Stellar Services, Inc.

PREPARED FOR:

Arkansas Rehabilitation Services
Department of Transformation and Shared Services
Office of State Procurement
501 Woodlane St., Ste. 220
Little Rock, Arkansas 72201-1023

PROPOSAL FOR RFP # SP-21-0029 COMPREHENSIVE CASE MANAGEMENT SYSTEM

Due date: February 26th, 2021 3:00 P.M. EST

PREPARED BY:

Chuck Romoser
Vice President

Stellar Services, Inc.
70 West 36th Street, 7th Floor,
New York NY 10018
(609) 752-6424

TECHNICAL PROPOSAL

PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Stellar Services, Inc.				
Address:	70 West 36th Street, 7th FL				
City:	New York	State:	NY	Zip Code:	10018
Business Designation:	☐ Individual ☐ Partnership	☐ Sole Proprietorship ☒ Corporation		☐ Public Service Corp ☐ Nonprofit	
Minority and Women-Owned Designation*:	☐ Not Applicable ☐ African American ☒ Asian American	☐ American Indian ☐ Hispanic American ☐ Pacific Islander American	☐ Service Disabled Veteran ☐ Women-Owned		
	AR Certification #: ________________	* See *Minority and Women-Owned Business Policy*			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION *Provide contact information to be used for bid solicitation related matters.*			
Contact Person:	Chuck Romoser	Title:	Vice President
Phone:	(609) 752-6424	Alternate Phone:	
Email:	cromoser@stellarservices.com		

CONFIRMATION OF REDACTED COPY

☒ YES, a redacted copy of submission documents is enclosed.

☐ NO, a redacted copy of submission documents is not enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.

ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *Bid Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION

By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.

☒ Prospective Contractor does not and will not boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* **will cause the Prospective Contractor's proposal to be rejected.**

Authorized Signature: ______________________________ **Title:** **Vice President**

Use Ink Only.

Printed/Typed Name: **Linda Ye** **Date:** **02/23/2021**

COVER LETTER

Arkansas Rehabilitation System
Department of Transformation and Shared Services
Office of State Procurement
501 Woodlane St., Ste. 220
Little Rock, Arkansas 72201-1023

Jordan.Phillips@dfa.arkansas.gov
Shane Phillips
Procurement Office

Re: RFP # SP-21-0029 Case Management System

Dear Mr. Phillips,

Stellar Services, Inc. is pleased to submit our proposal to Arkansas Rehabilitation Services, Dept. of Transformation and Shared Services for the RFP # SP-21-0029 Case Management System. Stellar Services, Inc. is a solution consulting firm headquartered in New York City with hub office in Washington DC, Atlanta GA, Houston TX and San Francisco CA.

Established in 1993, Stellar is dedicated in providing Enterprise Content Management Solutions, Project and Program Management Support, Enterprise Asset Management Services, System Implementation / Integration / Upgrade Service, IT Infrastructure support, strategic planning, Cloud Solutions, User Training/Knowledge Transfer for the federal, state, and local government clients including San Francisco Municipal Transportation Agency (SFMTA), San Francisco Public Utilities Commission (SFPUC), LA Metro, TriMet, City of Atlanta Department of Watershed Management (DWM), City of Atlanta Department of Aviation, Port Authority of New York and New Jersey (PANYNJ), New York Metropolitan Transportation Authority (NYMTA), New Jersey Transit, to name a few.

For this assignment, Stellar will partner with NeoLedge, a fast growing company headquartered in Paris, France. NeoLedge Specializing in electronic document management, records management, and 311 systems. The **illico** solution is your single solution for integrated multi-channel content management, automated workflows, dynamic folder management and business process management. They take pride in the hundreds of enterprise clients they have guided through their digital transition. Supporting thousands of daily users and millions of managed documents in both public and private sectors, you can depend on their team to deliver innovative solutions that transform the way you do business.

Stellar Services has been supporting Case Management associated for the District Attorney's Office in Philadelphia for the past 4 years, NY OGS for over 7 years, NYC Children's Services for over 10 years. NeoLedge has been support Legal Case Management Organizations for over 10 years.

Below table shows the Point of Contact for this proposal:

Primary Point of Contact	
Company Name	Stellar Services, Inc.
Company Address	70 West 36th Street, 7th FL New York, NY 10018
Point of Contact for this RFP	Chuck Romoser, Vice President
Phone and Email	(609) 752-6424
Email	cromoser@stellarservices.com
Fax	(212) 432-2846

Stellar certifies that this proposal is firm for ninety (90) days

Thank you for considering Stellar! We hope to have the opportunity to provide you with the best and most cost effective services to meet your objective. Should you require any additional information, please do not hesitate to contact us.

Sincerely,

Chuck Romoser
Vice President

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1 – MINIMUM QUALIFICATION

1.1 - Firm Profile

1.1.1 - About Stellar Services, Inc.

Stellar Services is a technology solutions consulting firm with over 25 years of experience in delivering outstanding professional services to our clients providing a comprehensive range of innovative and effective IT consulting and professional services to government agencies at the federal, state, and local levels. Stellar Services, Inc. was founded in New York City in 1993 by a select group of system engineers in the construction project management industry. We now have over 140 employees with a headquarters in New York City and regional offices in San Francisco, Houston, Atlanta, Albany, and Washington D.C.

100+
CAPITAL PROJECTS

1000+
GOVERNMENT AGENCY CLIENTS

$100B
IN CAPITAL PROJECTS SUPPORTED

<u>Areas of Expertise:</u> We have worked with clients from many different private industries & government agencies, both within the United States as well as overseas. We provide consulting resources for our clients to help them manage their IT projects or provide the IT project management expertise in a team environment. We have innovative implementations and successfully completed projects for:

- Enterprise Content Management (ECM)
- Enterprise Asset Management (EAM)
- Enterprise Project Portfolio Management (EPPM)
- Document & Record Management System
- Construction Management System
- Geographic Information Systems (GIS)
- Project Management Information System (PMIS)
- Business Intelligence / Analytics / Dashboards
- Data Warehousing
- Custom Application Development
- Project Controls / Scheduling / PM Site Services
- IT Infrastructure & IT Managed Services
- Hardware / Software Deployment & Support
- Systems Design, Implementation, Integration, & Architecture Design
- System Engineering Analysis & Readiness Reviews

Stellar been working with document management systems in multiple uses for over 20 years starting with SharePoint for construction projects' document management and workflow automation and have expanded into more robust systems like Illico and OpenText.

<u>Challenges and Solutions</u>

Stellar Services has worked with many state and local agencies implementing software solutions. Stellar's process always included an element of Organizational Change Management. We find the biggest obstacle is typically related to People and not the technology.

The next potential pitfall is around requirements. Stellar will prototype our develop with the team to make sure we are on track. This in itself is an element of Organizational Change Management allowing the users to see how the system will change their day to day work. But, it is critical that Stellar obtain concurrence on the requirements and the system has been configured to support your needs.

Mission

Our Mission is simple, "Enhancing our client's productivity through information technology". We center our business around a firm commitment to our clients, assuring the best services for all their needs and requirements. At Stellar, we have developed an internal project management approach to assure service performance, meeting client's needs, keeping clients apprised of project status, and provide high-quality work products. Stellar's technical team has kept up to date with the latest technologies in the industry and strive to provide the most optimal solution for our clients.

Financial Stability

Stellar Services has been steadily growing in revenue while growing our client list & partner network. Many of our contracts are long term, providing staff for development and support over many years. We have worked with the Port Authority of New York & New Jersey for 20+ years, the New York MTA for 15+ years, and Atlanta Hartsfield Airport for 15+ years. We are on multiple projects for multiple contracts and we have the financial stability to steadily expand our client base & project load.

Strategic Partnerships

At Stellar we have formed a network of strategic partnerships with other organizations and industry leaders to ensure top quality options / services for our clients, the following image represents some of our partnerships:

1.1.2 - About NeoLedge

250 Clients → **20** Countries → **7 Mill** People

With more than 240 government clients Worldwide, NeoLedge is changing the game in many ways. When you partner with NeoLedge, you are not only entering into the digital smart age, but we form a partnership that will last well into the digital world!

NeoLedge founders have never lost sight of one mindset: Innovation. A living, breathing process that pushes us to find better ways to help government & businesses perform—our solutions encompass that same spirit. Today, we are proud to be a recognized software leader throughout the world.

With more than 400,000 users in the public sector around the world, NeoLedge is one of the industry's leading providers.

Offered in Europe, North America and Africa, NeoLedge solutions provide their customers with solutions adapted to their businesses, with a constant focus on meeting commitments in terms of budget, deadline and ROI.

When you work with NeoLedge, you're not just a client, you become part of the NeoLedge family and will receive the service and support you need and expect!

Platform Overview

As an established provider of Case Management solutions in the public and private sectors, NeoLedge is well-equipped to handle the needs of Organizations of all sizes. Over the past 25 years, we have established our technology in 25 countries, serving 7,000,000 People, without any failed implementations!

Our cutting-edge technology has been further refined by partnering with Microsoft, on a global level, to specifically design a product that fits the needs of your Organization today, and well into the future. That cutting edge, Case Management Software is called illico.

Our solutions have helped Cities, Counties and Countries and Organizations to run more efficiency, while utilizing less resources and providing a better service to its Employees and Citizens. With illico, your department can expect a 90% *DECREASE* in open records-related phone calls, a 50% *DECREASE* in time spent processing requests and a 2 times *GREATER* efficiency factor. With prestigious customers like Paris, France, Geneva & Monaco, NeoLedge & illico are the perfect partners to help the City implement a proven and robust Case Management, Digital Workflow & Employee Engagement System.

Our mentality at NeoLedge is: “Put the client’s needs first.” With innovation as our key motivator, we have partnered with many global clients and continue to rise to their many changing needs on an ongoing basis. We ensue that when we partner with a new client, they not only receive our best efforts, they also become part of our family.

When partnering with the City, NeoLedge will help to meet several of your key objectives:

- Digitize internal docket management
- Automate disposition tracking
- Integrate a robust calendaring module to assist with scheduling
- Allow Users to easily communicate service referral requests inter-departmentally, (Padilla, mental health, etc.)
- Transfer files digitally between departments, Users, Partners or Clients
- Provide digital migration services of all existing records
- Provide enhanced search capabilities for timely Records, Discovery and OPRA requests
- Implement enhanced analytics for Administrators to utilize via mobile, in real time and 24 hours/day
- Provide a system that allows for 24/7 Management via mobile, web, email or phone call
- Allow for Admin approvals, digital signatures, file disposition and in-depth file tracking
- Automatically update case files though our Smart Agent Workflow Module
- Manage the entire Case and workflow process from creation to disposition
- Reduce redundant data entry by creating Smart file templates with auto-population capabilities
- Provide enhanced time tracking capabilities for all Users and link them to our Analytical BI Module
- Provide a User-Friendly system that affords great functionality and value to the City

NeoLedge’s goal is to ensure engagement & satisfaction. As we enter the digital age, the demands on our resources are growing daily. illico’s cutting edge technology allows the City to gain back control over efficiency and create a better environment for Employees, Members and Affiliates to engage and be satisfied.

All Organizations wish to operate more efficiently, illico can pave the way!

NeoLedge is constantly innovating and devotes 25% of its revenue each year to research and development of its products.

For NeoLedge, innovation is above all a state of mind. It is a living process that leads teams to look for ways to be more efficient and offer the best. Innovation at NeoLedge is a structured and organized approach at all levels of the Organization: from the idea to the launch of software. NeoLedge's corporate culture invites each employee to be an active participant in the evolution of products.

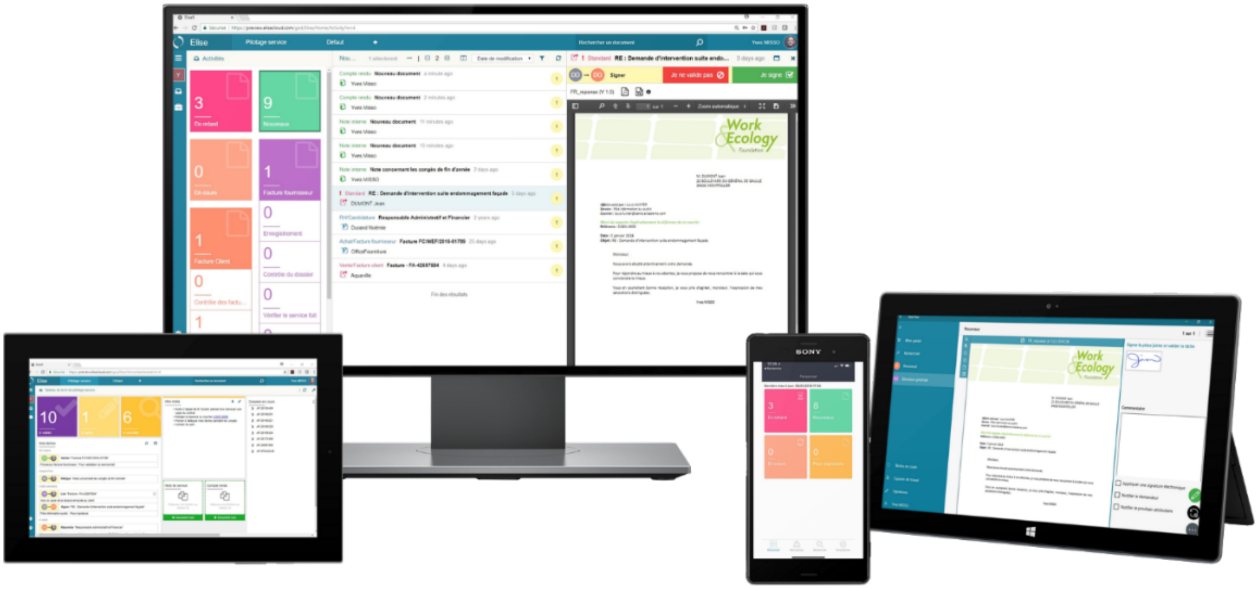
Our customers can benefit from the latest innovations through real-time application updates, overcome the technical constraints of installing the solution and benefit from the power and flexibility of our solution in the cloud.

illico is a commercial off the shelf (COTS) solution, that offers flexible customizations

through its Administrative Configuration Dashboard.

The first factor for success in a software deployment project such as illico is the adherence to the needs of its users. Taking the user into account in the design of the solution is therefore a priority. The development of illico was therefore strongly oriented towards optimizing efficiency and ease of use, making it an intuitive and user-friendly solution. The following elements have been considered in the development process:

- The user interface (UI) - illico's ergonomics is one of the software development priorities in order to provide an interface that is extremely User-Friendly, (visual view of tasks and records to be processed, reduction in the number of clicks required, customization of the interface, etc.), and in accordance with market standards.
- An organizational tool for users:
- Enhanced remote access 24/7, with secure document portal
- Automated business processes to increase efficiency
- Robust Analytics to assist with internal decision-making processes
- Custom Client Apps available on iTunes/Android stores
- Custom Admin and Lawyer Apps on iTunes/Android stores



2 - REFERENCES

Project 1: NYC Administration of Children's Services (ACS) – OpenText LiveLink Records Management

PROJECT 1:	**NYC ADMINISTRATION OF CHILDREN'S SERVICES (ACS) – OPENTEXT LIVELINK RECORDS MANAGEMENT**
Organization	NYC Administration of Children's Services (ACS) 150 William Street, 9th Floor, New York, NY 10038
Reference	[redacted]
[redacted]	[redacted]

Situation

NYC Administration of Children's Services (ACS) was in need of a replacement to their physical record inventory tracking system (WITS). WITS was developed in-house 10 years previous to the engagement with Stellar Services. WITS was not designed to accommodate entries representing storage vendor identifiers, resulting in lost records for the user as soon as they were processed / stored by records managers. Among the main business drivers for the change were the lack of a viable audit trail, the need to meet Compliance requirements and the inability to maintain a retention schedule for its considerable load of physical case files. In addition, the WITS system was resource intensive, and the ACS required a system that required far less human support.

Approach

Stellar's role was to evaluate the current ACS process and then to design and implement this process as a Livelink Records Management / Electronic Records and Physical Records solution. In evaluating the processes and applications that ACS employed, Stellar determined that the development of custom content server module, to integrate with external databases and custom handheld barcode scanner, would be integral to their solution.

- Synchronized Livelink with their system of record (provided by their State parent agency) in order to provide accurate object metadata.
- Created graphical representations of physical objects through a user form.

The custom handheld barcode scanner performed the following functions:

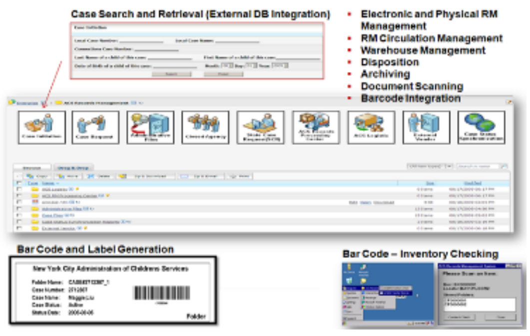
- Inventory check-in/check-out, Warehouse management, Container contents checking

One goal of this project was to closely mirror the user experience employed via WITS.

ACS had little desire to re-train the 2000+ staff members who were directly involved in the storage and retrieval of ACS records. For this, all workflows, forms, naming conventions, and data fields were designed to match those found in WITS (if possible).

The result of Stellar's effort was a much improved and user-friendly Inventory Tracking System that had the following features:

- Barcode enabled warehouse inventory management
- Barcode asset tracking throughout the agency, and within the storage vendor's warehouse
- Fully searchable metadata that displays the current location, case status, and other pertinent case data.
- Inventory system is fully auditable.



Future enhancements involved the customized scanning process through the workflow. This allowed scanned records to flow through the workflow process from the scanner to higher level approvers for verification. It reduced extra efforts required in scanned documents to be moved from one place to another to be verified before getting archived. Automation of the document also helped staff members to review documents and pass it on to the next level thereby speeding the process with distributed tasks over the staff as assignments.

Stellar also provided support for maintaining unique records for folder structure. Retaining the same metadata values, matching folders were merged to reduce repeated records accumulated over a significant time period. This included the usage of OpenText web services to execute bulk modifications over content server and record generation to keep track of changes. It also reduced the number of records to a significant number thereby reviving system for search, retrieval of records and reduced cost for storage.

Benefits/Results

The outcomes of Stellar's effort was an ECMS that included such features as barcode enabled warehouse inventory management; barcode asset tracking; fully searchable metadata that displays current location, case status, and other pertinent case data; and an inventory system that is fully auditable.

As a result of Stellar’s evaluation of the ACS business processes, and the subsequent design and implementation of these processes as Open Text Records Management, Electronic Records and Physical Records solutions, the ACS now has a system in place that:

- Enables an efficient point-to-point search and retrieval function for all case files;
- Provides a clear audit trail of all case files;
- Employs a linked dual barcoding system (coding at ACS and at CitiStorage that prevents the loss of record movement trails);
- Allows for the point of creation at ‘file’ level (it was previously at ‘box’ level) and reflects the entire lifecycle of each physical case file movement.

In addition, initially, a portion of the system files will also appear in electronic format. This enables caseworkers to peruse files before requesting them and, in many cases, will negate the need for physical files.

Project 2: City of Philadelphia, District Attorney Office – OpenText Support Services

PROJECT 2:	**CITY OF PHILADELPHIA, DISTRICT ATTORNEY OFFICE – OPENTEXT SUPPORT SERVICES**
Organization	City of Philadelphia, District Attorney Office 3 S Penn Square, Philadelphia, PA 19107
Reference	[redacted]
Cost & Date	[redacted]

Stellar is supporting an existing implementation of OpenText.

This project supported all case files in the City of Philadelphia allowing staff to review documents and content for cases in the courtroom as well as in their offices. The proposed implementation had to be based around Philadelphia's 200+ users and had been in place for the past 7 years.

Stellar Services is working with the DA's Office to improve several older coding methods creating storage issues across the solution. The original coding used older methods and will be replaced with current standards. These standards will eliminate an ongoing problem of files being copied unnecessarily and consuming storage which required manual intervention to resolve.

Service Level Agreements (SLA) are being met by Stellar Services for support and change management.

Project 3: MTA HQ Real Estate Department – OpenText Livelink Case Management System

PROJECT 3:	**MTA HQ REAL ESTATE DEPARTMENT – OPENTEXT LIVELINK CASE MANAGEMENT SYSTEM**
Organization	MTAHQ – Real Estate Department 2 Broadway, 12th floor New York NY 10004
Reference	[redacted]
[redacted]	[redacted]

The New York City Metropolitan Transportation Authority (MTA) was undertaking several large capital construction projects, such as the 2nd Ave Subway Line, Fulton Street Transit Center, and East Side Access Projects. In order to support these large projects' real estate acquisition processes and thousands of pages of electronic and hard copy documents, Stellar proposed an EDMS solution to automate and manage these real estate acquisition processes.

Stellar's team conducted a series of CIS modeling sessions to identify the community model, information model, and security model. The results of these CIS modeling sessions were 134 different document types and hundreds of metadata fields. To reduce the complexity of managing these attributes, a dynamic document submission form was designed and built. With this custom-built Document Submission Form, project managers can dynamically select attribute values or input different required metadata fields based on the selected document type. The Document Submission Form is built on a dynamic HTML interface that is supported by JavaScript and O-script. All reference values are managed centrally by XML.

