source and Destinations

#### 13.5.3.1 Added From

Life Cycle	Queue
DIP PDF to Tiff	Initial

#### 13.5.3.2 Adds To

Life Cycle	Queue
PE: Public Entity Document Processing	PE-Initial Queue
ST: State Document Processing	ST-Initial Queue

#### 13.5.3.3 Transitions From

Queue

#### 13.5.3.4 Transitions To

Queue

#### 13.5.4 Ad hoc Tasks

#### 13.5.5 Timers

##### 13.5.5.1 *TIMER: Process documents*

###### 13.5.5.1.1 Overview

###### 13.5.5.1.2 Description

###### 13.5.5.1.3 Schedule

Every 5 minutes

## 14 LIFE CYCLE: PE: Public Entity Document Processing



### 14.1 Description

### 14.2 User Groups

Name
MANAGER
MR - Bethany
MR - Julie H
OB_Managers
PE-Auditor
PE-Customer Service
PE-Document Sorting
PE-Fiscal
PE-Internal Audit
PE-Manager
PE-Member Records

### 14.3 Document Types

Name

## 14.4 Document Source and Destinations

### 14.4.1 Added From

Life Cycle	Queue
Initial Keyword settings	initial queue

### 14.4.2 Adds To

Life Cycle	Queue

## 14.5 QUEUE: PE-Initial Queue

### 14.5.1 Description

### 14.5.2 User Groups

Name
MANAGER
OB_Managers

### 14.5.3 Document Source and Destinations

#### 14.5.3.1 Added From

Life Cycle	Queue
Initial Keyword settings	initial queue

#### 14.5.3.2 Adds To

Life Cycle	Queue

#### 14.5.3.3 Transitions From

Queue

#### 14.5.3.4 Transitions To

Queue
PE-New Work
PE-Sorting

## 14.5.4 Ad hoc Tasks

## 14.5.5 Timers

### 14.5.5.1 *TIMER: Route Document*

#### 14.5.5.1.1 Overview

#### 14.5.5.1.2 Description

If a document has an Assigned to Value then it will be routed directly to New Work.

#### 14.5.5.1.3 Schedule

Every 5 minutes

## 14.6 QUEUE: PE-Sorting

### 14.6.1 Description

The routing queue is for an assigned user to route all the unassigned documents to particular roles. The users will select the role from a user form and that role will be placed in the "Assigned Role" keyword. The document is then sent to new work.

### 14.6.2 User Groups

Name
MANAGER
OB_Managers
PE-Document Sorting

### 14.6.3 Document Source and Destinations

#### 14.6.3.1 Added From

Life Cycle	Queue

#### 14.6.3.2 Adds To

Life Cycle	Queue

#### 14.6.3.3 Transitions From

Queue
PE-Initial Queue

#### 14.6.3.4 Transitions To

Queue
PE-New Work

#### 14.6.4 Ad hoc Tasks

##### 14.6.4.1 ADHOC TASK: Assign To



##### 14.6.4.1.1 User Groups

Name
MANAGER
PE-Member Records
PE-Document Sorting
PE-Internal Audit
PE-Fiscal

##### 14.6.4.2 ADHOC TASK: Re-index Document



##### 14.6.4.2.1 User Groups

Name
MANAGER
OB_Managers
PE-Document Sorting

##### 14.6.4.3 ADHOC TASK: Remove Transaction from Workflow

##### 14.6.4.3.1 User Groups

Name
------



MANAGER
PE-Document Sorting

#### 14.6.5 Timers

### 14.7 QUEUE: PE-New Work

#### 14.7.1 Description

The New Work queue is for processors to process documents.

#### 14.7.2 User Groups

Name
MANAGER
MR - Bethany
MR - Julie H
OB_Managers
PE-Auditor
PE-Fiscal
PE-Internal Audit
PE-Manager
PE-Member Records

#### 14.7.3 Document Source and Destinations

##### 14.7.3.1 Added From

Life Cycle	Queue

##### 14.7.3.2 Adds To

Life Cycle	Queue

##### 14.7.3.3 Transitions From

Queue
PE-Initial Queue
PE-Sorting
PE-New Work
PE-Hold
PE-Errors
PE-Individual Work Requests

#### 14.7.3.4 Transitions To

Queue
PE-Errors
PE-Audit
PE-Hold
PE-New Work

#### 14.7.4 Ad hoc Tasks

##### 14.7.4.1 ADHOC TASK: Complete

Completed

##### 14.7.4.1.1 User Groups

Name
MANAGER
PE-Member Records
PE-Manager
PE-Internal Audit
PE-Fiscal

##### 14.7.4.2 ADHOC TASK: Place on Hold



##### 14.7.4.2.1 User Groups

Name
MANAGER
PE-Member Records
PE-Internal Audit
PE-Fiscal

##### 14.7.4.3 ADHOC TASK: Assign To



#### 14.7.4.3.1 User Groups

Name
MANAGER
PE-Member Records
PE-Document Sorting
PE-Internal Audit
PE-Fiscal

#### 14.7.4.4 ADHOC TASK: Remove Transaction from Workflow

##### 14.7.4.4.1 User Groups

Name
MANAGER
PE-Document Sorting

#### 14.7.5 Timers

### 14.8 QUEUE: PE-Hold

#### 14.8.1 Description

#### 14.8.2 User Groups

Name
MANAGER
OB_Managers
PE-Auditor
PE-Fiscal
PE-Internal Audit
PE-Member Records