In addition, project managers can not only upload a document(s) from the Livelink Real Estate Workspace but also has the ability to scan hard copy documents from the Kofax Capture 9.0. Scanned document(s) automatically triggers the Livelink workflow and route to an appropriated project manager for submission.

Results

With the new EDMS system, the Real Estate users have the ability to perform search and retrieval in a centralized repository. The standardization of the document submission process and tool also help project managers to capture important metadata information easily and with more accuracy.

Project 4: The Port Authority of NY & NJ – Office of the Inspector General –Case Management System

PROJECT 4:	**PORT AUTHORITY OF NY & NJ OFFICE OF THE INSPECTOR GENERAL – CASE MANAGEMENT SYSTEM**
Organization	The Port Authority of New York & New Jersey, Office of the Inspector General [redacted]
[redacted]	[redacted]
[redacted]	[redacted]

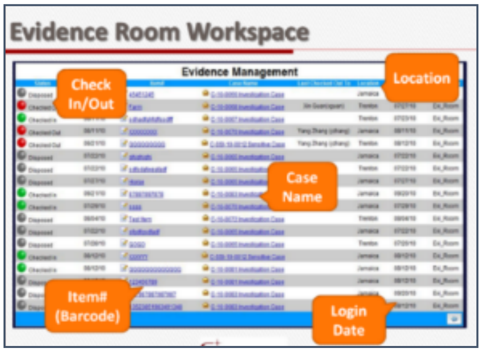
Stellar executed 3 separate OpenText projects over the past 10 years with the Office of the Inspector General (OIG) which was used to address critical law-enforcement requirements:

- Project A – LiveLink Case Management System Implementation
- Project B – Case Management Updates and Reporting Solutions
- Project C – Upgrade to CS 16

Project A – LiveLink Case Management System Implementation

Stellar worked with the Office of the Inspector General to determine how the Open Text CMS technology could be used to address critical law-enforcement requirements. Stellar understood that the use of this technology needed to support an effective investigative process while adhering to standards that ensure the admissibility of evidence collected.

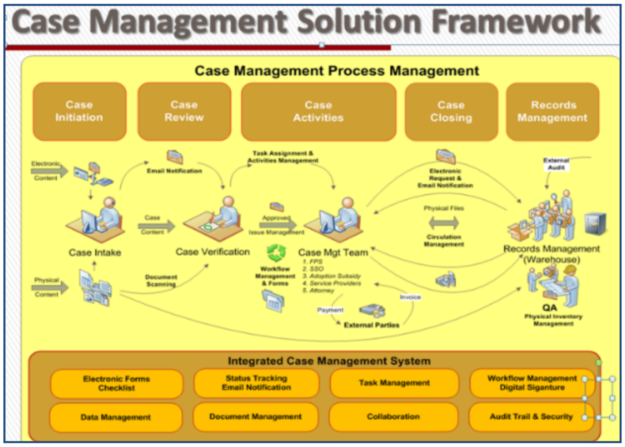
The progress tracking of each case, the tasks assigned, and how the system can be leveraged to help notify individuals of work deadlines, and managers of case progress, were addressed. The ability to audit case activities and the documentation produced was also targeted to help maintain authenticity and document integrity.



Working closely with the PANYNJ teams, Stellar Services devised an implementation plan based on a tailored approach to CMS Implementation, designed to look at OIG's requirements and find optimal ways to use the Open Text CMS for OIG. Stellar continued to provide knowledgeable resources to the Authority, who followed a well-planned CMS Implementation Approach, which focused on:

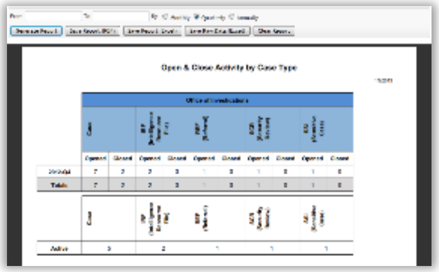
- Designing automated workflows in Open Text that accommodate OIG's business practices and procedures;
- Looking at OIG's document types to determine appropriate ways to organize, label and control content;
- Evaluating the various types and nature of cases in order to design a technology method for case initiation and creation that provide improvements to OIG;
- Collecting and documenting OIG requirements, the design decisions that are made, and tracing the relationship between the two in order to help ensure that improvements are achieved.

Stellar planned, oversaw, and carried out the implementation of the customized Open Text Case Management Module according to good project management practices.



Project B – Case Management Updates and Reporting Solutions

The progress tracking of each case, the tasks assigned, and how the system can be leveraged to help notify individuals of work deadlines, and managers of case progress, were addressed. The ability to audit case activities and the documentation produced was also targeted to help maintain authenticity and document integrity.



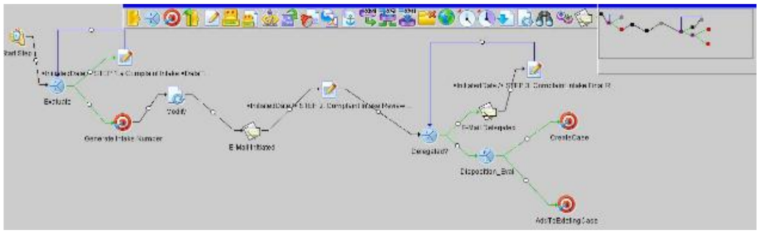
Working closely with the PANYNJ team, Stellar Services devised an implementation plan based on a tailored approach to CMS Implementation, designed to look at OIG's requirements and find optimal ways to use the Open Text CMS for OIG. Stellar continued to provide knowledgeable resources to the Authority, who followed a well-planned CMS Implementation Approach.

We took the four tasks (CI, CW, VE, and RE) and broke them down into five categories; Reporting Database was divided into 2 separate categories

Stellar's Solution:

- Implementation and integration of new Case-types within the Case Intake Workflow and Case Workspace in support of the new Principal Investigation Unit (PIU) and CCIU lines of business.
- Modification of existing workflows, forms, workspaces, reports, and customizations.
- Creation of a Case Closing Workflow for all investigative Cases and Case types.
- Creation of a solution to close multiple Vetting Cases simultaneously.
- Development of a comprehensive reporting solution and numerous reports.
- Modification or replacement of the existing My Cases page currently utilizing the Web Reports Module.
- Creation or update of all relevant system Design, Admin Support, and Training documentation.
- Reassessing and redefining permission models throughout CMS, particularly with respect isolating current investigative data from SSI, PIU, and CCIU data.

This allowed the OIG to operate their Case Management and integrate additional departments/users into their system with ease. It eliminated the day-to-day issues faced by users to alleviate stress and mistakes that cost time and additional overhead to the client.



Work Flow Map Changes

Project C – Upgrade to Content Suite 16.2

OIG wanted to upgrade Content Suite to v16 to take advantage of new features, integrate to additional legacy applications and modernize the look and feel of the system and expand on reporting and BI analytics.

Stellar modified the prior design documents created in the prior projects and made changes to business processes that were now considered redundant or retired due to organizational changes within OIG. Stellar designed 6 new workflows, new reports, implemented Capture Center with OCR.

Project 5: Montclair State University – Neoledge Solution

PROJECT 5:	MONTCLAIR STATE UNIVERSITY
Organization	1 Normal Ave, Montclair, NJ 07043
Reference	[redacted]
Date	2019

A prestigious State University in North Jersey, MSU Police was faced with a growth problem… how to maintain compliance, while expanding its resources.

The NeoLedge offered MSU an ability to effectively communicate with remote staff, Officers in the field and State compliance departments.

NeoLedge's full remote functionality allows MSU to reduce costs by consolidating vendors and illuminating redundant services.

3 – INFORMATION FOR EVALUATION

3.1 – Minimum Qualifications

a. Describe your experience providing Case Management Systems and how your company meets the minimum requirements set forth in Section 2.2 of the RFP. Include description of the Contractor's experience as a whole, as well as the experience of any proposed key staff members who will be assigned to the contract.

With more than 256 private & government clients Worldwide, NeoLedge is changing the game in many ways. When you partner with NeoLedge, you are not only entering into the digital smart age, but we form a partnership that will last well into the digital world!

NeoLedge founders have never lost sight of one mindset: Innovation. A living, breathing process that pushes us to find better ways to help government & businesses perform—our solutions encompass that same spirit. Today, we are proud to be a recognized software leader throughout the world. With more than 400,000 users in the public sector around the world, NeoLedge is one of the industry's leading providers.

Offered in Europe, North America and Africa, NeoLedge solutions provide their customers with solutions adapted to their businesses, with a constant focus on meeting commitments in terms of budget, deadline and ROI. Over 25 years of experience delivering SaaS cloud case management solutions.

b. Provide contract details for at least 5 government entities in the United States for whom you have successfully provided services of a similar size and scope as those described in this RFP in the last five (5) years. Government entities should be identified generically, for example, “State Government Agency”, “Federal Government Agency”, “City Government”, etc.

Many of our 256 clients implement case management solutions around the world. Several of our larger clients using this solution include:

- Paris, FR
- Ministry of Defense, FR
- The Country of Monaco
- National Higher School of Fire Officers, FR
- DAPN/STSI – Police, FR

Stellar Services has over 25 years working with State and Local Agencies within the United States. Stellar has implemented case management within the NYC Administration of Children Services, TRIMET HR Department for Benefits Management, DC Water for the CARES Act (COVID credit), District Attorney for the City of Philadelphia and Legal Department for the City of Los Angeles.

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3.2 – System Uptime & Performance

a. Describe the proposed system's ability to meet the system uptime and response times laid out in Section 2.3 of the RFP. Include a description of how the system will meet these requirements without negatively impacting other ARS systems.

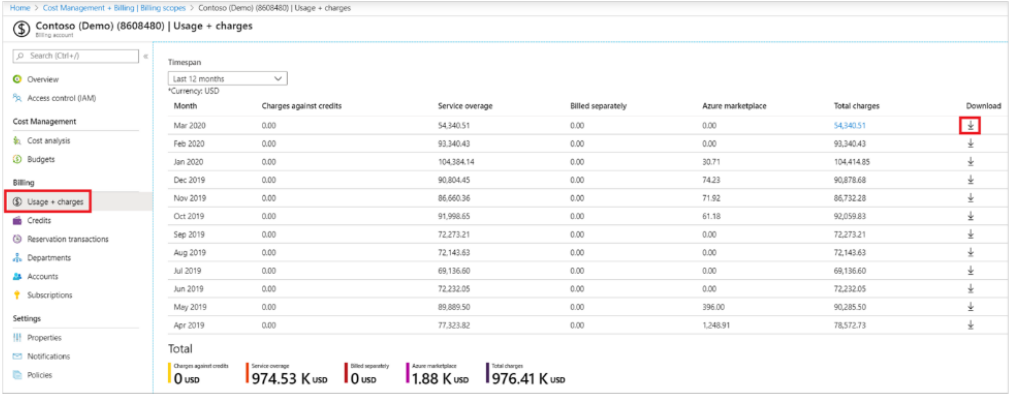
Azure uptime guarantees 99.9% reliability. Our SLA agreement re-imburses clients for loss of uptime.

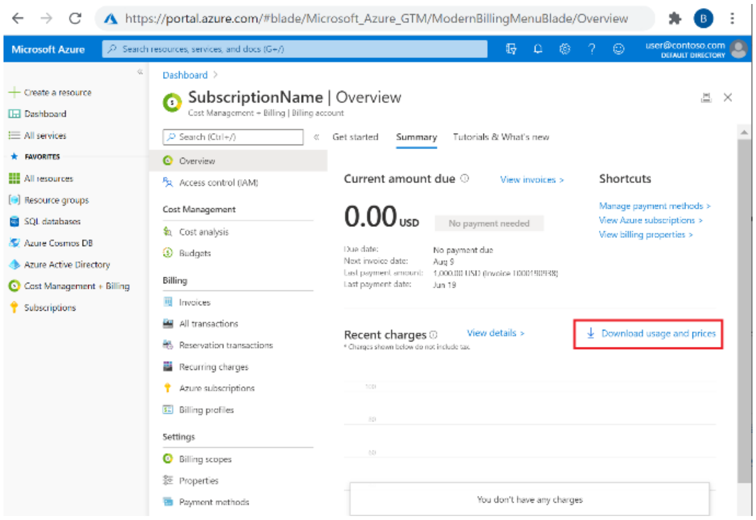
b. Describe how scheduled downtime for maintenance will be handled outside of ARS's normal business hours.

Routine maintenance is conducted between the hours of 2am-4am. No significant downtime is expected.

c. Describe how System Usage and Performance Reporting will be handled, and how the report will be delivered to ARS by the required deadline. Include a sample report.

System usage reporting is managed by Azure Cloud services. Reports are available at any time by the client. Scheduled reports can be configured to be delivered to each client periodically.





3.3 - Hosting

a. Describe in detail the hosting platform for the proposed System and how it meets the requirements set forth in Section 2.4 of the RFP. Include details concerning the location of data centers and how the system will only be accessed from the continental United States.

The solution is hosted on Microsoft's Azure cloud platform. It is delivered as a SaaS software solution.

The platform is an agile and easy-to-implement cloud solution which provides a central digital repository accessible from anywhere. With our Cloud, you can upload, view and modify content within a streamlined fully responsive web interface. It enables you to build a tailor-made, scalable, secured and highly available electronic content management system.

b. Describe how all hosting related software will be kept current and up to date.

Routine updates and maintenance are provided by the Vendor and Microsoft Azure.

c. Provide an optional proposal for the State hosting of the proposed system. Include at minimum the information required in Section 2.4.J. of the RFP.

All hosting is provided by Microsoft Government or Commercial cloud. Our solution is 100% cloud hosted and delivered in SaaS format.

3.4 – System Access

a. Describe how users will access the system in accordance with requirements set forth in Section 2.5 of the RFP.

SSO sign-on, Active Directory link
Firewall access as well.
Each virtual server has a Windows firewall and a firewall provided by the Datacenter host.
The 2 firewalls of each virtual server are configured to accept TCP connections only:

- For the use of services: on the ports of the services that the server serves (https, WebDAV on HTTPS, SFTP FTPS). It is possible to restrict access only from certain countries.

- For operation: on RDP ports (remote desktop access), only from the Provider's IP addresses.

b. Describe how the proposed system is browser neutral and will be accessible and function accurately when accessed from various device types.

Our solution will work on ALL browsers and internet devices. The 100% SaaS solution only needs internet access to operate.

c. Describe the proposed system's User Management System and how it meets the requirements set forth in Section 2.6 of the RFP.

ADA requirements are met with each browser's capabilities. Our solution integrates with all third-party readers and disabilities plugins.

3.5 – User Roles & Access

a. Describe the system's ability to restrict access by user roles as described in Section 2.6 of the RFP. Provide details concerning what user types are available out of the box, as well as the contractor's ability to create custom user roles required by the State.

The standard legal policy applied to documents in Neoledge allows a first level of rights management, applicable to any type of organization, and based on tasks, as well as on the organization chart. The organization chart of your company is Elise's backbone.

This policy is based on the user's role within his department: they can be either an employee, a department secretary or a department head. The duties applied are as follows:

- An employee, a department secretary or a department manager will have access to documents for which he has an active task to perform or completed
- A service secretary will also have rights to all documents for which his service or one of the members of his service has an active task to perform or completed
- A head of department will also have rights to all documents for which his subordinate departments or one of the members of his subordinate departments has an active task to perform or completed
- Right to modify for a processing, validation or signature task
- Read-only right for a read-only task
- Elise natively proposes a simple, effective, secure and adapted standard legal policy for your organization
- Managing confidentiality - A confidentiality field is accessible on each document. It makes it possible to limit the rights of a document to the recipients only, by removing the distribution to secretaries or heads of departments.
- There are 3 levels of confidentiality:
- Normal document: applies a standard legal policy
- Confidential document: limits access to the employee and his or her department head only
- Personal document: limits access to the employee only
- The rights associated with each level of confidentiality can be modified to suit your organization.
- Neoledge allows you to manage confidentiality, by limiting access rights to confidential or personal mail.

The legal policy associated with each level of confidentiality is adaptable to your needs. The client has access to define these functions as needed through the Admin dashboard.

b. Describe the proposed system's ability to meet the password complexity, lockout, and retrieval requirements set forth in Section 2.6 of the RFP.

SSO logins are utilized, with 256 encryptions. The content of the file space is encrypted using a 256-bit AES algorithm. Virtual server disks are encrypted using Microsoft's BitLocker technology: Virtual servers are secured at rest using standard encryption technology to meet organizational security and compliance requirements. The disk-based content of databases is encrypted using Microsoft SQL Server's transparent data encryption (TDE):

https://docs.microsoft.com/fr-fr/sql/relational-databases/security/encryption/transparent-data-encryption

c. Describe the proposed system's User Management System and how it meets the requirements set forth in Section 2.6. of the RFP.

Users are set up during implementation and by the client through the Admin Dash at any time. Users are granted access rights to data through multiple levels. These access rights are translated to searches and workflow access throughout the system.

3.6 – General Technical Requirements

a. Describe how the proposed system is compliant and will remain compliant with Federal and State requirements for the Vocational Rehab program and other Federally funded programs. Include details on how the system is customizable to meet additional identified by ARS.

Our solution will comply to all required Federal, State and other requirements. These protocols are established during implementation according to Client specifications.

Through our built-in WebServices and API interfaces, any number of compliant integrations can be established. Internal security of data is compliant with Federal levels of security, including:

- HTTPS
- TLS 1.2 – 2048 bit Key
- Database Encryption (TDE)
- FTPS
- SFTP
- WebDAV on HTTPS
- CIFS
- AES 256 bits

- ISO 9001
- GDPR

b. Describe how the system will identify, track and compile data for reporting to be the Rehabilitation Services Administration pursuant to the Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act of 2014.

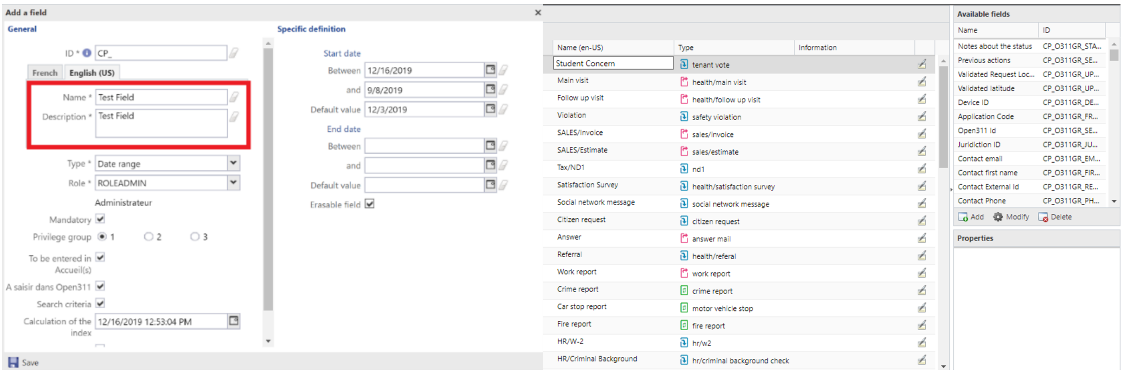
Data is compiled in our system through activity tracking and audit logs. Pre-defined data is populated into reports and directly reported to higher authorities through mapped Excel and Schema templates. Web Services and APIs manage this transfer and it may be completed automatically, or ad-hoc as need. Example:

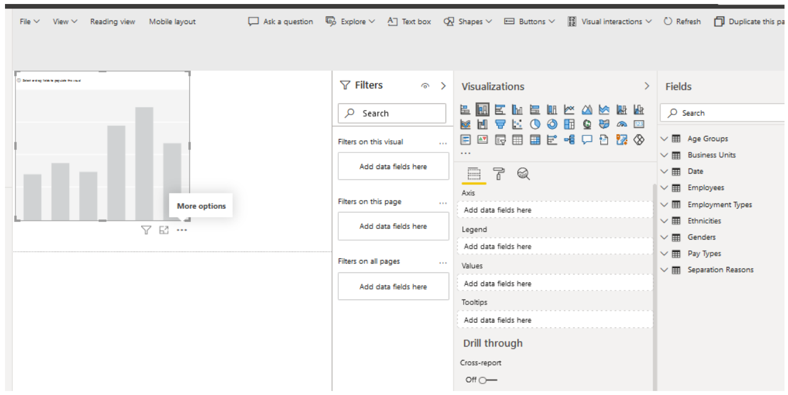

```xml
<?xml version="1.0" encoding="UTF-8"?>
- <nibrs:Submission xsi:schemaLocation="http://fbi.gov/cjis/nibrs/4.2 ../base-
xsd/nibrs/4.2/nibrs.xsd" xmlns:nibrscodes="http://fbi.gov/cjis/nibrs/nibrs-codes/4.2"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:s="http://release.niem.gov/niem/structures/3.0/" xmlns:nj="http://nj.gov/nj-ibrs/1.0"
xmlns:niem-xsd="http://release.niem.gov/niem/proxy/xsd/3.0/"
xmlns:nc="http://release.niem.gov/niem/niem-core/3.0/"
xmlns:term="http://release.niem.gov/niem/localTerminology/3.0/"
xmlns:j="http://release.niem.gov/niem/domains/jxdm/5.2/"
xmlns:ucr="http://release.niem.gov/niem/codes/fbi_ucr/3.2/"
xmlns:i="http://release.niem.gov/niem/appinfo/3.0/" xmlns:cjiscodes="http://fbi.gov/cjis/cjis-
codes/1.0" xmlns:cjis="http://fbi.gov/cjis/1.0" xmlns:nibrs="http://fbi.gov/cjis/nibrs/4.2">
  - <cjis:MessageMetadata>
        <!-- Message Timestamp -->
      <cjis:MessageDateTime>20200508100559</cjis:MessageDateTime>
        <!-- Message ID -->
    - <cjis:MessageIdentification>
        <nc:IdentificationID>0520-A0054</nc:IdentificationID>
      </cjis:MessageIdentification>
        <!-- NIBRS IEPD Version -->
      <cjis:MessageImplementationVersion>4.2</cjis:MessageImplementationVersion>
    - <cjis:MessageSubmittingOrganization>
      - <j:OrganizationAugmentation>
        - <j:OrganizationORIIdentification>
              <!-- Submitting Agency ORI -->
            <nc:IdentificationID>0520-A0054</nc:IdentificationID>
          </j:OrganizationORIIdentification>
        </j:OrganizationAugmentation>
      </cjis:MessageSubmittingOrganization>
```

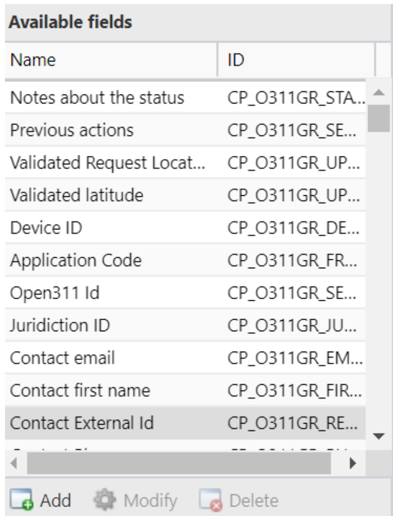

c. Describe the system's ability to create custom fields, build and add on forms, automated narratives, and notifications.