#### 14.8.3 Document Source and Destinations

##### 14.8.3.1 Added From

Life Cycle	Queue

#### 14.8.3.2 Adds To

Life Cycle	Queue

#### 14.8.3.3 Transitions From

Queue
PE-New Work
PE-Hold
PE-Returned from Audit
PE-Individual Work Requests

#### 14.8.3.4 Transitions To

Queue
PE-Errors
PE-Audit
PE-Hold
PE-New Work

### 14.8.4 Ad hoc Tasks

#### 14.8.4.1 ADHOC TASK: Complete

Completed

##### 14.8.4.1.1 User Groups

Name
MANAGER
PE-Member Records
PE-Manager
PE-Internal Audit
PE-Fiscal

#### 14.8.4.2 ADHOC TASK: Place on Hold



##### 14.8.4.2.1 User Groups

Name
------

MANAGER
PE-Member Records
PE-Internal Audit
PE-Fiscal

#### 14.8.4.3 ADHOC TASK: Assign To



##### 14.8.4.3.1 User Groups

Name
MANAGER
PE-Member Records
PE-Document Sorting
PE-Internal Audit
PE-Fiscal

#### 14.8.5 Timers

### 14.9 QUEUE: PE-Returned from Audit

#### 14.9.1 Description

##### 14.9.2 User Groups

Name
MANAGER
OB_Managers
PE-Member Records

#### 14.9.3 Document Source and Destinations

##### 14.9.3.1 Added From

Life Cycle	Queue

#### 14.9.3.2 Adds To

Life Cycle	Queue

#### 14.9.3.3 Transitions From

Queue
PE-Audit

#### 14.9.3.4 Transitions To

Queue
PE-Errors
PE-Audit
PE-Hold

### 14.9.4 Ad hoc Tasks

#### 14.9.4.1 ADHOC TASK: Complete

Completed

##### 14.9.4.1.1 User Groups

Name
MANAGER
PE-Member Records
PE-Manager
PE-Internal Audit
PE-Fiscal

#### 14.9.4.2 ADHOC TASK: Place on Hold



##### 14.9.4.2.1 User Groups

Name
MANAGER
PE-Member Records
PE-Internal Audit
PE-Fiscal

## 14.9.5 Timers

## 14.10 QUEUE: PE-Audit

### 14.10.1 Description

### 14.10.2 User Groups

Name
MANAGER
OB_Managers
PE-Auditor

### 14.10.3 Document Source and Destinations

#### 14.10.3.1 Added From

Life Cycle	Queue

#### 14.10.3.2 Adds To

Life Cycle	Queue

#### 14.10.3.3 Transitions From

Queue
PE-New Work
PE-Hold
PE-Returned from Audit
PE-Errors

#### 14.10.3.4 Transitions To

Queue
PE-Returned from Audit

### 14.10.4 Ad hoc Tasks

#### 14.10.4.1 ADHOC TASK: Return to the Processor



#### 14.10.4.1.1 User Groups

Name
MANAGER
OB_Managers

#### 14.10.4.2 *ADHOC TASK: Audit Complete*



#### 14.10.4.2.1 User Groups

Name
MANAGER
OB_Managers

#### 14.10.5 Timers

### 14.11 QUEUE: PE-Errors

#### 14.11.1 Description

#### 14.11.2 User Groups

Name
MANAGER
OB_Managers

#### 14.11.3 Document Source and Destinations

##### 14.11.3.1 *Added From*

Life Cycle	Queue

##### 14.11.3.2 *Adds To*

Life Cycle	Queue



#### 14.11.3.3 Transitions From

Queue
PE-New Work
PE-Hold
PE-Returned from Audit
PE-Errors

#### 14.11.3.4 Transitions To

Queue
PE-Errors
PE-Audit
PE-New Work

#### 14.11.4 Ad hoc Tasks

##### 14.11.4.1 ADHOC TASK: Complete

Completed

##### 14.11.4.1.1 User Groups

Name
MANAGER
PE-Member Records
PE-Manager
PE-Internal Audit
PE-Fiscal

##### 14.11.4.2 ADHOC TASK: Assign To



##### 14.11.4.2.1 User Groups

Name
MANAGER
PE-Member Records

PE-Document Sorting
PE-Internal Audit
PE-Fiscal

#### 14.11.5 Timers

### 14.12 QUEUE: PE-Individual Work Requests

#### 14.12.1 Description

#### 14.12.2 User Groups

Name
MANAGER
OB_Managers
PE-Auditor
PE-Customer Service
PE-Fiscal
PE-Internal Audit
PE-Member Records

#### 14.12.3 Document Source and Destinations

##### 14.12.3.1 Added From

Life Cycle	Queue

##### 14.12.3.2 Adds To

Life Cycle	Queue

##### 14.12.3.3 Transitions From

Queue

##### 14.12.3.4 Transitions To

Queue
PE-Hold
PE-New Work

#### 14.12.4 Ad hoc Tasks

##### 14.12.4.1 ADHOC TASK: Completed



##### 14.12.4.1.1 User Groups

Name
MANAGER
PE-Member Records
PE-Customer Service
PE-Fiscal

##### 14.12.4.2 ADHOC TASK: Place on Hold



##### 14.12.4.2.1 User Groups

Name
MANAGER
PE-Member Records
PE-Internal Audit
PE-Fiscal

##### 14.12.4.3 ADHOC TASK: Assign To

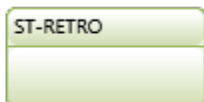


##### 14.12.4.3.1 User Groups

Name
MANAGER
PE-Member Records
PE-Document Sorting
PE-Internal Audit
PE-Fiscal

#### 14.12.5 Timers

## 15 LIFE CYCLE: ST: State Document Processing



### 15.1 Description

### 15.2 User Groups

Name
MANAGER
MR - Amy G
MR - Angie
MR - Bethany
MR - Customer Service
MR - Dee
MR - Julie H
MR - Pam
MR - Rachel
MR - Tracy
OB_Managers
ST-Auditor
ST-Customer Service
ST-Document Sorting
ST-Fiscal
ST-Internal Audit
ST-Manager
ST-Member Records
ST-MR Team Leader
ST-Open Enrollment

### 15.3 Document Types

Name

## 15.4 Document Source and Destinations

### 15.4.1 Added From

Life Cycle	Queue
DIP PDF to Tiff	Initial
Initial Keyword settings	initial queue

### 15.4.2 Adds To

Life Cycle	Queue

## 15.5 QUEUE: ST-Initial Queue

### 15.5.1 Description

### 15.5.2 User Groups

Name
MANAGER
OB_Managers

### 15.5.3 Document Source and Destinations

#### 15.5.3.1 Added From

Life Cycle	Queue
DIP PDF to Tiff	Initial
Initial Keyword settings	initial queue

#### 15.5.3.2 Adds To

Life Cycle	Queue

#### 15.5.3.3 Transitions From

Queue

#### 15.5.3.4 Transitions To

Queue
ST-New Work
ST-Sorting

## 15.5.4 Ad hoc Tasks

## 15.5.5 Timers

### 15.5.5.1 *TIMER: Route Document*

#### 15.5.5.1.1 Overview

#### 15.5.5.1.2 Description

#### 15.5.5.1.3 Schedule

Every 5 minutes

## 15.6 QUEUE: ST-Sorting

### 15.6.1 Description

### 15.6.2 User Groups

Name
MANAGER
OB_Managers
ST-Document Sorting
ST-MR Team Leader

### 15.6.3 Document Source and Destinations

#### 15.6.3.1 *Added From*

Life Cycle	Queue

#### 15.6.3.2 *Adds To*

Life Cycle	Queue

#### 15.6.3.3 *Transitions From*

Queue
ST-Initial Queue

#### 15.6.3.4 Transitions To

Queue
ST-New Work

### 15.6.4 Ad hoc Tasks

#### 15.6.4.1 ADHOC TASK: Assign To



##### 15.6.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Document Sorting
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.6.4.2 ADHOC TASK: Re-index Document