Unlimited custom fields and forms are allowed.

Notification templates, such as thank you letters and surveys, are unlimited as well.







d. Describe the system's ability to collect electronic signatures through the use of signature pads.

Signatures are collected through **ANY** mobile device on three levels: Internal signature module – Elise Flow

1) Internal/External Signature requests – Through workflows
2) Internal/External e-Form signature functions

e. Describe the system's ability to create payment queues for authorizations to vendors, as well as approve, reject, batch, and report vendor authorizations.

Payment queues are tracked in our system through the workflow and reporting modules. Our e-form and payment processing partners manage the actual payments and account distributions. Batch reconciliations are auto-delivered or run ad-hoc as needed. Approvals and refusals are managed through our workflows.

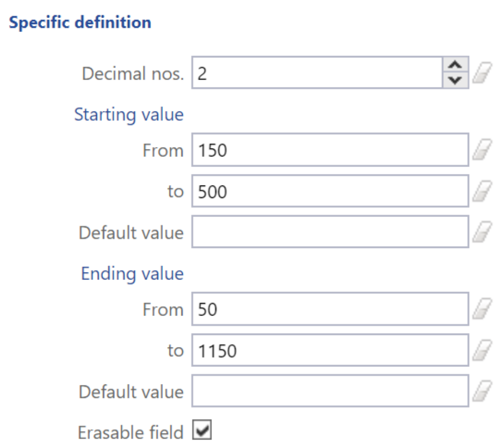
f. Describe the system's ability to track the funding available to a given ARS counselor or region, as that funding is authorized and de-authorized throughout the State and Federal fiscal years.

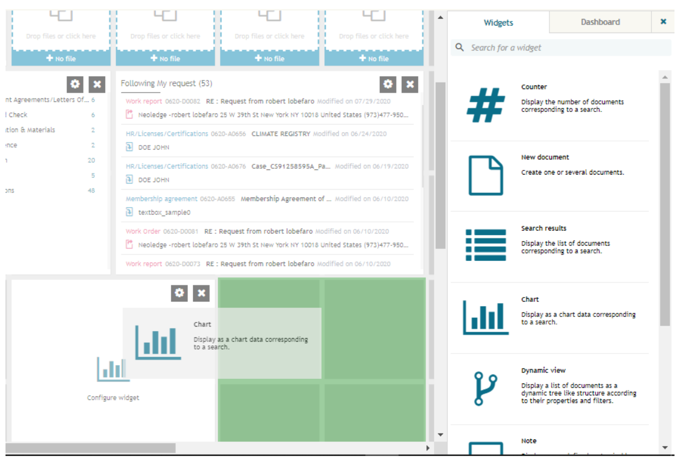
Funding is tracked through manual input into the system. Additionally, automatic fund status is designated via OCR field recognition by the system. Automatic de-funding status can be applied through pre-defined rules, or ad-hoc by manager's access.

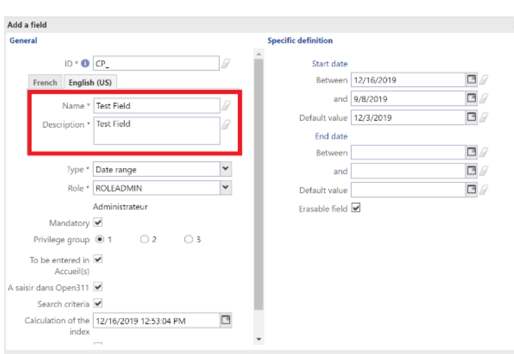
3.7 – Vocational Rehabilitation Requirements

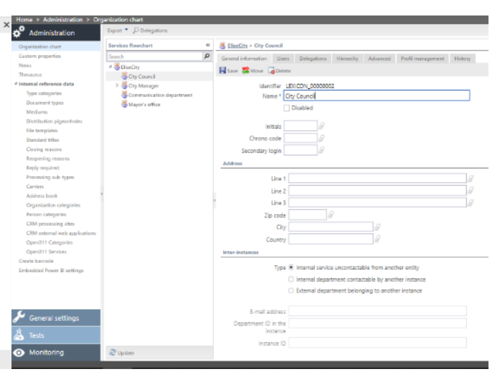
a. Describe how the proposed system will meet the Vocational Rehabilitation Requirements set forth in Section 2.8. of the RFP. The discussion may include appropriate careen shots and other descriptive materials in order to fully explain the product.

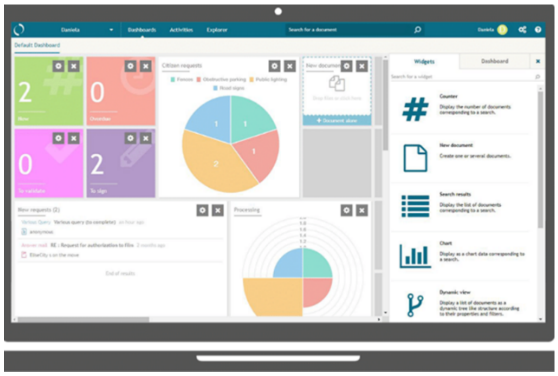
Templates and forms are utilized for intake applicants and WIOA programs. Custom fields are easily configured, by Client or Vendor, to populate these forms and templates automatically. Referrals are passed back and forth through a robust workflow system, either automatically, or ad-hoc as needed. Unlimited prompts, drop-downs and type selections are available to further define each application and requests. Alerts and due dates notify the relevant user to a pending task, such as: Application, Eligibility, Plan, etc. Status alerts are updated in real-time at every step of the workflow process. Fee schedules and links are incorporated directly into the forms and templates for ease of use. Milestones, checklist, approvals, closure requirements and tasks are configured by the Vendor at implementation, or by the Client ad-hoc.

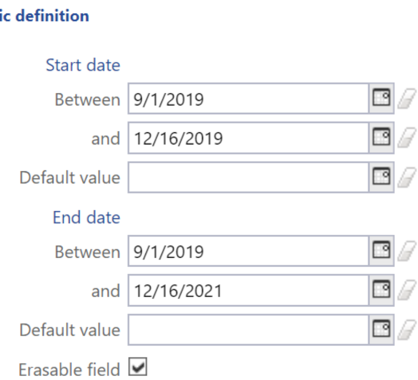


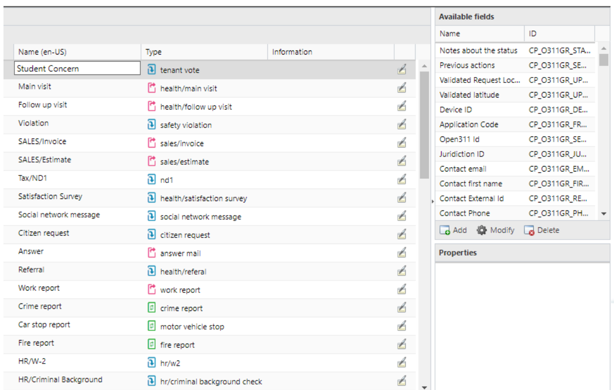


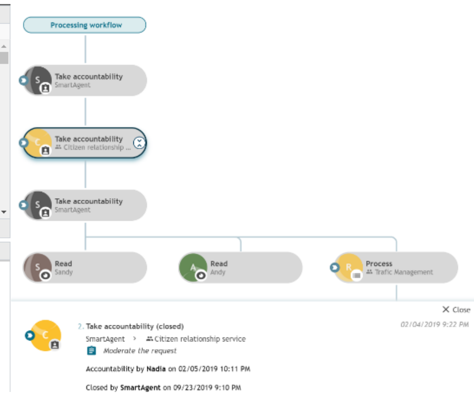


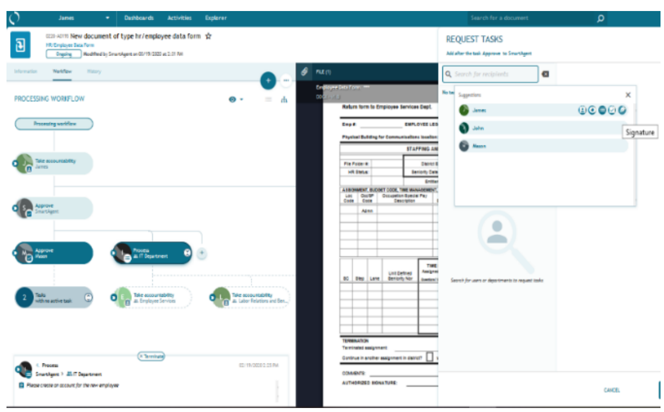


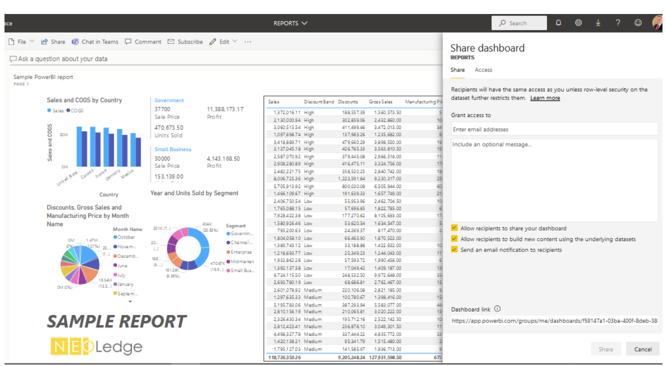

Dashboards
Activities
Explorer
Default Dashboard
Widgets
Dashboard
Citizen requests
Processing


Specific definition
Start date
Between 9/1/2019
and 12/16/2019
Default value
End date
Between 9/1/2019
and 12/16/2021
Default value
Erasable field


Name (en-US)
Type
Information
Student Concern
tenant vote
Main visit
health/main visit
Follow up visit
health/follow up visit
Violation
safety violation
SALES/Invoice
sales/invoice
SALES/Estimate
sales/estimate
Tax/ND1
nd1
Satisfaction Survey
health/satisfaction survey
Social network message
social network message
Citizen request
citizen request
Answer
answer mail
Referral
health/referral
Work report
work report
Crime report
crime report
Car stop report
motor vehicle stop
Fire report
fire report
HR/W-2
hr/w2
HR/Criminal Background
hr/criminal background check
Available fields
Name
ID
Notes about the status
Previous actions
Validated Request Loc...
Validated latitude
Device ID
Application Code
Open311 Id
Juridiction ID
Contact email
Contact first name
Contact External Id
Contact Phone
Add
Modify
Delete
Properties


Processing workflow
Take accountability
SmartAgent
Take accountability
Citizen relationship ...
Take accountability
SmartAgent
Read
Sandy
Read
Andy
Process
Traffic Management
Close
Take accountability (closed)
SmartAgent
Citizen relationship service
Moderate the request
Accountability by Nadia on 02/05/2019 10:11 PM
Closed by SmartAgent on 09/23/2019 9:10 PM

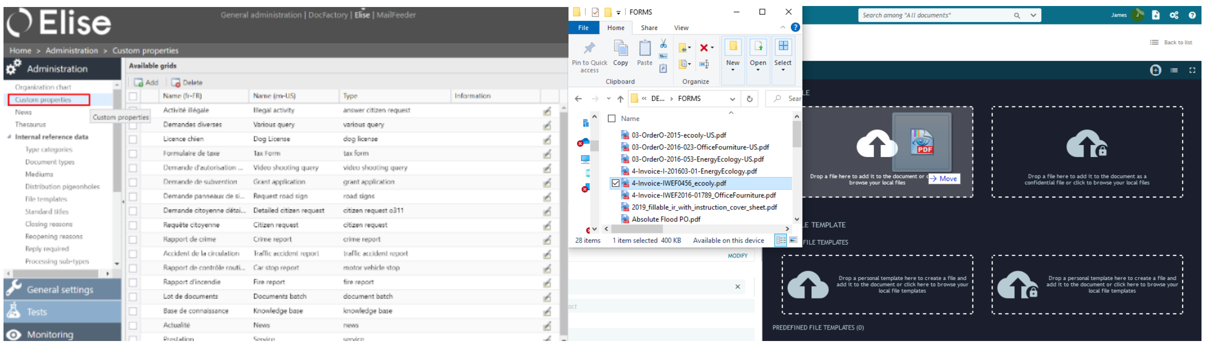

Dashboards
Activities
Explorer
PROCESSING WORKFLOW
Processing workflow
REQUEST TASKS
Signature
CANCEL

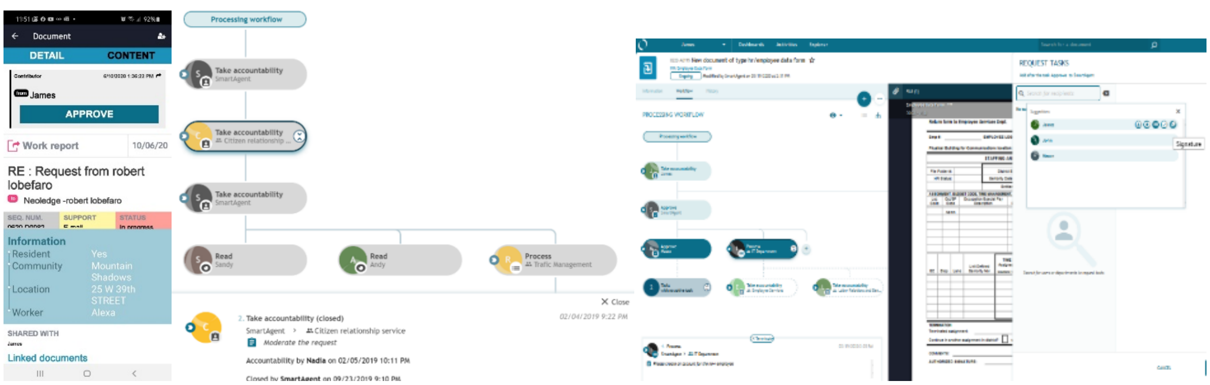

REPORTS
Share dashboard
Sales and COGS by Country
Discounts, Gross Sales and Manufacturing Price by Month Name
Year and Units Sold by Segment
Allow recipients to share your dashboard
Allow recipients to build new content using the underlying datasets
Send an email notification to recipients
Dashboard link
Share
Cancel
SAMPLE REPORT
NEOLedge

3.8 – Pre-Employment Transition Services

a. Describe how the proposed system will meet the Pre-Employment Transition Services requirements set forth in Section 2.9. of the RFP. The discussion may include appropriate screen shots and other descriptive materials in order to fully explain the product.

Pre-employment transition is tracked through a robust case management system. All relevant documentation is linked to the case and managed at each step of the process. Automatic workflows ensure proper delivery and task requirements at each step. The pre-defined process may be edited and interrupted at any step according to admin rights of access.

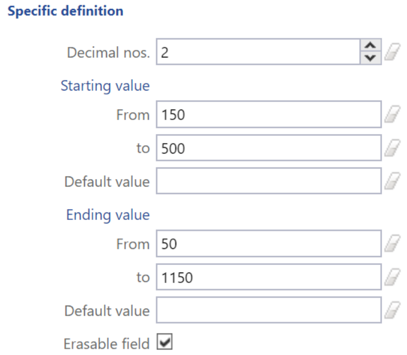


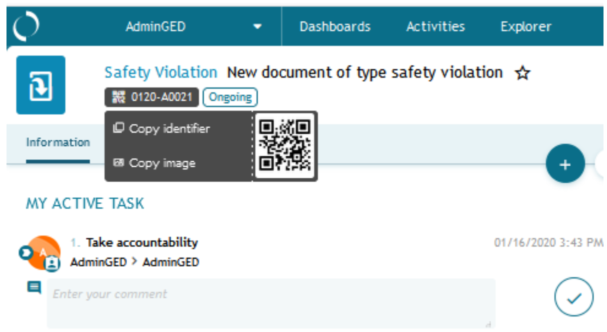


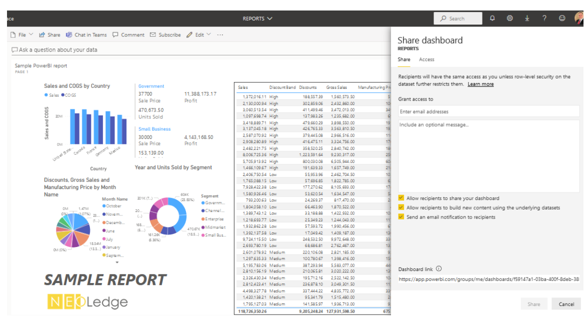
3.9 – Independent Living Services

a. Describe how the proposed system will meet the Independent Living Services requirements set forth in Section 2.10 of the RFP. The discussion may include appropriate screen shots and other descriptive materials in order to fully explain the product.

Financial information is gathered via client input and identified OCR data fields. Needs analysis is determined by pre-defined criteria, such as income amount ranges. Clients can e-sign through any mobile device. Age is captured via required field input, further verification is accomplished by uploading secure docs, like driver's license. Waiting lists are compiled real-time, 24/7. Analytics are compiled into automatic reports and trend analysis.







3.10 – Services for The Deaf & Hard of Hearing

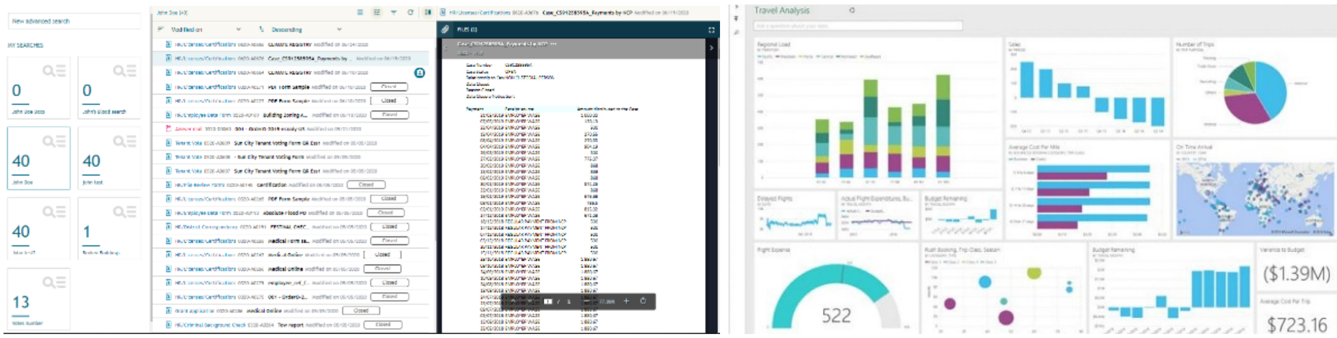
a. Describe how the proposed system will meet the Services for the Deaf & Hard of Hearing requirements set forth in Section 2.1.1. of the RFP. The discussion may include appropriate screen shots and other descriptive materials in order to fully explain the product.