##### 15.6.4.2.1 User Groups

Name
MANAGER
ST-Document Sorting
ST-MR Team Leader

#### 15.6.4.3 ADHOC TASK: Remove Transaction from Workflow

##### 15.6.4.3.1 User Groups

Name
------

MANAGER
ST-Document Sorting

### 15.6.5 Timers

## 15.7 QUEUE: ST-New Work

### 15.7.1 Description

### 15.7.2 User Groups

Name
MANAGER
MR - Amy G
MR - Angie
MR - Bethany
MR - Customer Service
MR - Dee
MR - Julie H
MR - Pam
MR - Rachel
MR - Tracy
OB_Managers
ST-Fiscal
ST-Internal Audit
ST-Manager
ST-Member Records
ST-MR Team Leader
ST-Open Enrollment

### 15.7.3 Document Source and Destinations

#### 15.7.3.1 Added From

Life Cycle	Queue

#### 15.7.3.2 Adds To

Life Cycle	Queue

#### 15.7.3.3 Transitions From

Queue
-------



ST-Initial Queue
ST-Sorting
ST-New Work
ST-Hold
ST-Errors
ST-Individual Work Requests

#### 15.7.3.4 Transitions To

Queue
ST-RETRO
ST-New Work
ST-Audit
ST-Errors
ST-Hold

#### 15.7.4 Ad hoc Tasks

##### 15.7.4.1 ADHOC TASK: Complete

Completed

##### 15.7.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

##### 15.7.4.2 ADHOC TASK: Place on Hold



#### 15.7.4.2.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-Auditor
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.7.4.3 ADHOC TASK: Assign To



#### 15.7.4.3.1 User Groups

Name
MANAGER
ST-Member Records
ST-Document Sorting
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.7.4.4 ADHOC TASK: Send to Retro



#### 15.7.4.4.1 User Groups

Name
MANAGER
ST-Member Records
ST-Medatech

ST-MR Team Leader
-------------------

#### 15.7.4.5 ADHOC TASK: Remove Transaction from Workflow

##### 15.7.4.5.1 User Groups

Name
MANAGER
ST-Document Sorting

#### 15.7.5 Timers

### 15.8 QUEUE: ST-Hold

#### 15.8.1 Description

##### 15.8.2 User Groups

Name
MANAGER
MR - Customer Service
OB_Managers
ST-Auditor
ST-Fiscal
ST-Internal Audit
ST-Member Records
ST-MR Team Leader
ST-Open Enrollment

#### 15.8.3 Document Source and Destinations

##### 15.8.3.1 Added From

Life Cycle	Queue

##### 15.8.3.2 Adds To

Life Cycle	Queue

### 15.8.3.3 Transitions From

Queue
ST-New Work
ST-Hold
ST-Returned from Audit
ST-Individual Work Requests

### 15.8.3.4 Transitions To

Queue
ST-New Work
ST-Audit
ST-Errors
ST-Hold

## 15.8.4 Ad hoc Tasks

### 15.8.4.1 ADHOC TASK: Complete

Completed

#### 15.8.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

### 15.8.4.2 ADHOC TASK: Place on Hold



#### 15.8.4.2.1 User Groups

Name
------

MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-Auditor
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.8.4.3 ADHOC TASK: Assign To



##### 15.8.4.3.1 User Groups

Name
MANAGER
ST-Member Records
ST-Document Sorting
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.8.5 Timers

### 15.9 QUEUE: ST-Returned from Audit

#### 15.9.1 Description

#### 15.9.2 User Groups

Name
MANAGER
OB_Managers
ST-Member Records

ST-Open Enrollment
--------------------

### 15.9.3 Document Source and Destinations

#### 15.9.3.1 Added From

Life Cycle	Queue

#### 15.9.3.2 Adds To

Life Cycle	Queue

#### 15.9.3.3 Transitions From

Queue
ST-Audit

#### 15.9.3.4 Transitions To

Queue
ST-Audit
ST-Errors
ST-Hold

### 15.9.4 Ad hoc Tasks

#### 15.9.4.1 ADHOC TASK: Complete

Completed

##### 15.9.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment

MR - Customer Service
-----------------------

#### 15.9.4.2 ADHOC TASK: Place on Hold



##### 15.9.4.2.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-Auditor
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.9.5 Timers

### 15.10 QUEUE: ST-Audit

#### 15.10.1 Description

#### 15.10.2 User Groups

Name
MANAGER
OB_Managers
ST-Auditor

#### 15.10.3 Document Source and Destinations

##### 15.10.3.1 Added From

Life Cycle	Queue

#### 15.10.3.2 Adds To

Life Cycle	Queue

#### 15.10.3.3 Transitions From

Queue
ST-New Work
ST-Hold
ST-Returned from Audit
ST-Errors
ST-Individual Work Requests
ST-RETRO

#### 15.10.3.4 Transitions To

Queue
ST-Returned from Audit

#### 15.10.4 Ad hoc Tasks

##### 15.10.4.1 ADHOC TASK: Return to the Processor



##### 15.10.4.1.1 User Groups

Name
MANAGER
ST-Auditor

##### 15.10.4.2 ADHOC TASK: Audit Complete



##### 15.10.4.2.1 User Groups

Name
MANAGER
ST-Auditor



### 15.10.4.3 *ADHOC TASK: Remove Transaction from Workflow*

#### 15.10.4.3.1 User Groups

Name
MANAGER
ST-Document Sorting

### 15.10.5 Timers

## 15.11 QUEUE: ST-Errors

#### 15.11.1 Description

#### 15.11.2 User Groups

Name
MANAGER
OB_Managers

#### 15.11.3 Document Source and Destinations

##### 15.11.3.1 *Added From*

Life Cycle	Queue

##### 15.11.3.2 *Adds To*

Life Cycle	Queue

##### 15.11.3.3 *Transitions From*

Queue
ST-New Work
ST-Hold
ST-Returned from Audit
ST-Errors
ST-Individual Work Requests
ST-RETRO

#### 15.11.3.4 Transitions To

Queue
ST-New Work
ST-Audit
ST-Errors

#### 15.11.4 Ad hoc Tasks

##### 15.11.4.1 ADHOC TASK: Complete

Completed

##### 15.11.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

##### 15.11.4.2 ADHOC TASK: Assign To



##### 15.11.4.2.1 User Groups

Name
MANAGER
ST-Member Records
ST-Document Sorting
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal

ST-Open Enrollment
MR - Customer Service

#### 15.11.4.3 *ADHOC TASK: Remove Transaction from Workflow*

##### 15.11.4.3.1 User Groups

Name
MANAGER
ST-Document Sorting

#### 15.11.5 Timers

### 15.12 QUEUE: ST-Individual Work Requests

#### 15.12.1 Description

#### 15.12.2 User Groups

Name
MANAGER
MR - Customer Service
ST-Auditor
ST-Customer Service
ST-Fiscal
ST-Internal Audit
ST-Manager
ST-Member Records
ST-MR Team Leader
ST-Open Enrollment

#### 15.12.3 Document Source and Destinations

##### 15.12.3.1 *Added From*

Life Cycle	Queue

##### 15.12.3.2 *Adds To*

Life Cycle	Queue

### 15.12.3.3 Transitions From

Queue

### 15.12.3.4 Transitions To

Queue
ST-New Work
ST-Audit
ST-Errors
ST-Hold

## 15.12.4 Ad hoc Tasks

### 15.12.4.1 ADHOC TASK: Complete

Completed

#### 15.12.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

### 15.12.4.2 ADHOC TASK: Place on Hold



#### 15.12.4.2.1 User Groups

Name
MANAGER

ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-Auditor
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.12.4.3 *ADHOC TASK: Assign To*



##### 15.12.4.3.1 User Groups

Name
MANAGER
ST-Member Records
ST-Document Sorting
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit
ST-Fiscal
ST-Open Enrollment
MR - Customer Service

#### 15.12.5 Timers

### 15.13 QUEUE: ST-RETRO

#### 15.13.1 Description

#### 15.13.2 User Groups

Name
MANAGER
MR - Bethany
MR - Julie H

### 15.13.3 Document Source and Destinations

#### 15.13.3.1 Added From

Life Cycle	Queue

#### 15.13.3.2 Adds To

Life Cycle	Queue

#### 15.13.3.3 Transitions From

Queue
ST-New Work

#### 15.13.3.4 Transitions To

Queue
ST-Audit
ST-Errors

### 15.13.4 Ad hoc Tasks

#### 15.13.4.1 ADHOC TASK: Retro Complete

Completed

##### 15.13.4.1.1 User Groups

Name
MANAGER
ST-Member Records
ST-Manager
ST-Medatech
ST-Enrollment
ST-MR Team Leader
ST-Internal Audit

#### 15.13.4.2 ADHOC TASK: Remove Transaction from Workflow

#### 15.13.4.2.1 User Groups

Name
MANAGER
ST-Document Sorting

#### 15.13.5 Timers

# MCHCP OnBase

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*Workflow User Guide*



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# 1 OnBase Overview

OnBase® is enterprise-class integrated document management (IDM) software that combines Workflow, document management, imaging, and enterprise report management technologies in a single, web-based Application. By dynamically organizing and controlling the delivery of documents and by interactively managing the business processes in which these documents are used, OnBase® enables organizations to streamline their operations and share information among their employees, partners and customers.

OnBase is a premier offering in a rapidly growing category of software called integrated document management, or IDM. IDM systems manage virtually every kind of document images, host generated reports, Application files, HTML forms, emails, video clips, etc. as well as every stage of the document lifecycle creation/input, storage, retrieval, revision and distribution.

Other IDM systems take a toolkit Approach, providing a set of “building blocks” that include a common front end for interfacing with several separate software packages. OnBase, by contrast, is a single software Application that utilizes a single SQL database, a single configuration utility, and a single customizable user interface for all processing and retrieval. This unparalleled level of integration enables OnBase to provide an exhaustive amount of out-of-the-box functionality to support the most sophisticated document management and Workflow solutions.

OnBase is built upon a highly evolved web-enabled, client/server architecture that leverages the openness and scalability of databases like Oracle and Microsoft SQL Server to deliver high performance solutions for the department, division, or enterprise. OnBase offers users the flexibility of accessing the system through several types of thin (browser-based) clients, a traditional thick client, Windows Explorer® or even other enterprise Applications.

OnBase is also completely point-and-click configurable, enabling the rapid deployment of sophisticated solutions without the need for expensive, time-consuming programming. In designing solutions to meet their own unique requirements, customers select from among over 30 separately licensed OnBase modules that provide specialized input, management and output functionality. OnBase customers are thus encouraged to invest in the solution they need today and then incrementally, cost-effectively expand and enhance the system as their needs grow.

## 1.1 OnBase Client

The OnBase Client is the single point of user interaction with the OnBase system. This point and click interface allows control of every stage of a document, from input, management, retrieval and distribution. The OnBase Client presents a simple and intuitive GUI environment for the user to work efficiently and effectively. Fast, consistent, and secure access is provided to all documents stored in the OnBase system. Retrieving a document is nearly instantaneous through several search methods, including the Document Retrieval Dialog Box, Foldering, Custom Query, Text Search, and OnBase’s award-winning Cross-Referencing. The Client is the central location to import, organize, secure, retrieve, enhance, and distribute all of your data.

OnBase is the only complete information management system engineered to treat image, COLD, Application and Workflow documents the same way, as information objects. This uniformity makes the entire system exceptionally easy to use. It provides unique functional advantages like cross-referencing; the ability to double-click on any document and have all related information, regardless of data type, immediately displayed. Like all OnBase configuration, cross-referencing can be created with only a few mouse clicks, never requiring additional programming.

## 2 OnBase Workflow Overview

OnBase Workflow is an electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. OnBase Workflow is beneficial whenever successive points of input or action are required in order to complete a task, process, or procedure. From processing Applications to Approving expense reports to managing remittance processing, Workflow streamlines collaboration and accelerates the completion of critical business tasks. Additionally, OnBase Workflow can easily integrate with and provide the backbone to e-commerce solutions as well as be tied to organizations' core ERP and CRM systems.