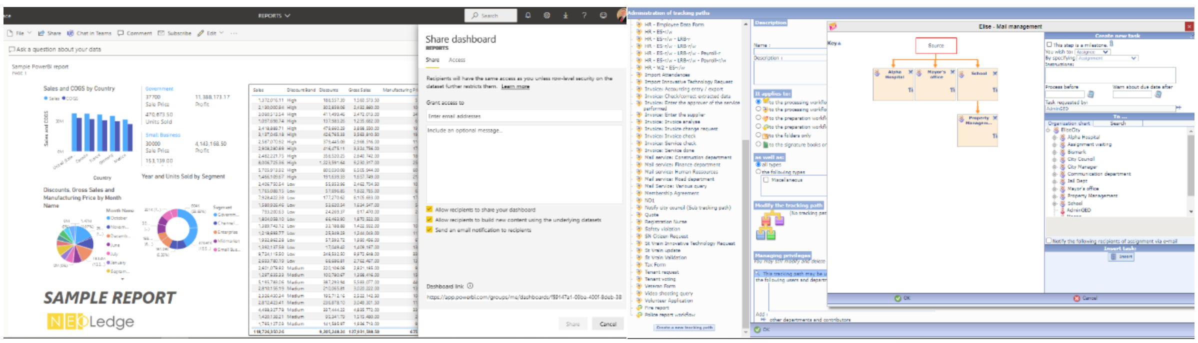
Our solution interfaces with all 3rd party vendors through WebServices and APIs. Financial information is gathered via client input and identified OCR data fields. Needs analysis is determined by pre-defined criteria, such as income amount ranges. Clients can e-sign through any mobile device. Age is captured via required field input, further verification is accomplished by uploading secure docs, like driver's license. Waiting lists are compiled real-time, 24/7. Analytics are compiled into automatic reports and trend analysis.

3.11 – Social Security Administration – Ticket to Work

a. Describe how the proposed system will meet Social Security Administration – Ticket to Work requirements set forth in Section 2.12. of the RFP. The discussion may include appropriate screen shots and other descriptive materials in order to fully explain the product.

Our solution interfaces with all 3rd party vendors through WebServices and APIs. Pre-defined repots are delivered automatically, or ad-hoc as needed. Cost reimbursement files are automatically distributed according to workflow routines. Unlimited report criterias are included.





3.12 – Data Validation & Reporting

a. Describe how the system will satisfy all Federal and State reporting requirements as described in Section 2.13 of the RFP. Include details on how reporting functions will be kept up to date with changing Federal and State requirements.

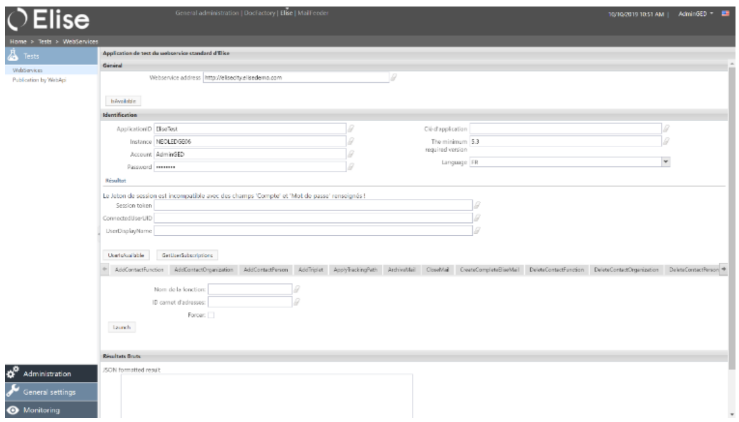
Federal and state reporting is configured during implementation through supplied data matrix and schemas. The reporting is accomplished automatically or ad-hoc manually via WebServices and APIs. Real-time dashboards are highly configurable and user-friendly, no hard-coding required. Our solution utilizes drag and drop widgets to configure dashboards, which are fully mobile responsive. ANY element of collected data can be utilized for indexing, reporting and future data retrieval.

Our solution exports into the following formats:

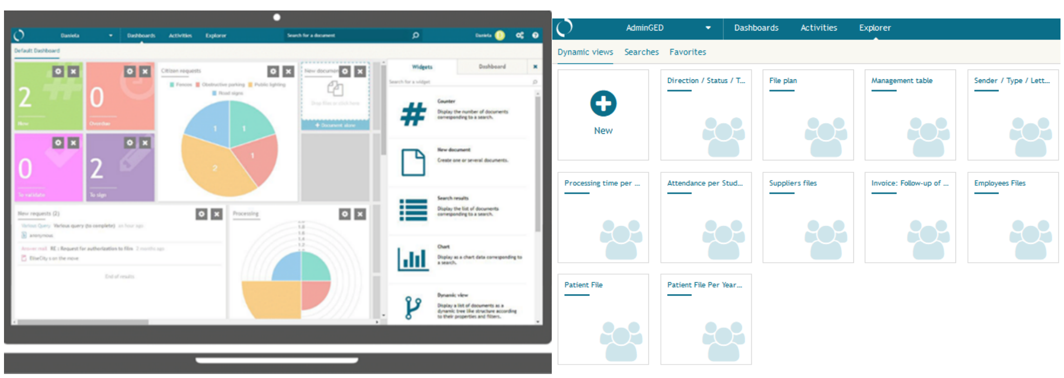
1) EXCEL
2) .CSV

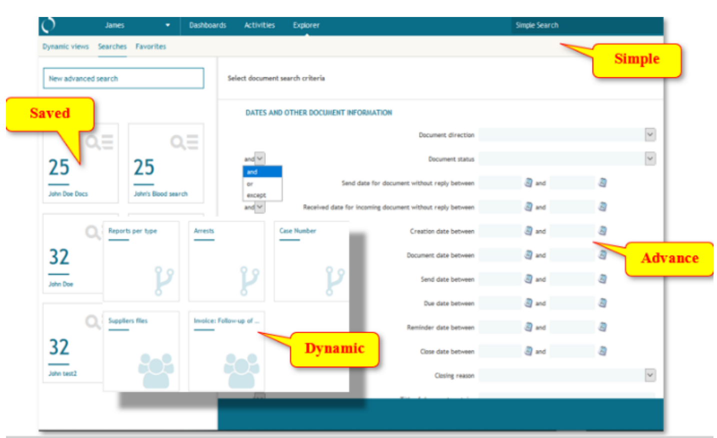
3) .PDF
4) .TXT

WebServices provide read and write access to the database. This open technology, which can be easily integrated into a modern software architecture, is NeoLedge's preferred interoperability tool. WebServices are implemented with Microsoft Windows Communication Foundation .Net and can therefore be used in a variety of ways: SOAP, REST, .Net, etc. Our solution uses as standard, 92 web services methods, allowing you to work on almost all the elements



Test interface for web services





b. Describe the number and types of canned reports available in the system out of the box.

24 Canned Reports.

c. Describe the ad-hoc reporting capabilities of the proposed system.

Reports can be run at any time, by any User, (according to access rights).

d. Describe the ability of the proposed system to export reports in a variety of the file formats as described in Section 2.13 of the RFP. Include information on batch printing and customized printouts as well as electronic file formats.

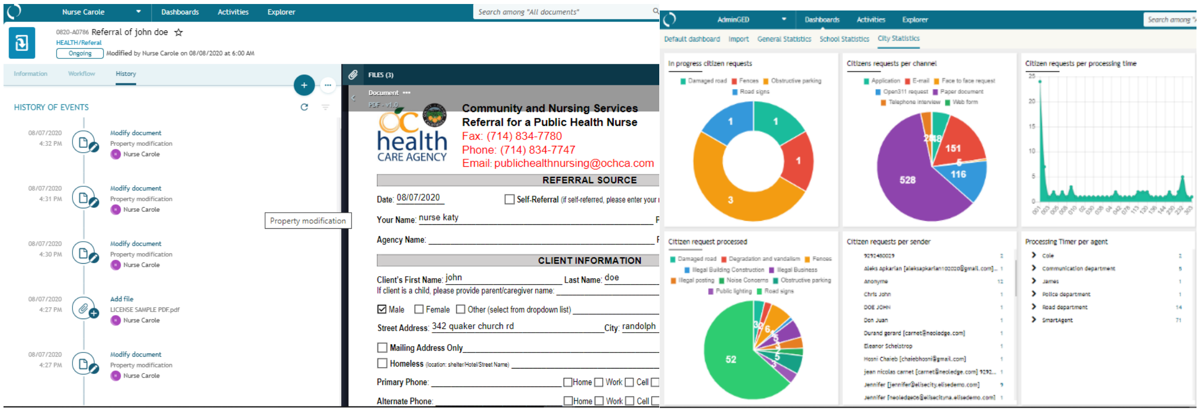
Our solution exports into the following formats:

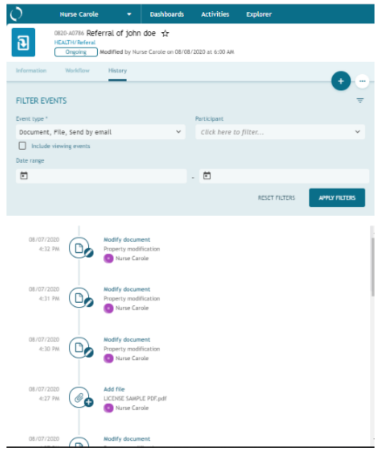
1) EXCEL
2) .CSV
3) PDF
4) TXT

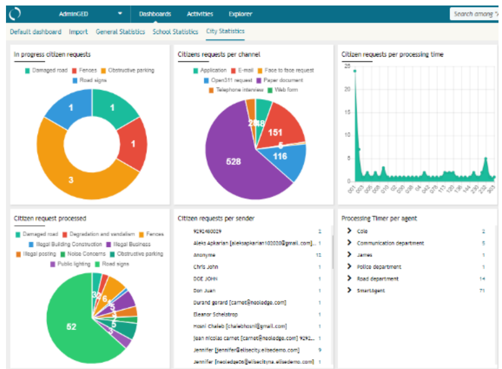
Custom printouts and reports are accomplished through interactive, flexible templates. Our system gathers metadata through a variety of means and maps the data into pre-defined template fields. These compiled templates are utilized for reports, templated responses, and complex response files. ANY file format is allowed to be added to the client, or case file, even audio and video. Batch printing is accomplished through the workflow and 3rd party integrations.

e. Describe the audit functionality of the proposed system and how it meets the requirements set forth in Section 2.13 of the RFP.

ANY identifying field can be mapped into the audit module. ALL metadata collected is also mapped in. Audit logs are robust, certified and reflective of ALL activities, even reading of documents. Audit activities are compiled into dashboard graphs, charts, reports and trend analysis through PowerBi integration.





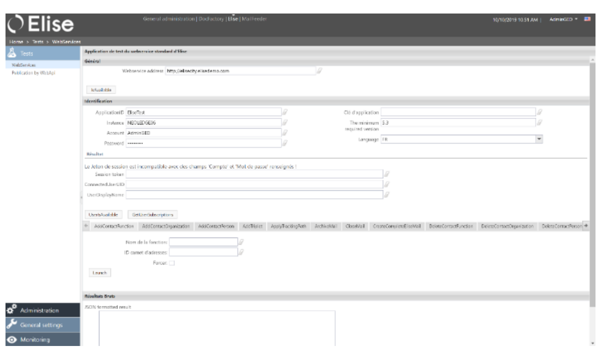


3.13 – Required Interfaces

a. Describe how the proposed system will interface with the systems required in section 2.14 of the RFP.

WebServices which provide read and write access to the database. This open technology, which can be easily integrated into a modern software architecture, is NeoLedge's preferred interoperability tool. WebServices are implemented with Microsoft Windows Communication Foundation .Net and can therefore be used in a variety of ways: SOAP, REST, .Net, etc.

Our solution comes with a canned set of 92 web services methods, allowing you to work on all the elements of the solution.



Test interface for web services

Approach

Integrating one system with another system has become a more common occurrence with the use of modern software solutions. Most solutions provide APIs (Application Programming Interfaces) and if used properly should provide a seamless exchange of data.

Stellar has integrated with many systems over the years (i.e. SAP, Oracle EBS, Unifier, Kahua, eBuilder) and have learned valuable lessons through the process. The most important is to understand the specific requirements. This is not as simple as understanding moving one piece of data, but how logically the data is used within each of the systems. Is the data simply for reporting / status review or will it be used as part of a subsequent business process in the next system. Stellar will document the requirements in the Integration Strategy document which will also include other information related to the management of the API's and/or files used to support the integration. This Integration Strategy document is the blueprint for execution of the subsequent tasks and requirements. The Client will sign off on this document before moving to the next step.

Business rules and potential transformation of data may be required as part of the integration service. If possible, all business rules should be in the applications and should be considered before incorporating into the integration process. The transformation and application of rules may require other input and management screens allowing the organization to be self-sufficient and not to rely on a developer for on-going support.

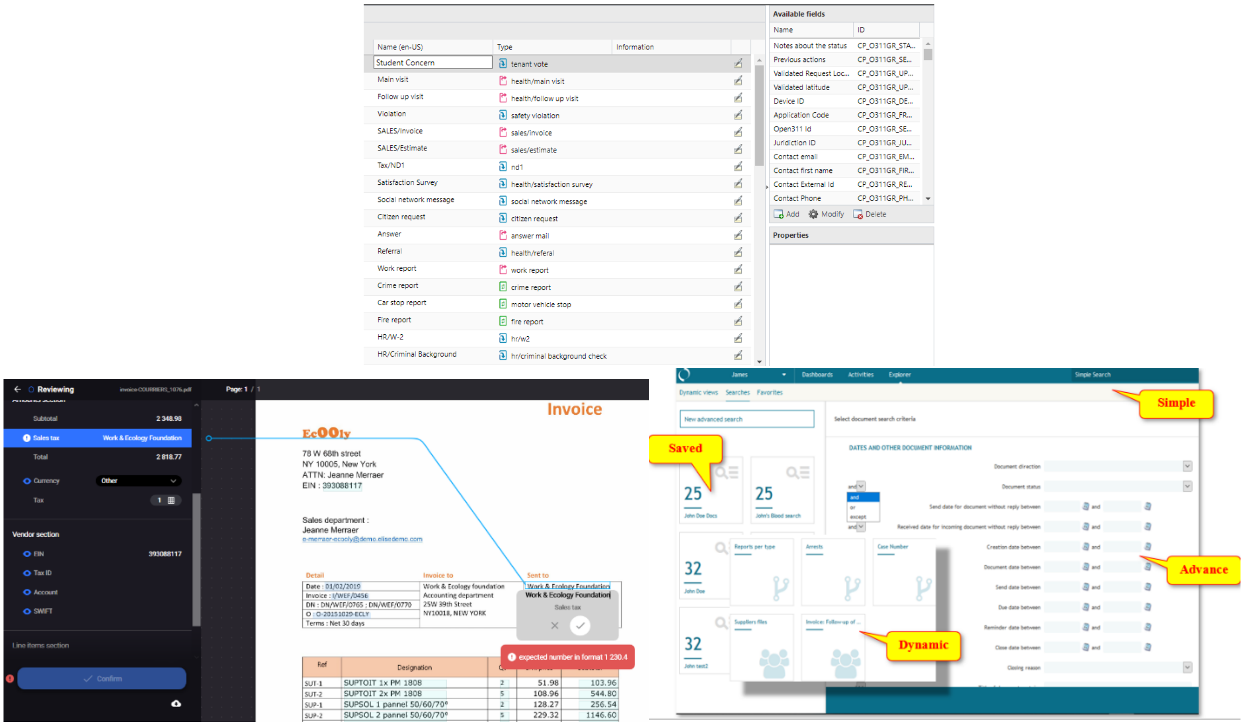
A consideration for using middleware to manage the API's is typically not covered in this response. Stellar Services could work with the Client in order to determine if this is a better option. Middleware tools offer scheduling, validation of executed scripts, etc. Typically, these are used when there are many API's running through the solutions.

Most likely, the development activities will occur remotely. This allows highly technical resources to focus on the API development and the focus allows for improved success. After development, unit testing and testing is supported in the traditional course of the project execution.

3.14 – Data Conversion

a. Describe the process by which historical data from ARS's current system will be converted into the proposed system that meets or exceeds the requirements set forth in Section 2.16 of the RFP.

Data from 3rd party systems are imported via WebServices and APIs. The mapped data and associated image files are indexed into our solution for easy searches and retrieval. Additionally, our solution compresses to a high ration, saving many clients in storage space and costs. The imported data is catalogued into our solution and tested in a test environment, prior to go-live.



Data Migration Process

One of the most significant risks to the success of any software implementation is data migration. The tendency in a client's implementation planning is to underestimate the amount of effort required to migrate data from often multiple disparate sources to your new Kahua environment. Our Services can be engaged to help plan a migration effort, support a customer's data conversion efforts, carry out specific migration activities, or provide a turnkey data conversion deliverable as part of our consulting services agreement. Specific responsibilities for tasks and deliverables within the data migration process will be determined in collaboration with you.

At a high level, data migration is simply the process of identifying the data you wish to retain/relocate from an external source, preparing the data for movement in a form and function that the target system can consume, and then enabling the movement of the data in the most efficient and cost effective way.

Decide What to Migrate

Critical to your data migration planning is the decision surrounding what will and will not migrate to the new system. Migration events take on an order of complexity (and a correlating incremental delta in cost) based on primarily three factors:

- The amount and state of organization of the data at its source,
- How easily - or not – the data is mapped between the source and target systems,
- How you wish to be able to access and use the migrated data in the target system

Moving current active/in-flight project data to the new system as dynamic user interactive user records is the norm, but how complete and inactive historical project data is handled is a key consideration with respect to scope and cost control. You may move all, some, and under some circumstance none of their historical data for complete or inactive projects based on the business value of the access to the data.

Prepare to Migrate

Migration planning and preparation occurs in parallel with the NeoLedge design and prototype configuration effort. The inventory, assessment, and mapping of source data can begin before the Kahua prototype configuration is complete but completing a migration plan requires a final design for the target system business process objects, including any one-time data migration record sets as applies.

Issues with data quality and consistency often consume a great deal of project time to correct, and the effort typically doesn't yield a high order of return on investment. By analyzing source data early in the project, potential risks are identified, and mitigation contingencies can be created. Alternate data sources might be substituted or used to enhance data with high quality risk. Alternate conversion schemes might also result in less sensitivity to error or a higher degree of data reliability.

Once an initial data mapping and compatibility assessment is completed, gaps – such as missing data or conflicting data structures – will be identified and prioritized by the client for resolution. We will work with the client to choose the most effective approach to closing gaps – either through additional data collection, changing or creating new objects/processes in NeoLedge, or other options.

Move the Data

Once the requisite legacy data conversion is complete, the data is ready for movement to the new NeoLedge system. We propose using some of Stellar's custom tools to manage the extraction of data from source systems, the transformation of data into a form the target system can consume, and the population of the transformed data to the target system.

We will work with client to establish migration success measures and validation criteria, as well as ownership for data remediation if needed. Validation will require one or more test iterations before all success criteria are met. This is highly dependent on data quality and consistency. Once an approved migration path has been accepted, planning and preparation for the go live migration can commence.

After go-live migration is complete, additional configuration steps might be required – such as re-enabling any validation rules bypassed during migration, reconfiguring integration data elements, or turning off any migration-only business process objects.

3.15 – Ongoing Maintenance & Updates

a. Provide a proposed Maintenance Plan detailing the approach to ongoing maintenance of the proposed system that meets or exceeds the requirements set forth in Section 2.16 of the RFP.

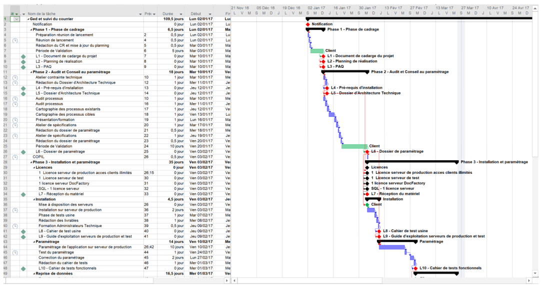
The Vendor will comply with all of Client's provisions. Stellar and NeoLedge have developed a pragmatic approach based on a large experience allied with the following methods:

- Respect of established deadlines

- Measured and managed risks
- Ensuring optimal uses of our tools
- Costs efficiency

On detailed project scope, project enhancements purchased, availability for meeting coordination, action item return and completion, approval dates, and other factors.

Your project timeline, tasks, due dates, and communication will be managed and available in real-time via the project management software.



Example of planning

Effectively managing change is a key challenge on any major project. This initiative will require two forms of Change Management, both of which are critical yet very different. The process by which we will manage changes to project scope, deliverables, costs, and timelines will be referred to as “Change Control.” The process by which we will plan and manage organizational changes will be referred to as “Organizational Change Management.”

3.16 – Ongoing User & Technical Support

a. Provide a proposed Ongoing User and Technological Support Plan beginning at Go Live and continuing for the life of the contract. Include details on how this plan will meet or exceed the requirements set forth in Section 2.17 of the RFP.

The support of NeoLedge aims to provide customers with:

1) Reactive support in case of incidents;
2) Support close to the customer's teams;
3) Application durability and application updates.