With OnBase Workflow, users or integrators define and configure document states, rules, actions, and lifecycles with a comfortable Windows™ interface. Upon configuration, Workflow instantly routes documents through the business process as each increment of user or system work is completed within a Queue. OnBase Workflow also supports such advanced features as alternate routing logic, automatic criteria calculation, rendezvous, simultaneous notification, load balancing, reporting, ad hoc Workflow, VB scripting, and API functionality for integration with core legacy or ERP/CRM systems. When integrated with OnBase Web Server, the benefits of OnBase Workflow can be made available via the Internet to users throughout your company, regardless of their location.

### 2.1 Queue

Queues are the basic elements in a Workflow. A queue represents a document's current state or point in a process. It is a logical - not physical - state. Each queue is configured with specific activities (rules and actions) for evaluating a document. Once evaluated, the document is transitioned to another queue or Life Cycle or is removed from Workflow.

Users access documents in Workflow by entering a particular queue. The quantity of documents in the queue at any given time typically represents the amount of work requiring attention.

There are two basic queue types. The first is a Standard Queue. In this type, every user having access the queue sees all the documents in that queue. Document viewing rights are automatically granted to members of a user group having rights to the queue.

**NOTE:** Workflow security differs from OnBase Client security. When a user group has access to a queue, access is granted to all document types in that queue regardless of that user group's access to

the document type in the conventional OnBase Client. In Workflow, queue security overrides document type security.

The second type of queue is a Load Balancing Queue. This type of queue only displays documents assigned to the user group based on load balancing rules. The load balancing queue offers a selection of rule options for distributing document loads.

## 2.2 Transition

A transition is a connection from one queue to another. Documents move between queues using transitions. A transition can be created in the Workflow queue configuration or in the graphical configuration view.

## 2.3 Life Cycle

A life cycle is a collection of queues and transitions. A life cycle usually accomplishes a major function in a business process. In some cases, the life cycle itself may be a complete business process.

Each life cycle must have a single entry point known as the initial queue. All documents entering a life cycle begin evaluation in that life cycle's initial queue. Within a life cycle, a document may exist in only one queue at a time. However, a single document can exist in multiple life cycles at one time.

Generally, only documents following the business logic represented in a life cycle should pass through that life cycle. Logic that determines the document type and subsequently performs document type separation or document type specific processes should be avoided. Separation logic is best performed in a functional life cycle.

While there's no configuration limit to the number of queues allowed in a life cycle, it's important to know where one process ends and another begins.

A document may be processed through a series of life cycles or in multiple life cycles at the same time. Remember that when a document needs to be present in multiple queues at the same time, multiple life cycles are required. This is especially true when two different groups of users must simultaneously perform Workflow tasks on a single document.

Most Workflow configuration is built around the business processing logic. This logic is primarily composed of rules and actions.

## 2.4 Ad hoc Tasks

Rules and actions configured as an Ad-Hoc Task execute when a user chooses the task. Multiple Ad-Hoc Tasks may be configured for a queue. To execute the task, a user must be a member of a Group having rights to that ad-hoc task. This security model allows multiple User Groups to access different sets of tasks in the same queue. This model also allows Administrator only access for queue maintenance and management.

### 3 Workflow Filters

Within a workflow queue, document filters are configured to display documents in a list according to certain keyword display and sorting criteria. Such filters are active only in workflow and are not available through conventional document retrieval.

The following filters are available in this solution.

Name	Description	Queue(s) Available
WF FILTER DSB DTH RET MSN MCC MCD VES and Leave		ST-New Work
WF FILTER No DSB DTH RET MSN MCC MCD VES and Leave		ST-New Work
WF FILTER: APL only		PE-New Work ST-New Work
WF FILTER: ARI only		PE-New Work ST-New Work
WF FILTER: Assigned Role		ST-New Work
WF FILTER: HCP only		ST-New Work
WF FILTER: No Appeals (APL)		PE-New Work ST-New Work
WF FILTER: OEW & TFA only		PE-New Work ST-New Work
WF FILTER: PE Sort		PE-New Work
WF FILTER: POA only		PE-New Work ST-New Work
WF FILTER: Sort		ST-New Work
WF FILTER: ST OEW & TFA only for CS		ST-New Work
WF Test		PE-New Work
WF Transaction Packet Header		MISC - WFTH Audit MISC - WFTH Doc Status Other MISC - WFTH Docs Needing Updates MISC - WFTH Initial MISC - WFTH No Related Docs MISC - WFTH No Updates Needed

## 4 LIFE CYCLE: DIP PDF to Tiff



### 4.1 Description

### 4.2 QUEUE: Initial

#### 4.2.1 Description

#### 4.2.2 Ad hoc Tasks

##### 4.2.2.1 *ADHOC TASK: State WF*

##### 4.2.2.2 *ADHOC TASK: error*

### 4.3 QUEUE: Error

#### 4.3.1 Description

#### 4.3.2 Ad hoc Tasks

##### 4.3.2.1 *ADHOC TASK: Delete File*

##### 4.3.2.2 *ADHOC TASK: Remove from Workflow*

##### 4.3.2.3 *ADHOC TASK: Reprocess*

## 5 LIFE CYCLE: FI - Check Processing



### 5.1 Description

### 5.2 QUEUE: FI - Kickoff Queue

#### 5.2.1 Description

#### 5.2.2 Ad hoc Tasks

##### 5.2.2.1 ADHOC TASK: Remove from LC



### 5.3 QUEUE: FI - Fiscal Check Batch Balancing



#### 5.3.1 Description

#### 5.3.2 Ad hoc Tasks

##### 5.3.2.1 ADHOC TASK: Batch Balanced



##### 5.3.2.2 ADHOC TASK: Escalate Batch



#### 5.3.2.3 ADHOC TASK: Remove from LC



#### 5.3.2.4 ADHOC TASK: Calculate Total



### 5.4 QUEUE: FI - Fiscal Escalated Batch Balancing



#### 5.4.1 Description

#### 5.4.2 Ad hoc Tasks

##### 5.4.2.1 ADHOC TASK: Batch Balanced



##### 5.4.2.2 ADHOC TASK: Remove from LC



### 5.5 QUEUE: FI - Checks Holding Queue wait for Check Processin

#### 5.5.1 Description

#### 5.5.2 Ad hoc Tasks

##### 5.5.2.1 ADHOC TASK: Test Script



#### 5.5.2.2 ADHOC TASK: Remove from LC



### 5.6 QUEUE: FI - Batch Hdr Holding Q for Check Processing

#### 5.6.1 Description

#### 5.6.2 Ad hoc Tasks

##### 5.6.2.1 ADHOC TASK: Remove from LC



### 5.7 QUEUE: FI - Batches Ready for Check Processing



#### 5.7.1 Description

The user selects a batch for processing. The checks will be placed in the check processing queue.

#### 5.7.2 Ad hoc Tasks

##### 5.7.2.1 ADHOC TASK: Process Batch Checks in Check Processing



##### 5.7.2.2 ADHOC TASK: Remove from LC



### 5.8 QUEUE: FI - Check Processing



### 5.8.1 Description

The user can select either Check Complete when they've completed processing. If the the check requires special handling they can escalate it.

### 5.8.2 Ad hoc Tasks

#### 5.8.2.1 ADHOC TASK: Index Check



#### 5.8.2.2 ADHOC TASK: Check Completed



#### 5.8.2.3 ADHOC TASK: Escalate to Exceptional Processing



#### 5.8.2.4 ADHOC TASK: Remove from LC



## 5.9 QUEUE: FI - Exceptional Check Processing



### 5.9.1 Description

### 5.9.2 Ad hoc Tasks

#### 5.9.2.1 ADHOC TASK: Check Completed



#### 5.9.2.2 ADHOC TASK: Remove from LC



### 5.10 QUEUE: FI - Batches Ready for Deposit



#### 5.10.1 Description

#### 5.10.2 Ad hoc Tasks

##### 5.10.2.1 ADHOC TASK: Batch Completed



##### 5.10.2.2 ADHOC TASK: Remove from LC



## 6 LIFE CYCLE: Initial Keyword settings



### 6.1 Description

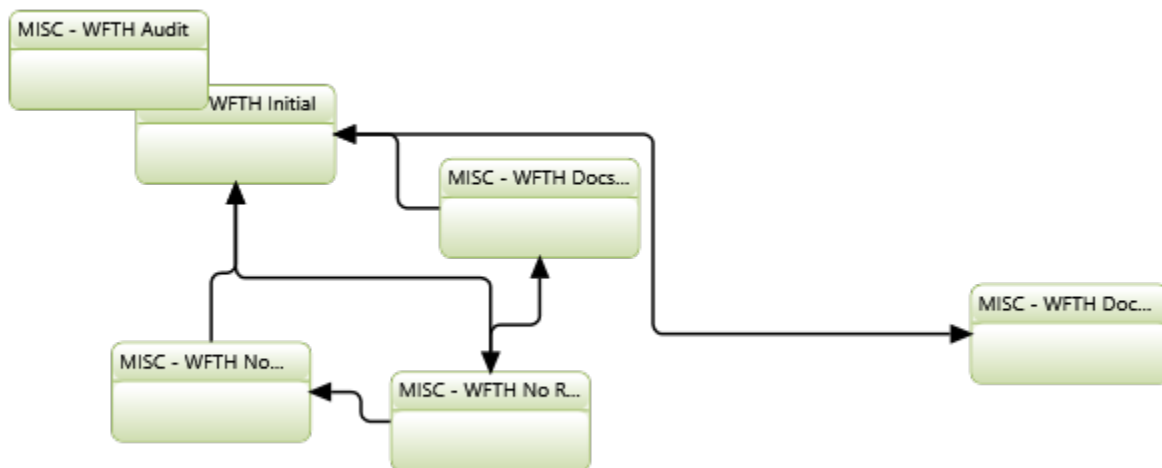
### 6.2 QUEUE: initial queue



### 6.2.1 Description

### 6.2.2 Ad hoc Tasks

## 7 LIFE CYCLE: MISC - WF Transaction Headers



### 7.1 Description

### 7.2 QUEUE: MISC - WFTH Initial

#### 7.2.1 Description

#### 7.2.2 Ad hoc Tasks

##### 7.2.2.1 ADHOC TASK: Process doc

### 7.3 QUEUE: MISC - WFTH No Related Docs

#### 7.3.1 Description

#### 7.3.2 Ad hoc Tasks

### 7.4 QUEUE: MISC - WFTH No Updates Needed

#### 7.4.1 Description

#### 7.4.2 Ad hoc Tasks

### 7.5 QUEUE: MISC - WFTH Doc Status Other

#### 7.5.1 Description

#### 7.5.2 Ad hoc Tasks

### 7.6 QUEUE: MISC - WFTH Audit

#### 7.6.1 Description

#### 7.6.2 Ad hoc Tasks

### 7.7 QUEUE: MISC - WFTH Docs Needing Updates

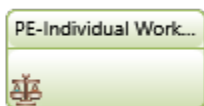
#### 7.7.1 Description

#### 7.7.2 Ad hoc Tasks

##### 7.7.2.1 ADHOC TASK: Update Doc Status



## 8 LIFE CYCLE: PE: Public Entity Document Processing



### 8.1 Description

### 8.2 QUEUE: PE-Initial Queue

### 8.2.1 Description

### 8.2.2 Ad hoc Tasks

## 8.3 QUEUE: PE-Sorting

### 8.3.1 Description

The routing queue is for an assigned user to route all the unassigned documents to particular roles. The users will select the role from a user form and that role will be placed in the "Assigned Role" keyword. The document is then sent to new work.

### 8.3.2 Ad hoc Tasks

#### 8.3.2.1 ADHOC TASK: Assign To



#### 8.3.2.2 ADHOC TASK: Re-index Document



#### 8.3.2.3 ADHOC TASK: Remove Transaction from Workflow

## 8.4 QUEUE: PE-New Work

### 8.4.1 Description

The New Work queue is for processors to process documents.