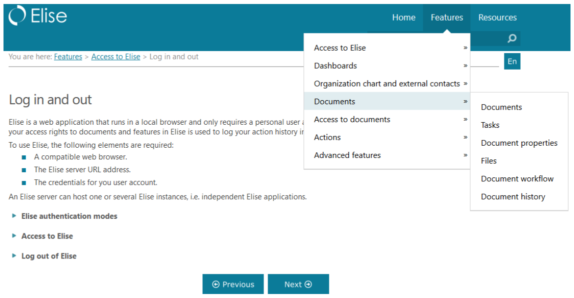
Incident management, during the maintenance phase of the application, is subject to a procedure developed by NeoLedge and in response to the requirements of your expectation.

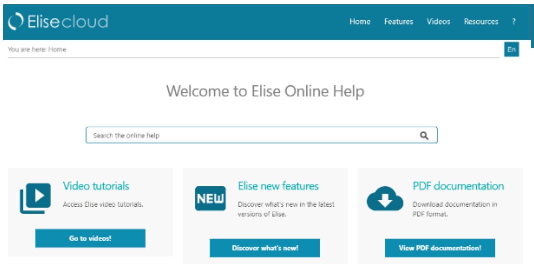
The 1st level of maintenance is provided by your administrators who can then accompany users for navigation assistance and report incidents to NeoLedge.

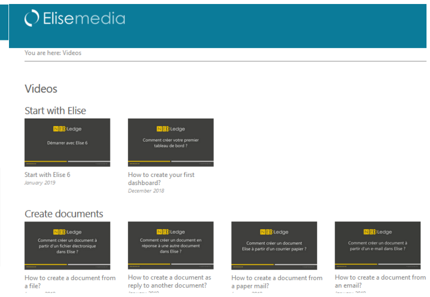
NeoLedge Support team takes care of second-level support. This Support team is made up of IT engineers, some of whom have acquired professional experience in Project Management. The interlocutors are specialized in their field.

If the incident cannot be resolved by the Support team, it is escalated to our product development engineers, NeoLedge's ISV division, at the 3rd level. The Product Manager is assisted on a daily basis by a team of 10 people.

The opening hours of the telephone reception are 8 a.m. to 6 p.m. (24/7 Telephone Support available for additional charge)







3.17 – Training

a. Provide a proposed Training Plan that meets or exceeds requirements set forth in Section 2.18 of the RFP. The Training Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to effectively train staff on how to use the proposed system. Include sample training materials that have been used in past implementations of similar size and scope to the one described in the RFP.

The Vendor will conduct execute a training plan based on proven techniques, milestones and methodologies.
The plan may be a train-the-trainer approach, User-training approach, or a combination of both.
Below is an EXAMPLE of a comparable training plans and methodology:

Knowledge Coordination and Transfer

Knowledge coordination is the management of all the information associated with the project. Knowledge coordination approach is a component of the roles, responsibilities, standards and procedures, and tools utilized during the project.

Each project represents an opportunity for organizational learning between project participants. Through training and participation in project activities, staff and management can increase business or technical knowledge. Knowledge transfer is key to enabling smooth transitions between project phases and will be looked at as a continuous process throughout the duration of the project.

Though documentation and other project artifacts are useful in providing knowledge and a better understanding, the primary method of knowledge transfer is experiential - which requires the Client's team members to work in parallel with the Neoledge/Stellar team. Joint meetings, when the product is demonstrated, visioning sessions, use case discussions, design prototype reviews, User Acceptance Testing, and Training will collectively provide the experience that will result in knowledge transfer.

Training Approach

The Neoledge/Stellar team provides training to system administrators, content managers, and end users by focusing on three critical roles in any ECM/Case Management environment: Those who primarily consume content kept in the repository, those who contribute content to the repository, and those who are responsible for administering the repository.

Staff training and knowledge transfer is a key component of Organizational Change Management (OCM), especially on those projects where staff roles will change, and activities will move from manual processes to automated processes turning 'clerks' into 'analysts'.

As part of the Project Planning, Neoledge/Stellar will create a detailed project plan supporting the Training Requirements of the Client. It is critical the Client appoint a Training Coordinator who will assist and serve also as a Change Agent. Together, the Neoledge/Stellar Trainer and the Client's Training Coordinator will develop a detailed plan covering the following:

- Define and document a detailed training needs analysis
- Identify target audiences and internal instructors
- Training Schedule. Training often takes a life of its own and this project plan will more than likely have a life of its own and will not be incorporated at a detailed level within the Project Plan.
- Develop learning aids, instructional documentation, and other materials per the training plan for different roles: The roles may include:
- System Administrators
- Help Desk Team Members
- End Users (Departmental Users)
- Power Users
- Public-Users
- Materials for the Quiz. This will include Questions, Responses (correct and incorrect), as well as, actions to take after the response may be incorrect.
- Deliver Train the Trainer classes.
- Co-teach classes.
- Deliver training offerings.

Content/Document Management Training Curriculum

The list below represents curriculum which is typically identified for the roles identified. This list can change based on the Training requirements of the Client.

End User Training

Basic Users:

- Repository Navigation
- Use of Search and Reporting
- Accessing, organizing, and using repository content
- Accessing and using Collaborative functions
- Accessing the repository through desktop applications

Power Users:

Adding and updating content

- Setting Permissions and Index values
- Creating container structures
- Creating/modifying Forms
- Creating/modifying Workflow

Administrator Training

System Administration training explains how to configure and administer the ECMS in a production environment. The topics covered include:

- Server management
- Technical configuration
- Maintenance Functions
- Search Administration
- Basic Database Administration functions
- Storage Management

Example of Training Materials

a) Operations and Maintenance Procedures: As part of the Go Live process, the Neoledge/Stellar Team will document the operations and maintenance procedures, if necessary. Almost all of the core maintenance procedures are handled by NeoLedge and Microsoft. Operational procedures may include data clean/verification processes.

b) Implementation Tasks: The Neoledge/Stellar Team will define the implementation tasks as part of the project scheduling efforts at the onset of the project. The following represents a 6-month implementation plan including 1 full month of dedicated support. After the first month, Neoledge/Stellar will continue to provide the support which will be handled by the services team throughout the US. This schedule will be updated after the discovery with durations and tasks updated accordingly.

Training

Neoledge/Stellar Services understands the complexities with Training and Knowledge Transfer which is required in order to make this fully successful. Training is a more formal approach where classrooms, class curriculum, and other tools are utilized to educate users on the new software. Knowledge Transfer is less formal where users or in particular IT Staff are guided along as the software is being developed and implemented. The balance of both techniques is required in order to properly train and educate the Client's Staff.

Techniques

Neoledge/Stellar Services will utilize several tools and different techniques to educate the users on the software. These may include:

1) Implementation of an on-line "Help and Manual" software solution which will provide information according to the employees' role(s) within their Department. This information quickly identifies how the solution pertains to a specific role and provides details on which functionality an individual in that role should be using to accomplish his/her job. This tool has the capability of storing video (if the Client would like to video record the training sessions) and publish a PDF of the complete manual. This can also be published allowing external users access.

2) For basic common tasks (i.e. processing of workflow forms – approval/rejection), Neoledge/Stellar can provide Computer Based Training of these specific tasks for users to leverage in the future. This can also be published for access by external users.

3) Lunch and Learns will be held, where the Client's Instructors and/or member of the Project Team provide overviews of the solution during development and/or configuration. This is an informal method to introduce new users to the solution and make the change less evasive.

4) Identifying the Help Desk Training needs in order to properly support internal and external users. This will be compromised of both Computer settings and Software basics allowing the Help Desk Team to handle some of the How To questions.
5) Training of Power Users / Application Owners, who need to possess a far better understanding of the solution than basic users. This training is in-depth and will cover all functions. These individuals should be able to provide future training to new users and become tier 2 support to users.

6) Training of Technical Resources, who need to support the server infrastructure. These resources are typically in the Information Technology Department and will be responsible for the server and network components.

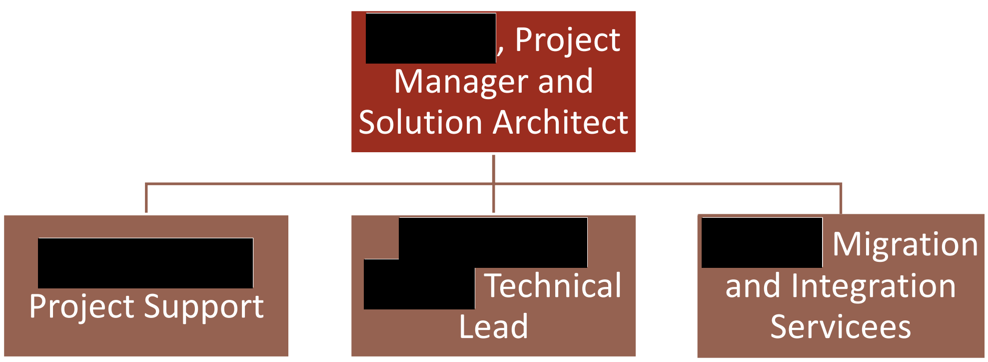
7) Workflow Training will be required for the Power Users to understand how to create new workflow and new forms.

8) Implementation of a quiz validating each basic user has gone through the training process and clearly understands how to utilize the system. For those individuals who are not proficient, another round of testing can be scheduled, or one-on-one training may be required. This additional training is not included in the proposal.

3.18 – Staffing & Key Personnel

a. Provide a proposed Staffing Plan. Include key staff members required by Section 2.19 of the RFP and any additional key staff being proposed by the Contractor. Provide resumes for all key staff members. Proposed plan must at minimum meet all requirements set forth in Section 2.19 of the RFP.

The Stellar Team will be assigned throughout the project. Mr. Harris will manage the entire project, working with ARS defining the requirements and translating these requirements into technical configurations. Mr. Harris will be working with ARS as one of the primary resources throughout the project execution and as COVID changes the way we work, will be on site as needed. Ms. Anna Savitsky will provide support services to include taking notes, testing, training and configuration of the software at Mr. Carnet's request and other support as needed. Ms. Savitsky will be working hand in hand with Mr. Harris and both should be primary key resources throughout the project. Mr. Ji will be focused on any data migration and integration services required. This will include data mapping, technical specifications and writing the scripts. Mr. Ji will work on the project as needed and as the project moves into these other requirements.



3.19 – Implementation

a. Provide an Implementation Plan. The Implementation Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to seamlessly implement the proposed system. The proposed Implementation Plan must meet or exceed all requirements set forth in Section 2.20 of the RFP.

The plan below is based on the RFP and estimated schedule. This schedule has several assumptions including the largest being the availability of the ARS staff to complete tasks and meet based on this schedule. This schedule will be finalized within 30 days of NTP with mutually agreed upon schedule to complete.

Task Name	Duration	Start	Finish	Predecessors	Resource Names	Deliverables
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3.20 – Testing

a. Provide a proposed Testing Plan. The Testing Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to effectively test the proposed system. Testing Plan must at least meet or exceed all requirements set forth in Section 2.21 of the RFP.

Testing

Validating the work which Stellar has completed to date will be critical to the success of the entire implementation.

- Traceability Matrix is updated to align the requirement with the test case.
- Testing and Documentation.
- User Acceptance Testing.
- User Acceptance and Go-live.
- Demonstration Work Shops continue.

Labor Rate Interface

Software Identifier	Test Case ID	Target Server	Scenerio Being Tested	Pre-Requesite Steps	Test Data to be Entered	Steps to Carry Out Test	Expected Results	Actual Results	Pass/Fail	Reason of failure	Tester's Name	Date Conducted Test
LRI	1	Stellar Local	Load all resources from PIF	None	A valid PIF file	Run LRI and select the PIF file	Resources information in PIF file are loaded into memory	As expected	Pass	N/A	Tommy Xie	3/20/2012
LRI	2	Stellar Local	Import resources from PIF to P6	Load resources from PIF file	A valid PIF file	Run LRI and select the PIF file	Resources in PIF file are imported into P6	As expected	Pass	N/A	Tommy Xie	4/25/2012
LRI	3	Stellar Local	View resources from P6 in LRI with search and sort functions	None	None	Run LRI and click on Show Labor Rates	Display all resources from P6 in a table format in LRI. And user can search or sort labor records	**Resources are loaded, search and sort are not functional**	**Fail**	**Javascript code error**	Tommy Xie	5/2/2012
LRI	4	Stellar Local	View resources from P6 in LRI with search and sort functions	None	None	Run LRI and click on Show Labor Rates	Display all resources from P6 in a table format in LRI. And user can search or sort labor records	As expected	Pass	N/A	Tommy Xie	5/2/2012
LRI	5	Stellar Local	Load rates from PIF, detect changes and update rates in P6	Load resources from both P6 and PIF file	A valid PIF file	Run LRI, select a PIF file and click on Run button	Create a new rate record for resource whose rate is changed. A log should be created.	**A log is created. But created new records for every resource even if the rate is not changed**	**Fail**	**Caused by number conversion in code**	Tommy Xie	5/4/2012
LRI	6	Stellar Local	Load rates from PIF, detect changes and update rates in P7	Load resources from both P6 and PIF file	A valid PIF file	Run LRI, select a PIF file and click on Run button	Create a new rate record for resource whose rate is changed. A log should be created.	As expected	Pass	N/A	Tommy Xie	5/4/2012
LRI	7	Stellar Local	Load all roles with rates from Excel	None	A valid Classificatio	Run LRI and select the excel file	Roles information in excel file are loaded into memory	**LRI stopped working during reading excel file**	**Fail**	**Parse excel file error**	Tommy Xie	5/9/2012

Unit Test | EPC & BRF & FAMIS | Labor Rate Interface | eMerge interface | Comment Review | EDMS | Wor ...

Example of User Acceptance Testing Scripts

Deploy

By now, the Project Team has been supported by an effective Organizational Change Management approach (see below) and the implementation will begin. Stellar and ARS will work closely to deploy the solution and train the users. Keep in mind, informal training and Organization Change Management activities have already been started. During the Discovery and Analysis phase, discussions and demonstrations were provided reviewing existing solutions and during the development phase iterative demonstrations of the specific solution were provided.

- Communication continues with the Go Live Date.
- Identify ARS Training Liaison.

- Conduct "rolling" training delivery on all processes, procedures and tools for each user role.
- Evaluate training effectiveness and implement improvements.
- Provide rollout support to all users.
- As an option, Stellar will provide extended ninety (90) day support to all users.

Continuous Improvement

We have added a critical phase at the end of the Project called "Continuous Improvement Phase." This phase is not in the scope of this project; however, it should be conducted by ARS staff as part of a transition at the conclusion of the project. The Stellar Team will gladly facilitate this transition to ARS' staff. The purpose of this is to refine the solution once it has been used for a period of time. Stellar has found in many cases, the solution, business process and procedures will need to be adjusted as the Team becomes more familiar with capabilities and design.

3.21 – Disaster Recovery

a. Provide a proposed Disaster Recovery Plan. The proposed Disaster Recovery Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities necessary for disaster recovery and meet or exceed all requirements in Section 2.22 of the RFP.

BCP (Business Continuity Plan)

The disaster recovery plan is triggered in the following cases:

- Data loss or alteration (outside the infrastructure)
- Failure of the main Datacenter infrastructure

Restoring lost or corrupted data

The data restoration procedure is carried out by the Service Provider.

- Restoration point

The date of the recovery point is a maximum of two hours before the date of the data loss, within the limit of the last fifteen sliding days.

- Granular restoration.
- Granular recovery allows you to restore a document individually.

Resumption of Activity Procedure on a Secondary Datacenter

In the event of a prolonged failure (6 hours) on the Microsoft Azure primary data center, the service is restored in the Microsoft Azure secondary data center.

The restoration time (RTO) is 18 hours.

The recovery point is less than 2 hours old before the main Datacenter failure, it causes a maximum of 2 hours of data loss.

Security center NeoLedge relies on the "Security Centre" service provided by the Datacenter host: https://azure.microsoft.com/fr-fr/services/security-center/

Which, in particular allows you to Monitor security for all cloud workloads

- Implement a strategy to ensure compliance with security standards

- Detect and fix vulnerabilities before they can be exploited

- Use access and application controls to block malicious activities

- Leverage advanced analytics and threat intelligence capabilities to detect attacks

- Simplify investigation to respond quickly to threats

Traceability of access

All user accesses (Client and Service Provider) are tracked at several levels, in order to identify the origin of any malicious access or human error. Traces are kept for 1 (one) year.

Security against viruses and malware

The Provider installs and updates the antivirus. All files are controlled by antivirus software.

Security breach

In the event of a security breach related to the infrastructure or application, NeoLedge undertakes to correct it within a maximum period of 5 (five) working days.
BCP (Business Continuity Plan)

The disaster recovery plan is triggered in the following cases:
1. Data loss or alteration (outside the infrastructure)
2. Failure of the main Datacenter infrastructure

Restoring lost or corrupted data

The data restoration procedure is carried out by the Service Provider.
The date of the recovery point is a maximum of two hours before the date of the data loss, within the limit of the last fifteen sliding days.
1. Granular restoration.
2. Granular recovery allows you to restore a Record individually.

3.22 – Data Security

a. Provide a proposed Data Security Plan. Provide details on how the proposed plan meets or exceeds the requirements set forth in Section 2.23 of the RFP.

Datacenter Security Standard

The data centers used for cloud services are ISO/IEC 27001 certified. Our solution is hosted in the Microsoft Azure data center. The certification states that NeoLedge has implemented the guidelines and general principles for initiating, implementing, maintaining and improving information security management. The annual ISO/IEC 27001 certification process for data centers includes an audit of operational resilience.

Security of stored data

The content of the file space is encrypted using a 256-bit AES algorithm. Virtual server disks are encrypted using Microsoft's BitLocker technology: Virtual servers are secured at rest using standard encryption technology to meet organizational security and compliance requirements. The disk-based content of databases is encrypted using Microsoft SQL Server's transparent data encryption (TDE): https://docs.microsoft.com/fr-fr/sql/relational-databases/security/encryption/transparent-data-encryption

Security of data in transit

The data that flows between the Datacenter that hosts the service and the customer is encrypted:

- From the client's browser to the Datacenter: HTTPS protocol with SHA256 certificate with 2048-bit RSA public key
- From scanner to Datacenter (if DocFactory cloud service): SFTP, FTPS or WebDAV on HTTPS
- Guarantee of integrity and authenticity All Records are stored in their native format and in PDF/A-1 1.7 format in accordance with the ISO 32000-1 standard, allowing Records to be stored and read without time limit.

All Records can be signed electronically and automatically to guarantee the origin, integrity and authenticity of each one, regardless of their lifespan.

Signatures are applied with the following security standards:

- PAdES, for PDF Records only;
- XAdES, for all types of Records including PDFs.

Access security

NeoLedge implements the following measures to guarantee the security of access.

Firewall

Each virtual server has a Windows firewall and a firewall provided by the Datacenter host. The 2 firewalls of each virtual server are configured to accept TCP connections only.

For the use of services: on the ports of the services that the server serves (https, WebDAV on HTTPS, SFTP FTPS). It is possible to restrict access only from certain countries.

Security Centre

NeoLedge relies on the "Security Centre" service provided by the Datacenter host: https://azure.microsoft.com/fr-fr/services/security-center/ which allows in particular to:

- Monitor security for all cloud workloads
- Implement a strategy to ensure compliance with security standards
- Detect and fix vulnerabilities before they can be exploited
- Use access and application controls to block malicious activities
- Leverage advanced analytics and threat intelligence capabilities to detect attacks
- Simplify investigation to respond quickly to threats

Traceability of access

All user accesses (Client and Service Provider) are tracked at several levels, in order to identify the origin of any malicious access or human error. Traces are kept for 1 (one) year.

Security against viruses and malware

The Provider installs and updates the antivirus. All files are controlled by antivirus software.

Security breach

In the event of a security breach related to the infrastructure or application, NeoLedge undertakes to correct it within a maximum period of 5 (five) working days.

APPENDIX A - FORMS

PROPOSED SUBCONTRACTORS FORM

- ***Do not** include additional information relating to subcontractors on this form or as an attachment to this form.*

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP
None		

☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: ☐ Yes ☒ No

SUBCONTRACTOR NAME:

TAXPAYER ID NAME: Stellar Services, Inc.

IS THIS FOR: ☐ **Goods?** ☒ **Services?** ☐ **Both?**

YOUR LAST NAME: Chen **FIRST NAME:** Liang **M.I.:**

ADDRESS: 70 West 36th Street, 7th FL

CITY: New York **STATE:** NY **ZIP CODE:** 10018 **COUNTRY:** United States

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS*

Indicate below if**:** you, your spouse or the brother, sister, parent, or child of you or your spouse *is* a current or former**:** member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee**:**

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☐ **None of the above applies**

FOR AN ENTITY (BUSINESS)*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity**:** member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☒ **None of the above applies**

Contract and Grant Disclosure and Certification Form

<u>Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.</u>

<u>As an additional condition of obtaining, extending, amending, or renewing a contract with a *state agency* I agree as follows:</u>

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

   Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

<u>I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.</u>

Signature______________________ Title Vice President______________ Date 02/22/2021______

Vendor Contact Person Linda Ye______________________ Title Vice President______________ Phone No. (212) 432-2848

<u>Agency use only</u>

Agency Number______ Agency Name__________________ Agency Contact Person________________ Contact Phone No.___________ Contract or Grant No._____

APPENDIX B - OVERVIEW OF THE NEOLEDGE SOLUTION

Illico is the leading ECM software solution transforming Organizations of all sizes into efficient. Built-in workflows, optimized features and multi-channel support empower public and private sector teams to accelerate processes, simplify content and mail management, and improve community engagement.

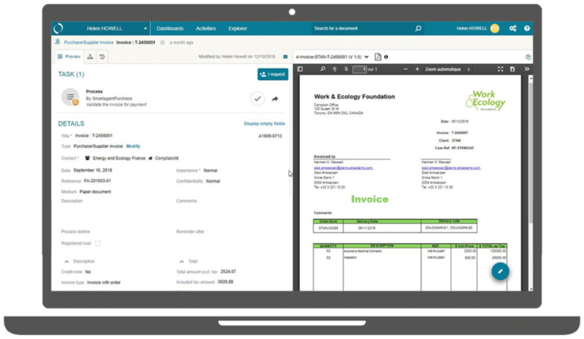
An Organization powered by illico can provide fast, accurate service from any device, which quickly strengthens users' satisfaction. Additional advantages include the ability to deploy an integrated and turnkey service that's easy to learn and use, with all maintenance and support included. Backed by NeoLedge innovation and expertise, illico enables Organizations to focus less on technology and more on strategic growth.

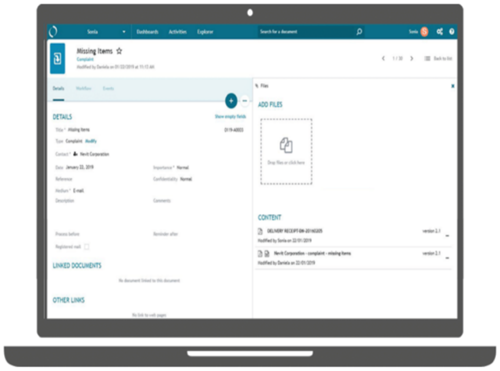
illico is multi-lingual, English, French and Spanish are built-in!

Multi-Channel Document Management System

Whatever the source or nature of your information, illico can manage content from all your incoming and outgoing sources in one centralized platform.

- Power your digital transformation with ECM to capture, process and manage all your content in one integrated, mobile solution.
- Manage multiple types of documents and communications for multiple channels, including mobile devices
- Customize metadata and forms by document type
- Define custom life cycle stages and rules associated with each type of document to enhance the distribution of content
- Define conservation and archiving rules

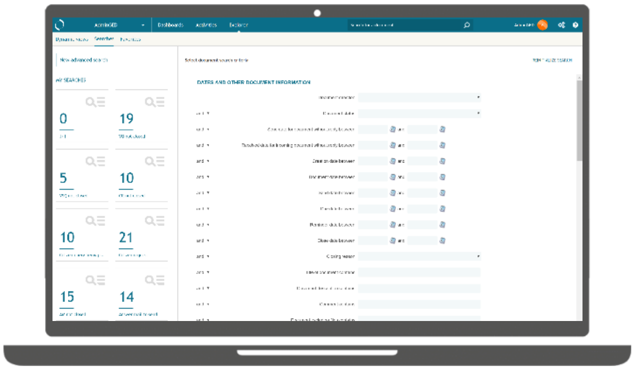


- 

With illico, you go beyond simply storing information with intuitive tools to deliver content and manage the entire content life cycle of your company.

- Group multiple files in a single document
- Track versions with the history of each file
- Link documents according to the company's standards

The illico platform makes it fast and easy to search through all your company's content, saving time and ensuring employees have access to the right information.

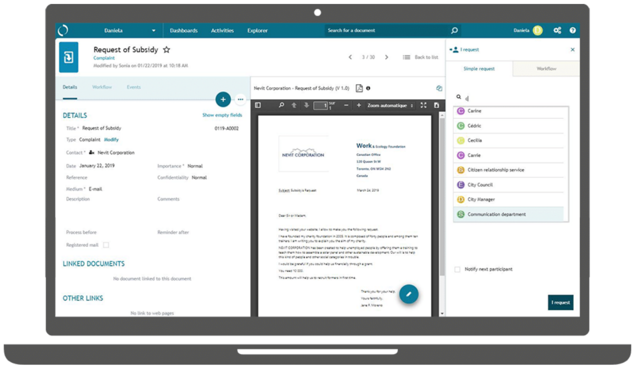


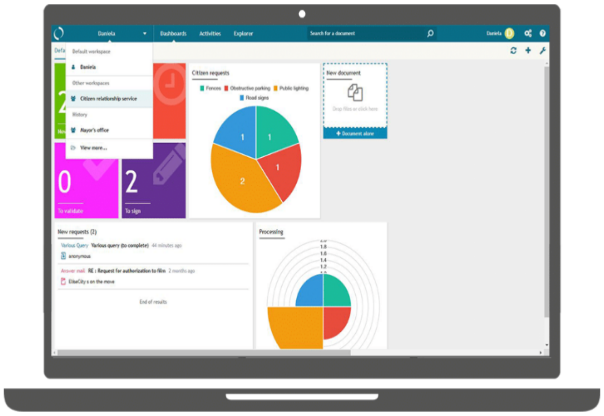
- Full-text indexing of all content stored in illico
- Multiple search tools: simple, structured, filters and multi-criteria sorting
- Self-classification of documents in dynamic views to facilitate information retrieval and exploration

Improved Collaboration and Teamwork

illico is intuitive and easy to use, empowering employees to collaborate and communicate with anyone, at any time, on any device.

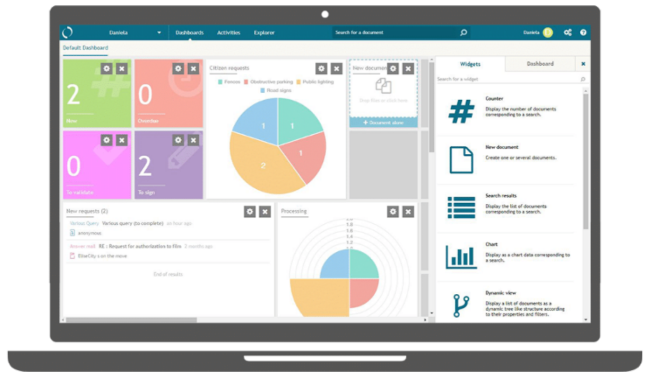
- illico adapts to the organization and structure of your company. You simply establish the hierarchy of your departments and let illico do the rest.
- Model your organizational structure by services, departments, users and user role management in services
- Synchronize your Human Resources Management Information System (HRMIS) or current management solution
- Manage absence





- Involve all the company's stakeholders in your processes through consolidated monitoring tools at each level of the organization. You give users autonomy while maintaining control.
- Design workspaces for each employee, department and/or service
- Define the context of team collaboration and supervision
- Access shared workspaces according to user rights

- illico offers scalable collaboration tools with easy customization of your interface and dashboards so employees have efficient access to the information and tools related to their role.
- Customize dashboards for each workspace
- Enable ready-to-use widgets for tracking tasks, processes and documents
- Create a document and trigger a process in one click (drag and drop)
- Use the "Activity" module to optimize information in context of the activity



Enhanced Workflow System

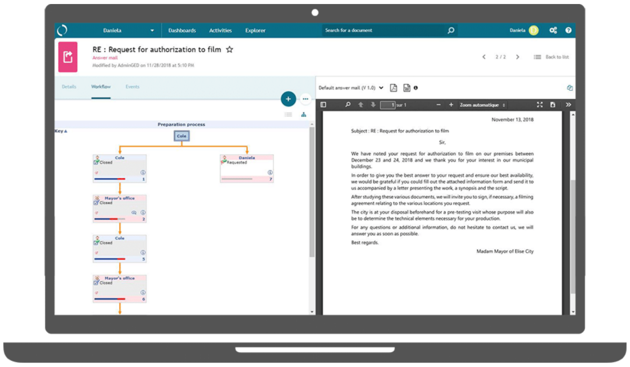
illico's enhanced workflow system is the engine that drive XXXXXXXX's Digital Transformation.

New requests can come from paper mail, fax, email and the CRM portal. Once they enter our workflow engine, they can be redirected to an unlimited number of parties with unlimited associated tasks. Signatures, approvals and relevant documents can be attached before the request is ultimately marked as "Completed."

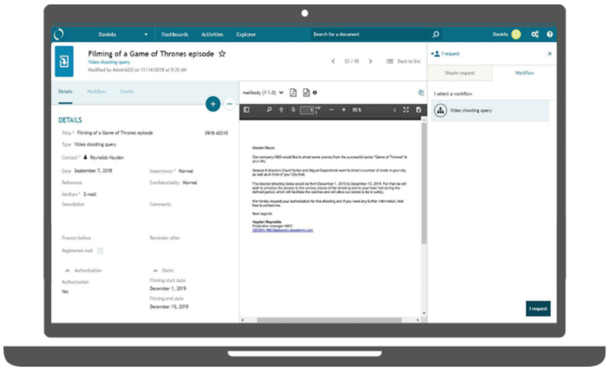
Streamlined Process and Case Management

Designed for agility, illico ECM simplifies even the most complex processes so you can automate repetitive tasks and accelerate operations.

- illico integrates RPA machine learning features to automate the most repetitive and time-consuming processes. Let software robots free up employees to focus on actions that add real value to your business.
- Automate tasks with SmartAgent technology
- Automate document generation

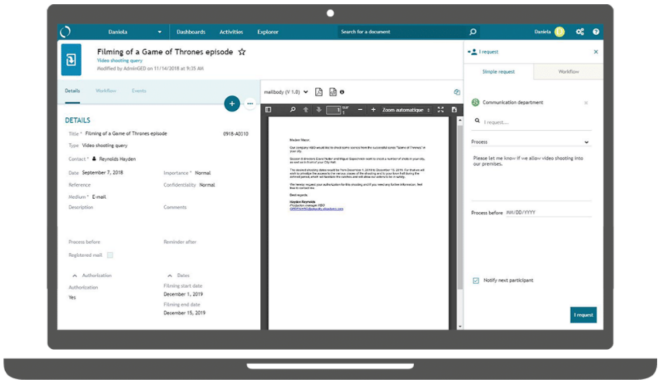


- Automate document dispatch
-



- illico's rules-based workflows facilitate your customer-facing or internal business processes whether they are human operations or interfaced with other systems.
  - Automatically calculate process actors based on data / content
  - Receive instant notifications and alerts to keep work on track
  - Integrate and interact with your company's ERP system or business applications (synchronous or asynchronous integration)

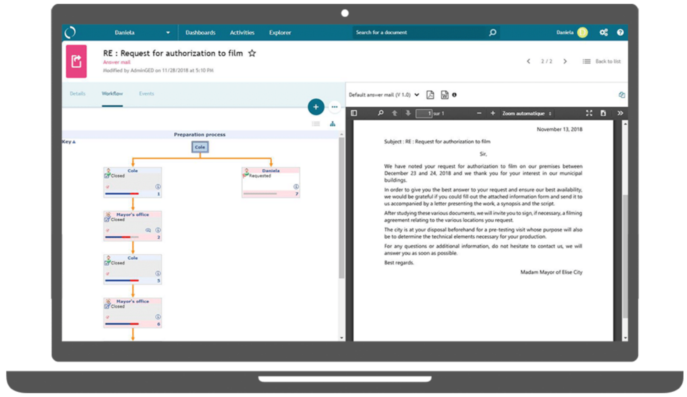
- illico automation tools provide your employees with reliable and up-to-date information for decision-making, coordination and collaboration between internal and external parties.
- Create dynamic processes that can be adapted in real time
- Establish processes based on individual users, departments and/or services
- Delegate tasks permanently or temporarily
- Consolidate and prioritize all tracking

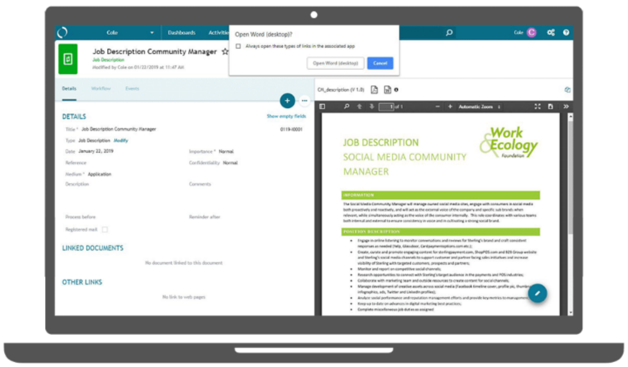


Seamless Integration and Mobility

From electronic signature to Outlook integration, you can easily adapt illico to manage documents wherever your business takes you.

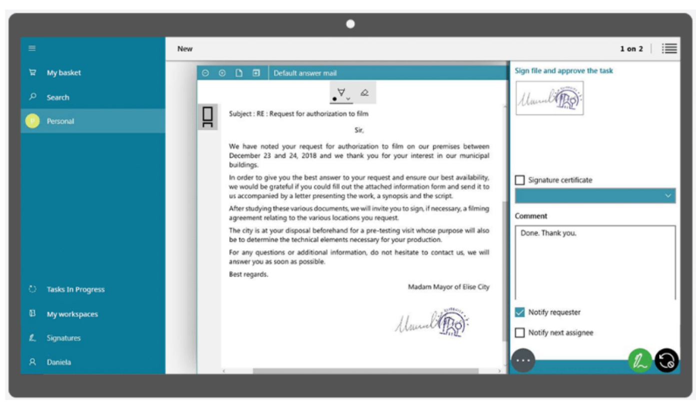
- With the illico platform, you can manage and centralize all email messages and trigger a business process without ever leaving Microsoft Outlook.
- Add the illico Add-on for Outlook (on-premise or Office 365)
- Forward emails and attachments to illico with contact attachment and duplicate detection
- Launch a process as soon as an email message or document is received





- illico interfaces with Microsoft Office to simplify editing and collaborative work on Office documents. One click and it's saved directly in illico
- Directly edit (in WebDav mode) documents contained in illico
- Install Libre Office and Office automation tools on the user's workstation
- Access documents via File Explorer

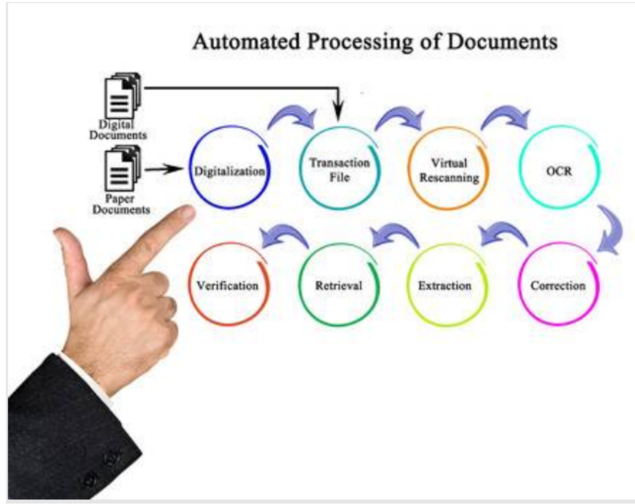
- illico makes it easy and secure to sign electronically with a certificate or affix the image of your signature to documents from your computer or tablet.
- Get an interface dedicated to electronic signature options with illico Flow
- Electronically sign documents from your web browser, tablet or mobile application
- Multiple electronic signature options

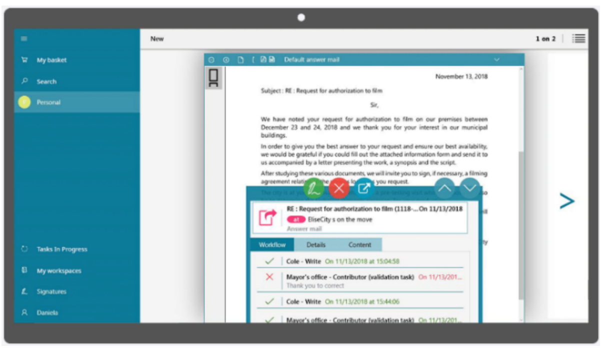


Digitized Mail Services

illico's enhanced digital mail module makes it easy for your department to go paperless.

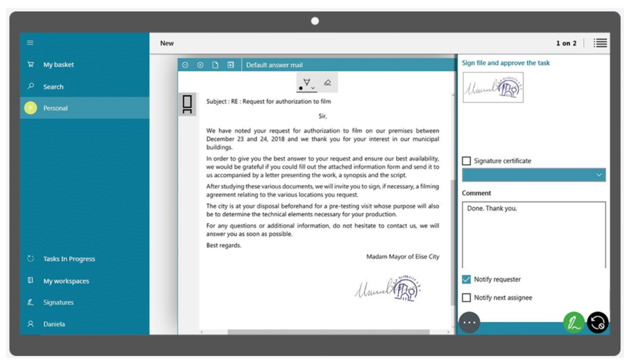
- Paper is difficult to track. When paper items such as mail, faxes, invoices, etc. become digitized, they can not only be routed more effectively, but this also creates an audit trail.
- You can even allow other departments within the XXXXXXXX to utilize this service, Employees, Colleges, Police Depts, etc.
- Scan with ICR/OCR Technology
- Specific field mapping
- Automatic archiving
- Performance accountability





- Not only will illico digitize all your department communique, but it lets you track what is happening within XXXXXXXX.
- Digital signatures
- Search via multiple fields
- Automate and track documents

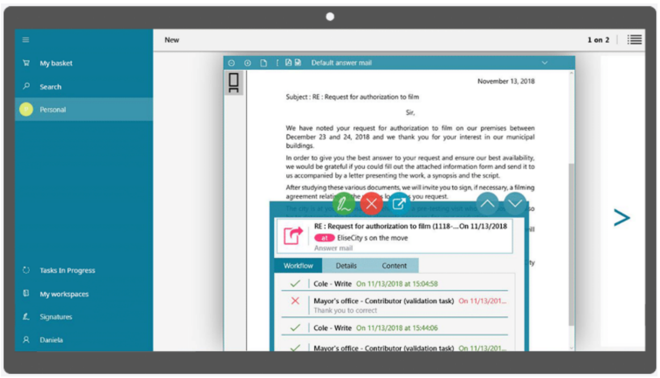
- This system makes it simple to archive your documents. OPRA requests will be simple utilizing multiple field recognition.
- 400 Mill Color Pages
- Archive old records automatically
- Reduce storage costs
- Greener solution
- Unlimited users



Automated Capture and Workflows

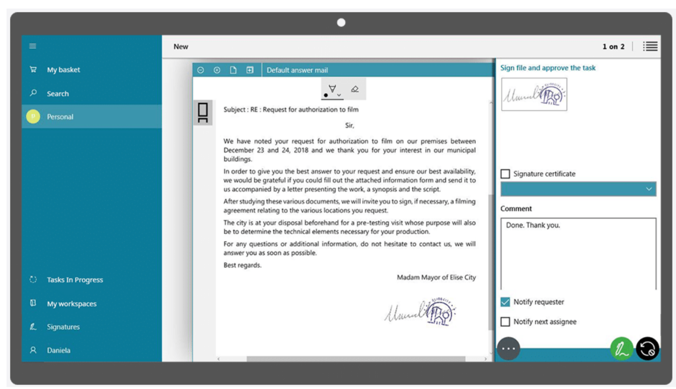
With illico, you can capture and process information as soon as it arrives, automate responses and expedite your service delivery.

- Whatever channels you use, illico enhances document management by integrating and classifying your information, including scanned documents, emails, or other business application information.
- Capture using electronic EDI or spool stream capture
- Integrate scanned document flows
- Simplify mass email integration
- Simplify form integration



- Automate the creation, delivery, management and tracking of all your outgoing documents and information directly from illico ECM
- Use templates with field merge and barcode injection for easy document creation
- Organize direct mail based on the metadata associated with the global fact sheet
- Automate and track shipping

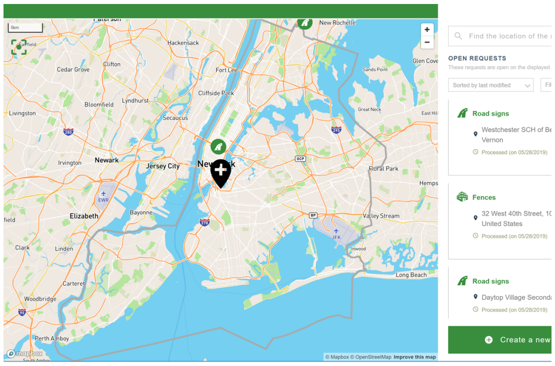
-
- To help you stay engaged, better manage interactions with your customers and partners, and improve business process, illico synchronizes with your contact databases or CRM solution.
- Integrate your third-party contact database
- Manage content in relation to the sender, recipient or sender contact of the document
- Keep multiple address books up to date
- Import contacts into illico



Citizen/ Employee Relationship Management

- illico's CRM portal allows your Constituents or Employees to report concerns and submit records of all kinds with our customizable field function. From potholes to graffiti to barking dogs, our 311 CRM module creates greater Citizen Engagement while putting your finger on the pulse of the XXXXXXXX.