### 8.4.2 Ad hoc Tasks

#### 8.4.2.1 ADHOC TASK: Complete

Completed

#### 8.4.2.2 ADHOC TASK: Place on Hold



#### 8.4.2.3 ADHOC TASK: Assign To



#### 8.4.2.4 ADHOC TASK: Remove Transaction from Workflow

### 8.5 QUEUE: PE-Hold

#### 8.5.1 Description

#### 8.5.2 Ad hoc Tasks

##### 8.5.2.1 ADHOC TASK: Complete



##### 8.5.2.2 ADHOC TASK: Place on Hold



##### 8.5.2.3 ADHOC TASK: Assign To



## 8.6 QUEUE: PE-Returned from Audit

### 8.6.1 Description

### 8.6.2 Ad hoc Tasks

#### 8.6.2.1 ADHOC TASK: Complete

Completed

#### 8.6.2.2 ADHOC TASK: Place on Hold



## 8.7 QUEUE: PE-Audit

### 8.7.1 Description

### 8.7.2 Ad hoc Tasks

#### 8.7.2.1 ADHOC TASK: Return to the Processor



#### 8.7.2.2 ADHOC TASK: Audit Complete



## 8.8 QUEUE: PE-Errors



### 8.8.1 Description

### 8.8.2 Ad hoc Tasks

#### 8.8.2.1 ADHOC TASK: Complete

Completed

#### 8.8.2.2 ADHOC TASK: Assign To



## 8.9 QUEUE: PE-Individual Work Requests

### 8.9.1 Description

### 8.9.2 Ad hoc Tasks

#### 8.9.2.1 ADHOC TASK: Completed

Completed

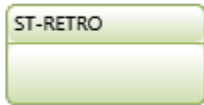
#### 8.9.2.2 ADHOC TASK: Place on Hold



#### 8.9.2.3 ADHOC TASK: Assign To



## 9 LIFE CYCLE: ST: State Document Processing



### 9.1 Description

### 9.2 QUEUE: ST-Initial Queue

#### 9.2.1 Description

#### 9.2.2 Ad hoc Tasks

### 9.3 QUEUE: ST-Sorting

#### 9.3.1 Description

#### 9.3.2 Ad hoc Tasks

##### 9.3.2.1 *ADHOC TASK: Assign To*



##### 9.3.2.2 *ADHOC TASK: Re-index Document*



##### 9.3.2.3 *ADHOC TASK: Remove Transaction from Workflow*

### 9.4 QUEUE: ST-New Work

#### 9.4.1 Description

#### 9.4.2 Ad hoc Tasks

##### 9.4.2.1 ADHOC TASK: Complete

Completed

##### 9.4.2.2 ADHOC TASK: Place on Hold



##### 9.4.2.3 ADHOC TASK: Assign To



##### 9.4.2.4 ADHOC TASK: Send to Retro



##### 9.4.2.5 ADHOC TASK: Remove Transaction from Workflow

### 9.5 QUEUE: ST-Hold

#### 9.5.1 Description

#### 9.5.2 Ad hoc Tasks

##### 9.5.2.1 ADHOC TASK: Complete

Completed

#### 9.5.2.2 ADHOC TASK: Place on Hold



#### 9.5.2.3 ADHOC TASK: Assign To



### 9.6 QUEUE: ST-Returned from Audit

#### 9.6.1 Description

#### 9.6.2 Ad hoc Tasks

##### 9.6.2.1 ADHOC TASK: Complete



##### 9.6.2.2 ADHOC TASK: Place on Hold



### 9.7 QUEUE: ST-Audit

#### 9.7.1 Description

#### 9.7.2 Ad hoc Tasks

##### 9.7.2.1 ADHOC TASK: Return to the Processor



##### 9.7.2.2 ADHOC TASK: Audit Complete



### 9.7.2.3 ADHOC TASK: Remove Transaction from Workflow

## 9.8 QUEUE: ST-Errors

### 9.8.1 Description

### 9.8.2 Ad hoc Tasks

#### 9.8.2.1 ADHOC TASK: Complete

Completed

#### 9.8.2.2 ADHOC TASK: Assign To



#### 9.8.2.3 ADHOC TASK: Remove Transaction from Workflow

## 9.9 QUEUE: ST-Individual Work Requests

### 9.9.1 Description

### 9.9.2 Ad hoc Tasks

#### 9.9.2.1 ADHOC TASK: Complete

Completed

#### 9.9.2.2 ADHOC TASK: Place on Hold



#### 9.9.2.3 ADHOC TASK: Assign To



### 9.10 QUEUE: ST-RETRO

#### 9.10.1 Description

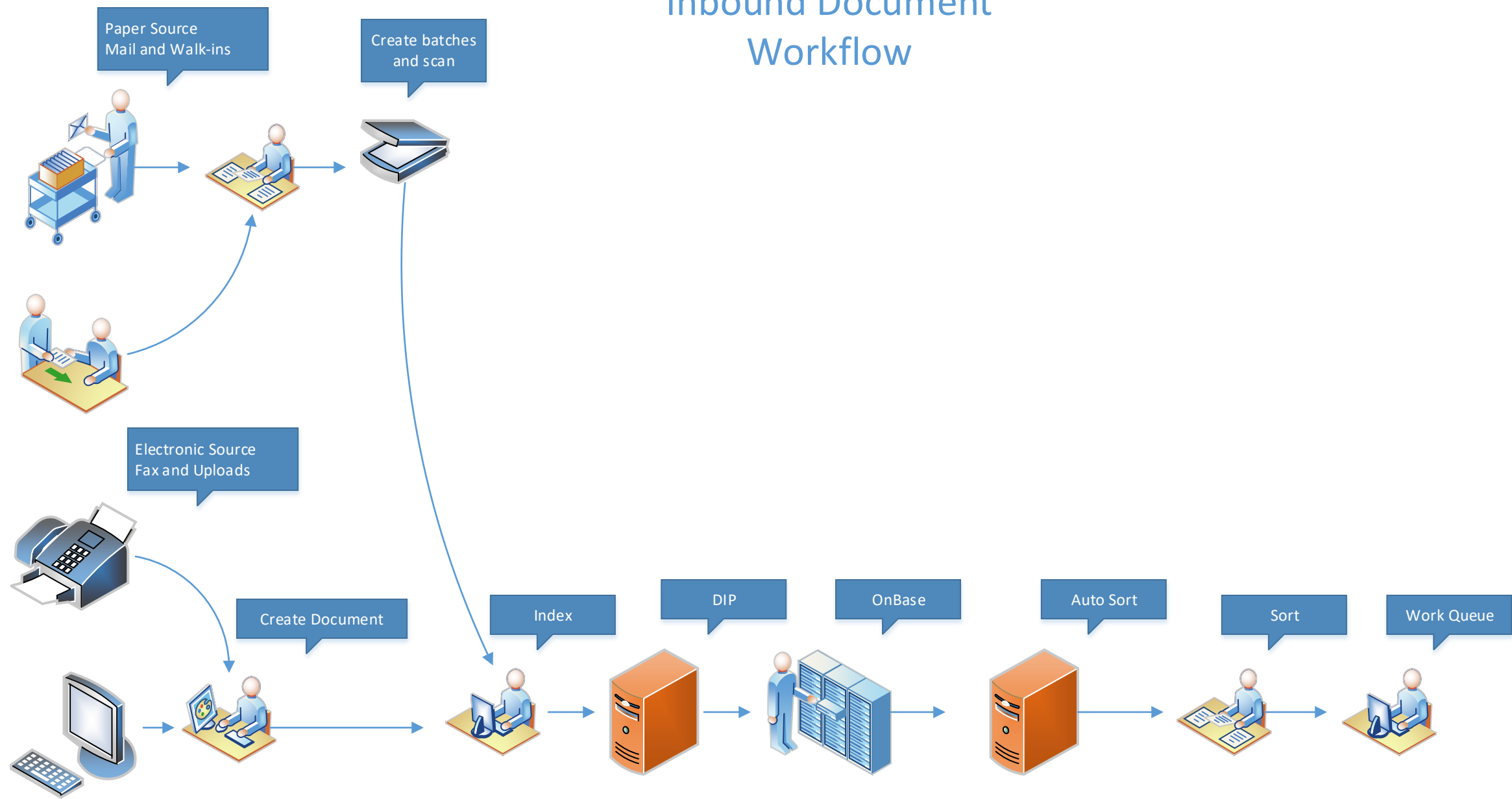
#### 9.10.2 Ad hoc Tasks

##### 9.10.2.1 ADHOC TASK: Retro Complete

Completed

##### 9.10.2.2 ADHOC TASK: Remove Transaction from Workflow

# Inbound Document Workflow



**Missouri Consolidated Health Care Plan  
Responses to Vendor Questions  
2019 Hyland OnBase RFP  
March 11, 2019**

**These responses are provided by MCHCP to questions received from potential bidders for the 2019 Hyland OnBase RFP.**

General	Response
1	<p>Please verify you are wanting one signed copy of the proposal and exhibits B-E, but TWO copies of exhibit A.</p> <p>MCHCP is requiring only one signed copy of the proposal and Exhibits A, B and C. Exhibit D will only need to be signed once the contract has been awarded.</p>
2	<p>Please confirm the proposal must be submitted in hard copy format and not electronically via email.</p> <p>Proposals can be submitted in hard copy or electronically via email and only one signed copy is required.</p> <p>The proposal should be clearly marked “<b>Attn: Bruce R. Lowe – Hyland OnBase Software Maintenance and Services RFP – Filing Date March 29, 2019.</b>” Proposals can be emailed to <a href="mailto:rfp@mchcp.org">rfp@mchcp.org</a>. by 1 p.m. on March 29, 2019.</p> <p>It is the bidder’s responsibility to make sure that the proposal is received prior to the closing date and time.</p>