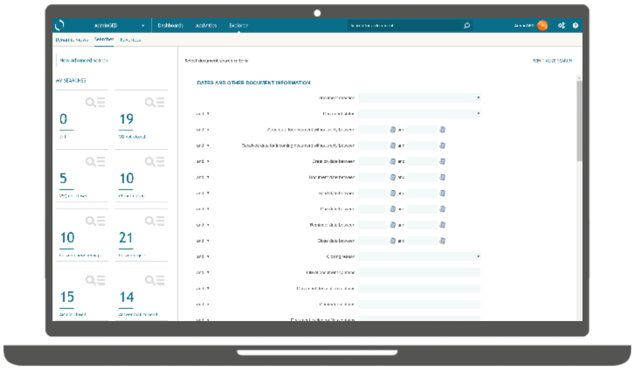
- With illico, you can offer your citizens and employees a modern mobile application branded for the XXXXXXXX. They can easily make requests and you can automatically centralize, classify and localize requests behind the scenes.
- Boost your Organization's reputation as a caring and collaborative partner for citizens.
- Provide modern tools that encourage engagement and involvement.
- Enable all to view and manage their requests, preventing duplicates and delays.

- 

The illico web application integrates seamlessly with your Organization's website. Users are guided through submitting their requests and can share on social networks to strengthen engagement.

- Enjoy a simple and customizable deployment.
- Provide an easy-to-use and guided tool for citizen requests.
- Allow Users to share requests on social networks to interact across multiple channels

illico provides XXXXXXXX's call center with a dedicated interface for handling and routing telephone calls, interfaced with your GIS.



- Provide employees with an easy streamlined tool for handling telephone requests.
- Centralize all calls in one place to quickly facilitate processing.
- Enable more efficient handling in the field with geographical tracking of requests.

FORMS, FORMS, FORMS!

Many office processes begin with forms. Forms are an integral part of the day-to-day functionality of your department. With illico's efficient form system, your process become seamless and streamlined.

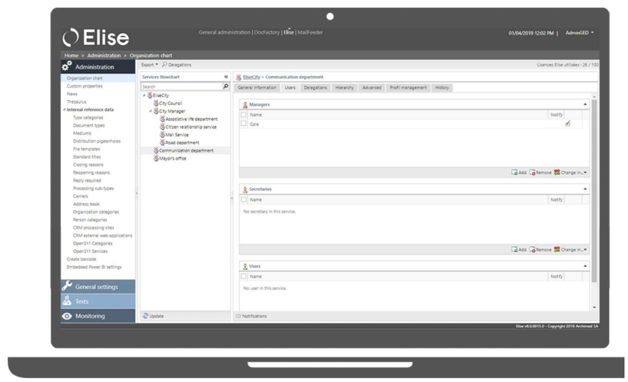
illico's form system includes these features:

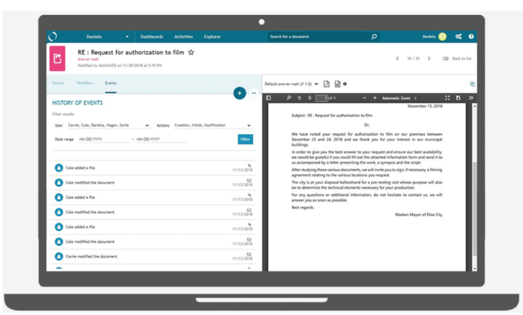
- Digital Smart Form Platform
- Auto/Manual Routing
- Enhanced Workflow Integration
- PDF A1.6 Security
- Digital Signature Module
- OCR/ICR Field Recognition
- Customizable Template Database
- OPRA Request Compatibility
- Reminder Services

Best-in-Class Security and Compliance

illico includes built-in security and controls for stress-free data protection and traceability. Set rules by organization hierarchy or nature of the information.

- Because the backbone of illico is your organizational chart, you can automatically establish access rights and better manage the confidentiality of information.
- Access to information is determined by the hierarchical organization of the company
- Automatically apply access rights according to the nature of the information (type of content) and its properties
- Apply confidentiality levels to control rights





- illico allows you to implement internal processes and procedures to prove compliance with data protection rules.
- Log all user access and operations
- View a history of each modification
- Validate changes and operations with audit trails

- Rest easy knowing your data is stored in secure data centers in your country. Access to your data is protected by law.
- Your data resides in your country.
- Data centers meet the highest security standards.
- Compliance with legally binding requests for disclosure of customer data.

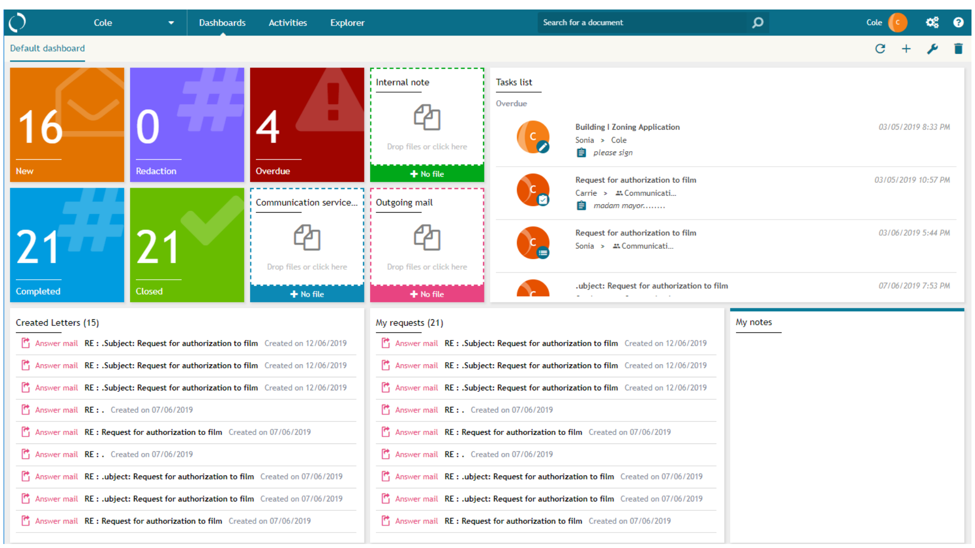
APPENDIX C – NEOLEDGE SOLUTION FEATURES

Clean easy user interface

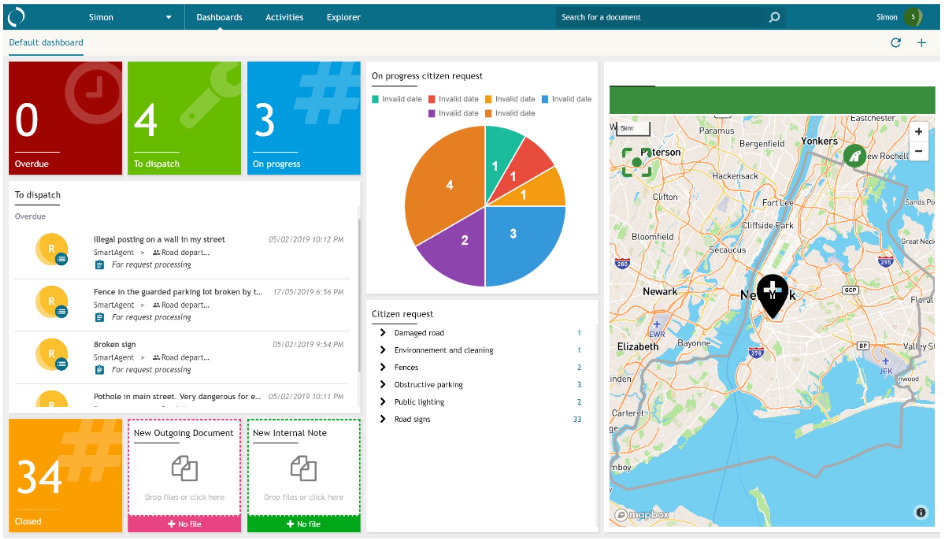
Customizable dashboards

illico is structured around the dashboard, the main screen of the interface available as soon as the application opens. A dashboard consists of a display grid, on which the administrator or user can display the information of his choice, using different widgets. In particular, it can display document lists in different forms based on configurable queries, (counters, results lists, graphs, etc.).

These widgets, described in the next chapter, allow you to display different information: tasks to be processed, document lists, progress indicators, alerts, etc.



Sample of a typical ECM user Dashboard



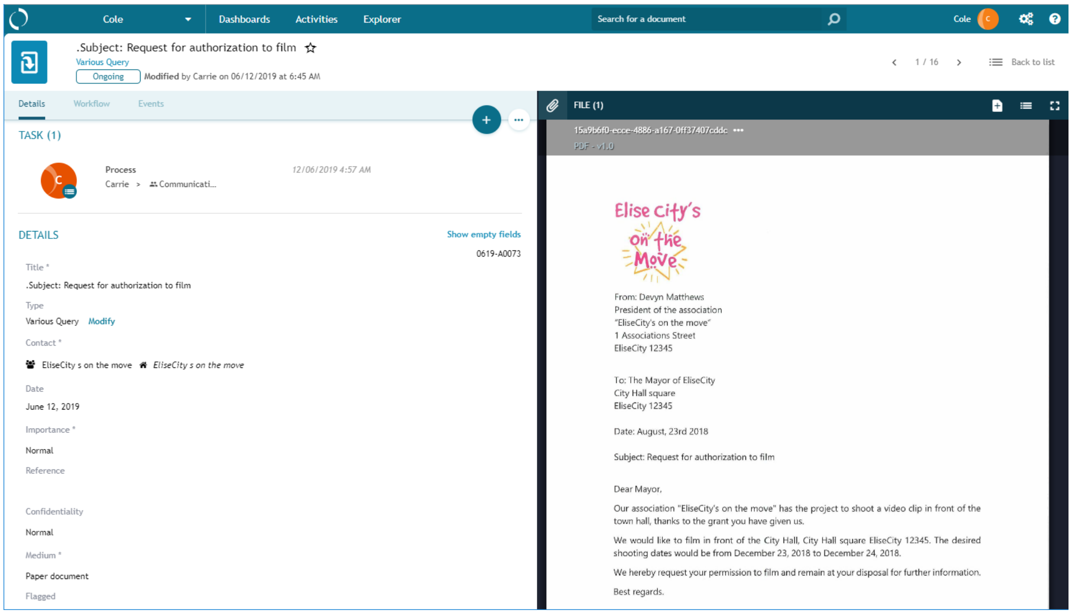
Sample of a typical Operator Dashboard

Everyone can manage their own displays, so that they can always have relevant information, supervise and organize their work. It is possible to create several dashboards for the same user.

Displaying a document

The display of a document in illico contains several key areas:

- Tasks to be performed by the user
- Standard and specific descriptive metadata
- Links to other illico documents
- Links to other data sources, (external sites, business tools, etc.)
- Process displays
- The display of events
- The display part of the files, allowing you to consult the file(s), their history, etc.



illico offers a clear, intuitive and ergonomic display, with all the descriptive information of the document and its content at hand. This makes it easy for your users to adhere to the solution.

Timeframe and notifications

The life cycle of a document consists of a sequence of several tasks, called a workflow in illico. A task is an action associated with the document and requested from a user or department.

A task is characterized by:

- The user or service from whom it is requested;
- The nature of the action requested, (processing, drafting, validation, signature, information)
- Whether the task is active or not: a task only becomes active when the preceding task has been processed
- A complete history of the task status: at any time, the employee knows who requested the task, whether it was processed and who processed it. This information is also time-stamped
- A due date and/or alert date, allowing to highlight a possible late document, either through widgets on the dashboard or by email alerts
- Each document is therefore characterized by a sequence of tasks, constituting a complete process. The process can be viewed in the interface, either as a task list or in a graphical form.

Workflow and life cycle

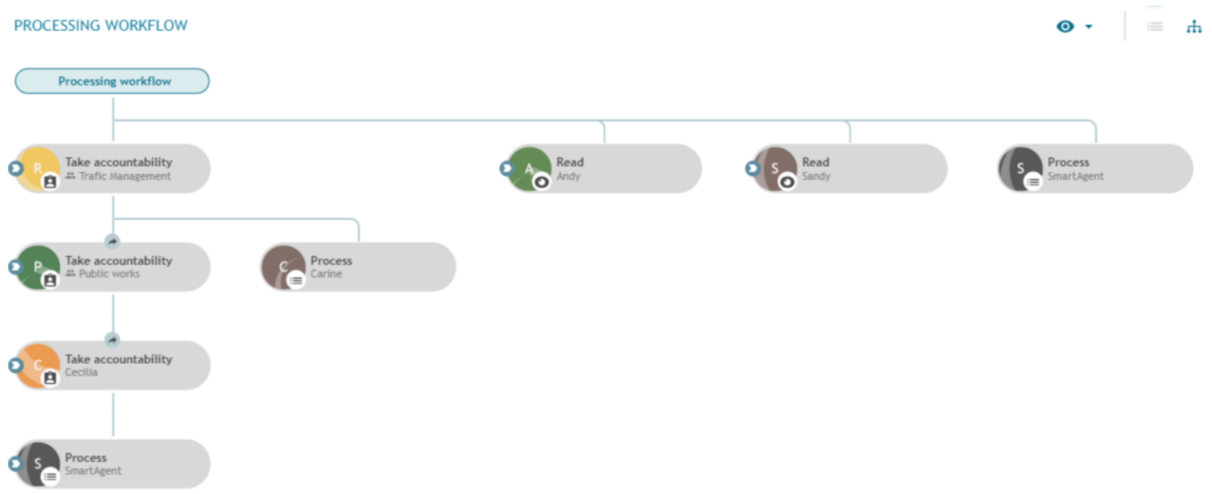
The life cycle of a document consists of a sequence of several tasks, called a workflow in illico. A task is an action associated with the document and requested from a user or department.

A task is characterized by:

- The user or service from whom it is requested;

- The nature of the action requested (processing, drafting, validation, signature, information...);
- Its status, i. e. whether the task is active or not: a task only becomes active when the preceding task has been processed;
- A complete history of the task status: at any time, the employee knows who requested the task, whether it was processed and who processed it. This information is also time-stamped;
- A due date and/or alert date, allowing to highlight a possible late document, either through widgets on the dashboard or by email alerts.
-

Each document is therefore characterized by a sequence of tasks, constituting a complete process. The process can be viewed in the interface, either as a task list or in a graphical form.



Example of workflow

Document Differentiation

Assigning a unique identification number

An identification number is automatically assigned to each document.

These identification numbers are fully configurable. They may consist of letters and numbers indicating the date, department, type of document, etc. The administrator is not limited either in the number of chronological numbers or in its configuration. In all cases, a unique number that automatically increases automatically remains mandatory.

These identification numbers can be printed as barcodes on self-adhesive labels to be affixed to the paper document. This type of operation can be used to follow the path taken by the physical document when it contains large undigitized parts. This mode of operation requires the use of additional equipment such as a barcode printer and optical handheld devices.

Type of document

The type of document in illico is important, since it commands ensuing processes.

Each type of document generally corresponds to a common category or “Type.”: complaint, invoice, pay slip, request form, etc. For each of these types, specific parameters can be associated:

- Direction, (incoming, outgoing, or internal document)
- Title of Document
- A standard response time, (which will feed into the deadlines and alert dates)
- Retention date, (fully User customized)
- Customized metadata

Specific metadata

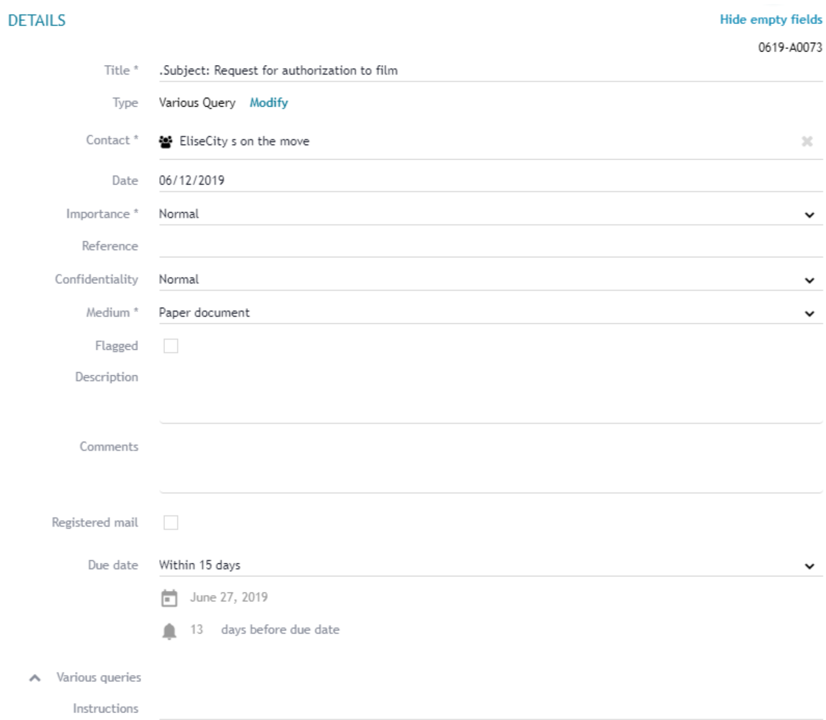
For each type of document, specific metadata is defined. Metadata is a descriptive element of the document, which can take different forms. For each type of document, a mapping grid is defined, based on an unlimited number of fields.

Some of the fields are:

- A free text
- An email address
- A telephone number
- A date
- An integer or decimal number
- An interval, number or dates
- An element, (user or department), of the organizational chart
- A contact from the active directory
- A thesaurus term

A document is thus described in a very detailed way, which facilitates many processing operations, such as searching for it or applying automated processes.

illico allows you to define your documents very precisely by various indicators, and to apply workflow rules for efficient management of your Organizations processes.



Examples of metadata

All the metadata, links, list of tasks and documents can be print.

Attachment Management

Adding and managing an attachment

The "Attachments" section of the document centralizes the original document as the "Main Attachment" associated with the different versions of annotated documents and/or response documents produced and/or acknowledgements sent.

illico proposes to integrate as many attachments as necessary.

File integration is achieved by a simple "drag and drop" of documents

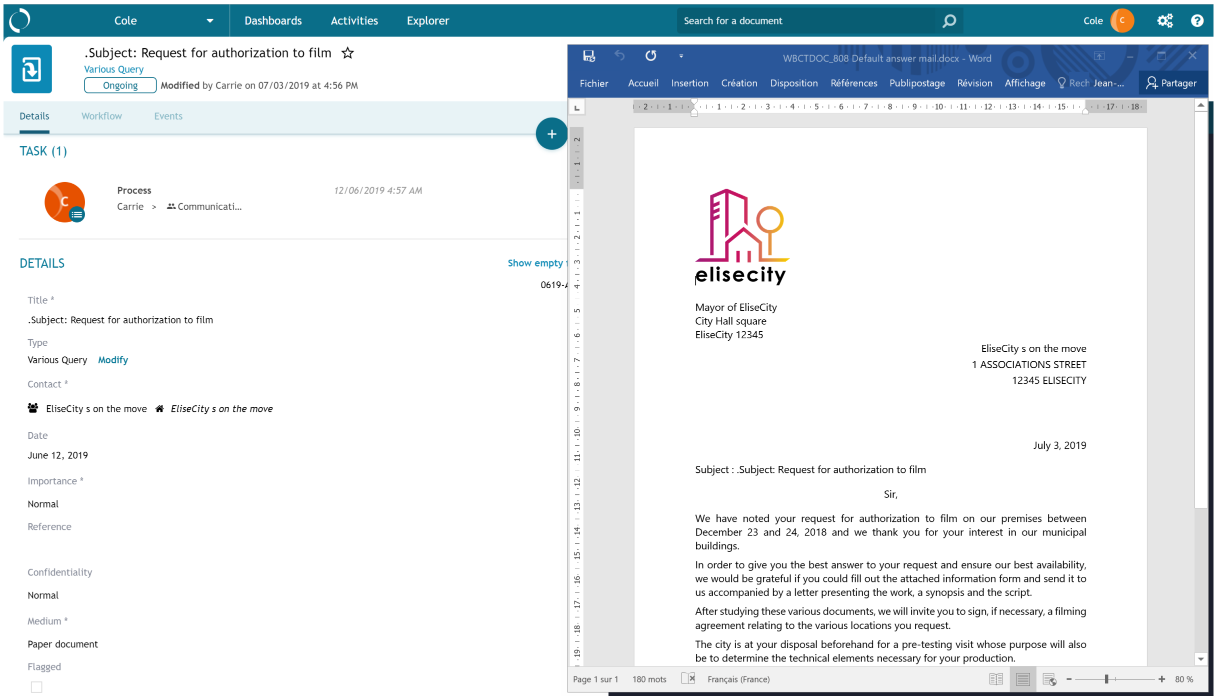
Example of adding a document by drag and drop illico manages all formats, (Microsoft Office, Open.Office.org, PDF, images, audio, email, video, etc.). The versions of the files stored in illico can be renamed by simply clicking on the file name. The allowable actions on an attachment are automatically displayed according to the type of attachment and rights:

- Replacing the attachment
- Changing the attachment
- Deleting the attachment

Annotations and Redactions

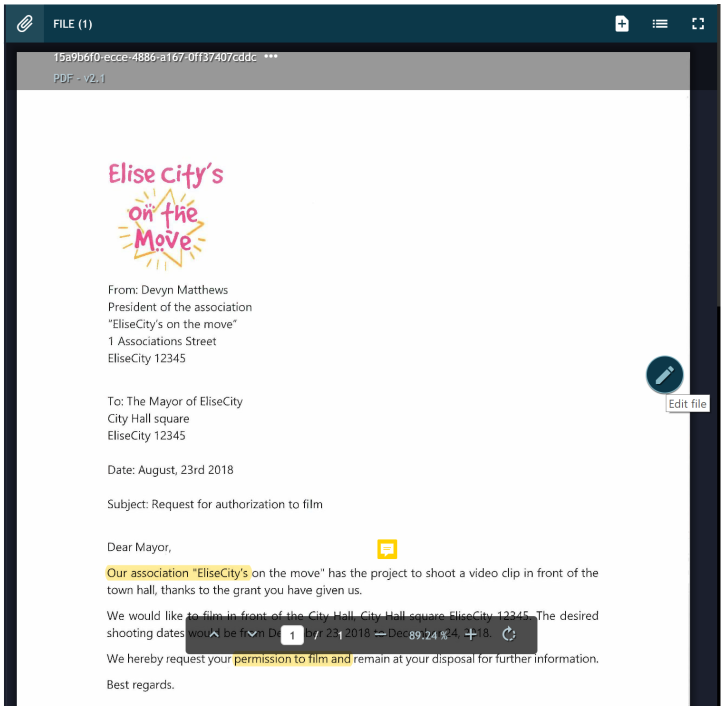
Attachments can be modified directly from the native application. They are opened directly in their original application, and automitically updated in the illico platform in real-time.