3	<p>If submitting an RFP response via email are “two originals” accomplished by sending 2 electronic Exhibit A documents or is one copy sufficient that can be copied or printed by MCHCP?</p> <p>Similarly, D1.1 refers to a hard copy response and D1.1.2 speaks of an “original” copy. Is an emailed electronic submission acceptable or is a mailed hard copy really required?</p> <p>Proposals can be submitted in hard copy or electronically via email and only one signed copy is required.</p> <p>The proposal should be clearly marked “<b>Attn: Bruce R. Lowe – Hyland OnBase Software Maintenance and Services RFP – Filing Date March 29, 2019.</b>” Proposals can be emailed to <a href="mailto:rfp@mchcp.org">rfp@mchcp.org</a>. by 1 p.m. on March 29, 2019.</p> <p>It is the bidder’s responsibility to make sure that the proposal is received prior to the closing date and time.</p>
4	<p>All responses to this RFP and amendments to this RFP, including “no bid” responses and requests to modify a proposal, must be delivered to the office of MCHCP in a</p> <p>Proposals can be submitted in hard copy or electronically via email and only one signed copy is required.</p>



	<p>sealed envelope or container. Submission by unsealed facsimile, telegram or telephone or email is not acceptable. .</p> <p>Is a mailed hard copy required or is this section just referring to responses sent after the initial RFP response?</p>	<p>The proposal should be clearly marked “<b>Attn: Bruce R. Lowe – Hyland OnBase Software Maintenance and Services RFP – Filing Date March 29, 2019.</b>” Proposals can be emailed to <a href="mailto:rfp@mchcp.org">rfp@mchcp.org</a>. by 1 p.m. on March 29, 2019.</p> <p>It is the bidder’s responsibility to make sure that the proposal is received prior to the closing date and time.</p>
5	What pricing schedule are you currently on?	Missouri Consolidated Health Care Plan is governed by the provisions of Chapter 103 of the Revised Statutes of Missouri and is considered a state entity. Under the law, MCHCP is directed to procure health care benefits for most state employees.
6	What is it you want installed? Is this not an existing implementation of OnBase? Are there new software purchases on the horizon to make this a more attractive opportunity for OnBase providers?	MCHCP is looking for a contractor who has qualified professional services to support the current installation of OnBase software and provide support services beyond that included in Annual Maintenance and Support. Typically MCHCP will enhance its current solution with added functionality. In 2018 MCHCP added AppEnabler to interface with its Member Services application.
7	Can you describe existing customizations in place today.	MCHCP has a basic install and utilizes the functionality of OnBase for most of its processes. One customization is a workflow process that converts all PDF documents to TIF images. MCHCP utilizes a text file of Keyword values to autofill document Keywords. DIP is utilized to ingest documents and faxes from external sources for storage and work flow processing. In 2018 MCHCP integrated AppEnabler into its in-house developed Members Services Application.
8	Is 24/7 support truly necessary?	Bidders may utilize Exhibit B – Proposed Bidder Modifications, to list areas where the bidder is unable to comply with a specific provision of the RFP. Bidders may propose alternative provisions that the bidder would find acceptable.
9	The submitted prices for the two (2) one-year renewal periods (July 1, 2020 through June 30, 2021, July 1, 2021 through June 30, 2022) are not-to-exceed prices and are subject to negotiation.	For the 2 <sup>nd</sup> and 3 <sup>rd</sup> renewal years the not-to-exceed pricing is for the current set of OnBase licenses listed in Exhibit E. Any new licenses added during each renewal period would be add-ons and their maintenance charge would be over and above the RFP pricing supplied.

10	For support pricing purposes, can you provide detailed information regarding the implementation (size, process diagrams, intent) of the workflow? Do any specific integrations exist into other systems as part of that workflow process?	<p>See new Exhibits F – J under RFP Documents for information regarding system details.</p> <p>There are no specific integrations into other systems as part of that workflow process.</p>