In the case of an office document, (Office 365), the document is modified and published directly into illico automatically.



Example of editing a word document

Annotations can also be made directly on PDF documents, in the form of POST-IT. illico natively drives the main PDF editors on the market from the web browser: Adobe Acrobat, Foxit reader, PDF-XChange Viewer and BlueBeam PDF Revu.



Example of editing a pdf document

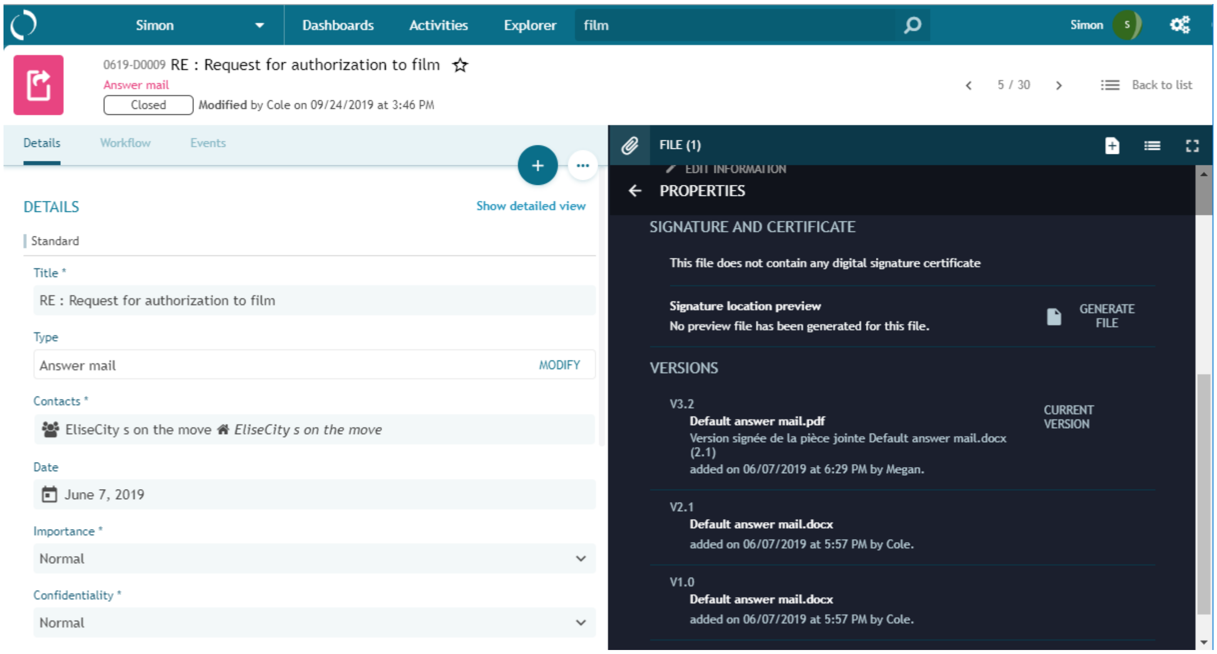
We integrate the solution with the customer's technical resources. The PDFs are published on the User computer, annotated, then illico reindexes the file in its database by converting the annotated file in PDF format. Any PDF viewer can then view the file.

In the case of another type of document, it must be downloaded, modified in its application and then reloaded on the server, (replace document function). Any modification results in a new version, with certified audit trails.

Versioning of Documents

illico applies automatic versioning of all the files in a folder:

- After each edition of a file from the illico interface
- After each update of an old file by a new one
- After restoring an old version
- After each document signature in Elise Flow, (which generates a new PDF of the document)
- The old version of the file is then archived and replaced by the new version. The version number is incremented, and the old versions are accessible in the file properties
- In the case of a document modification
- In the case of a restoration of an older version



Displaying versions of a file

Templates document generation, with merging and direct mail

To facilitate the creation of outgoing documents, (a reply letter, or an order form), illico has a library of document templates. Through these dynamic templates, illico generates a Smart Template, using pre-filled metadata from the file.

All metadata associated to a document can be integrated into a Smart Template:

- Document title
- Contact details
- Name, department, contact details of the various participants in the process, (creator, signatory, etc.)
- Specific metadata
-

With a single click, the user generates a pre-filled document, which can then be completed directly in Word with illico's Office 365 integration.

Integration of scanning documents

Elise is a scanning and image processing management software, offering centralized functions for scanning, converting, and capturing electronic documents, (black and white or color), as well as exporting and signing them electronically. It allows, among other things, to support the single or mass scanning of documents, or the conversion of office documents to PDF format.

- Different types of processing can be applied:
- Image enhancement
- Deletion of the white pages
- Image straightening
- Barcode detection
- Full text scanning of documents
- PDF conversion with high compression level
- Zoned text capture
-

The interface is done through a network directory, making illico compatible with all scanners and multifunction devices on the market with a "Scan-to-Folder" function.

illico allows the generation and printing of separation dividers, or labels to be affixed directly to documents, bearing barcodes or QR codes and which will ensure the automatic separation of documents. Each barcode is associated with a type of document, and therefore a specific process. The solution also allows for bulk scanning.

In addition to the integration of scanned documents, it should be noted that illico also manages all processing related to documents and attachments. For example, illico manages the conversion to PDF format of all office documents present in Elise. Any Word document can be viewed in illico’s interface through its PDF version.

With illico, you can easily and efficiently manage your scanning processes. Prepare your documents, affix your barcodes, and scan them. They will be automatically integrated into the platform.

Integration of Email

Forwarding emails to illico

The Mailfeeder module allows you to automatically integrate emails into illico, by connecting to a generic email address, (such as contact@XXXXX.com).

- For users outside your organization: a standard address, such as contact@XXX.com, allows them to send a request directly to your organization.
- The mail is integrated as follows:
  - a PDF of the email and all its attachments is automatically created
  - the subject of the email is included as the title of the document
  - the user's email address is used to link the contact in the contact directory. If the email address is not present, the email address is entered as it is in the contact field
  - a predefined process is automatically applied, in order to initiate the processing of the request

- For internal users within your organization: a standard address, such as Elise@XXX.com, allows them to forward their mail directly to Elise.
- a PDF of the email and all its attachments is automatically created
- the subject of the email is included as the title of the document
- the user's email address is used to deduce the user to whom the assignment task will be assigned

illico has a User-Friendly interface, allowing you to transfer your emails, internal or external, directly to illico. Your emails and paper mails are thus centralized in a single solution, saving you time and efficiency.

Plug-in for Outlook

illico also has a module, allowing you to forward an email directly from Outlook, whether you use it as a thick client or via Outlook Web Access.

This add-in, accessible via a button integrated into Outlook, allows you to transfer an email from Outlook in 4 steps:

- Entering the subject, reference and document type fields so that it is automatically classified in the appropriate folder
- Selection of all or part of the documents attached to the e-mail, including the body of the e-mail, to publish only the necessary documents
- Contact entry, based on the sender's address, or by manual search in the contact database
- Sharing content with other contributors or applying a pre-defined process

Find a document in illico - Searches

Full text indexing of documents

All documents integrated into illico are indexed in full text. This means that you can search for a term contained in the descriptive fields of the document, (for example, its chrono number, title, etc.), but also a term contained in the text of the different files themselves, whether they are in Word or PDF format. This applies to:

- Natively electronic documents, (Word, PDF text, etc.): the entire text is indexed and therefore searchable in various ways
- Digitized documents, which through the DocFactory solution are OCR scanned, so that they can also be indexed on their entire content
-

Regardless of the source of the document, illico ensures full text indexing on the entire content of the document, allowing you to search for it even if no metadata has been entered into its record.

Searches are completed in 4 ways:

- Simple Search - Keyword searches according to ANY metadata word
- Dynamic Views - Record retrieval based on specific criteria and saved searches

- Advanced Search - Multiple criteria, Boolean and Custom fieldsSaved Search
- Any criteria can be saved and **Auto-Exported** on timed basis

It should be noted that any search result in illico considers the access rights granted to the user. Therefore, only those documents for which access rights are available will be found in a search result.

illico allows both simple and multi-criteria searches for all users, while respecting the legal policy in place, and therefore data confidentiality and HIPPA guidelines.

Dynamic views: automated filing of your documents

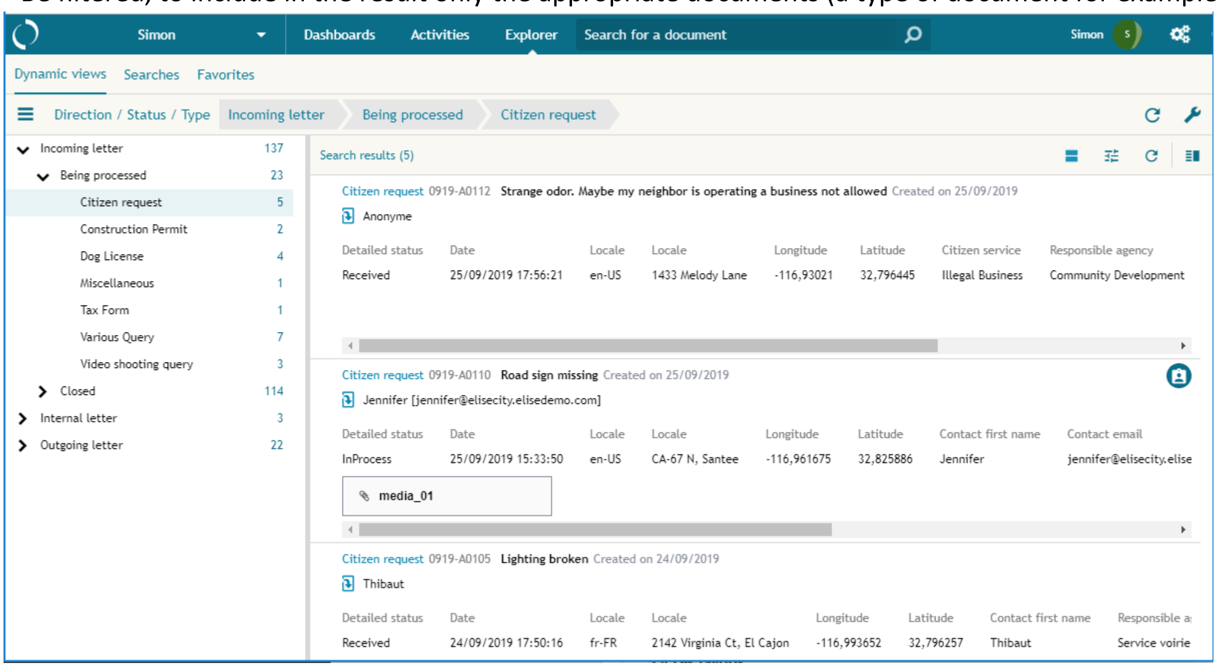
Dynamic views are a specific search interface that allows you to dynamically classify documents in a multi-level tree structure based on the properties present in the documents. To classify a document, simply describe it, so that it automatically appears in the right place in the dynamic views.

A dynamic view can be set up:

- Either by the administrator for a given category of users;
- Or by the user himself, according to his working habits or his uses.

Dynamic views can:

- Be made up of as many levels of tree structure as necessary. The order of the fields in the tree structure can be changed at any time.
- Be filtered, to include in the result only the appropriate documents (a type of document for example).



Preview of a dynamic view, sorted by direction, then by status, then by Type of document

It should be noted that a document can appear in several different dynamic views, without being duplicated. So, no matter which path you take to access the document, you are sure to access the right version.

The right policy in illico

The standard legal policy, based on the organization chart

The standard legal policy applied to documents in illico allows a first level of rights management, applicable to any type of organization, and based on tasks, as well as on the organization chart. The organization chart of your company is Elise's backbone.

This policy is based on the user's role within his department: they can be either an employee, a department secretary or a department head. The duties applied are as follows:

- An employee, a department secretary or a department manager will have access to documents for which he has an active task to perform or completed
- A service secretary will also have rights to all documents for which his service or one of the members of his service has an active task to perform or completed
- A head of department will also have rights to all documents for which his subordinate departments or one of the members of his subordinate departments has an active task to perform or completed
- Right to modify for a processing, validation or signature task
- Read-only right for a read-only task
- Elise natively proposes a simple, effective, secure and adapted standard legal policy for your organization
-

Managing confidentiality

A confidentiality field is accessible on each document. It makes it possible to limit the rights of a document to the recipients only, by removing the distribution to secretaries or heads of departments.

- There are 3 levels of confidentiality:
- Normal document: applies a standard legal policy
- Confidential document: limits access to the employee and his or her department head only
- Personal document: limits access to the employee only
- The rights associated with each level of confidentiality can be modified to suit your organization.
- illico allows you to manage confidentiality, by limiting access rights to confidential or personal mail. The legal policy associated with each level of confidentiality is adaptable to your needs

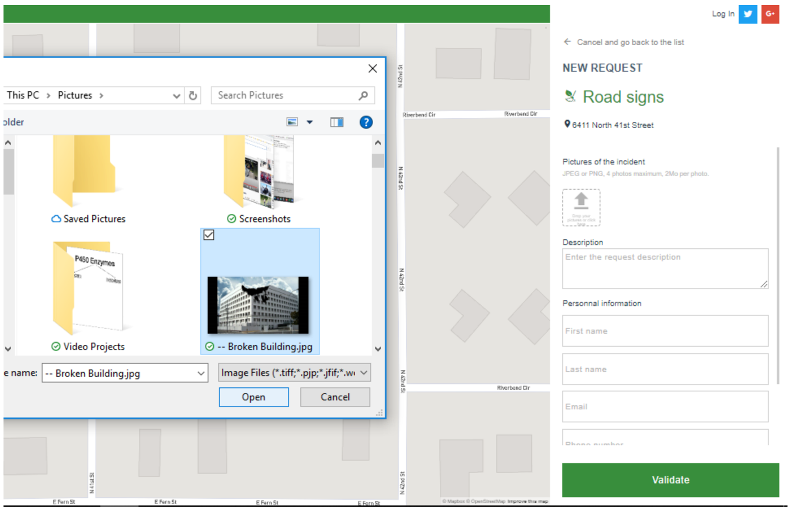
illico includes a custom mobile app for Citizens, Students, Employees and other Users!

It is available free on iTunes & Android stores.

Uploading Pictures and Files

The application and the web site will allow Citizens to create a new request and attach one or more photos and/or documents for each request. *NOTE the Social Media Links available for Citizens.*

Requests are Geofenced around User Defined borders. Requests from specific areas get automatically routed to corresponding departments or Users.



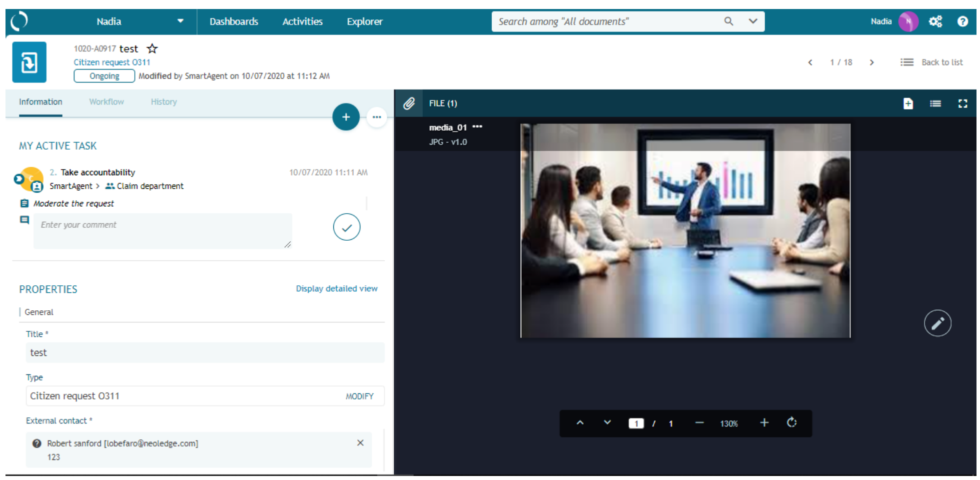
Pictures, videos, or other types of files can be attached to requests. They are automatically compressed to a high ratio and stored within the system.

The request then enters the back-end workflow with the attachment pinned to the case file.

Mobile requests can utilize the device's camera to attach photos as well.

Example of a request submitted from a mobile device, and now displayed in the back-office application with location address.

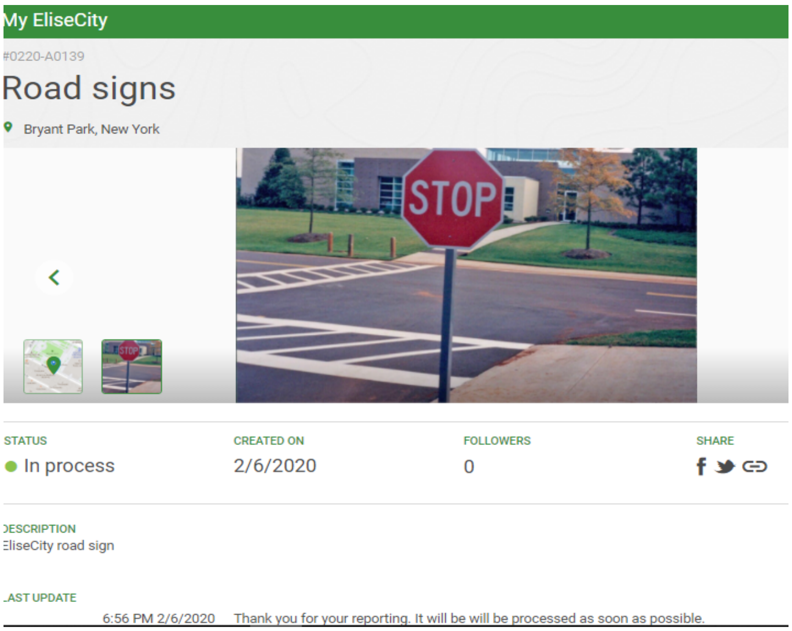
NOTE the additional metadata entry fields on the left. These can be Required or Optional fields



GIS integration with longitude and latitude

Our product uses OpenStreetMap to retrieve location address with longitude and latitude.

We also integrate natively with ESRI GIS systems.



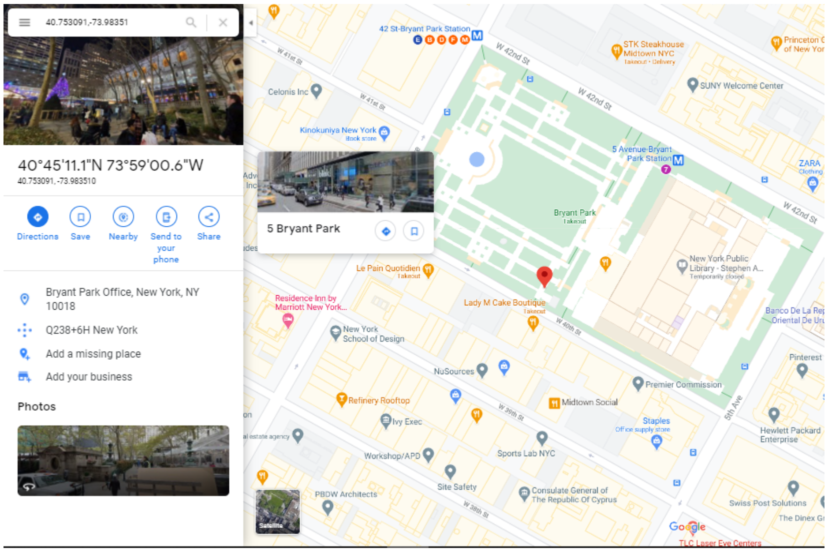
Location information along with verifiable audit trails are attached to every request automatically.

Customizable icons are displayed on maps to reflect different types of requests at a glance.

Integration with ESRI allows each request to display and report exact Latitude/Longitude coordinates.

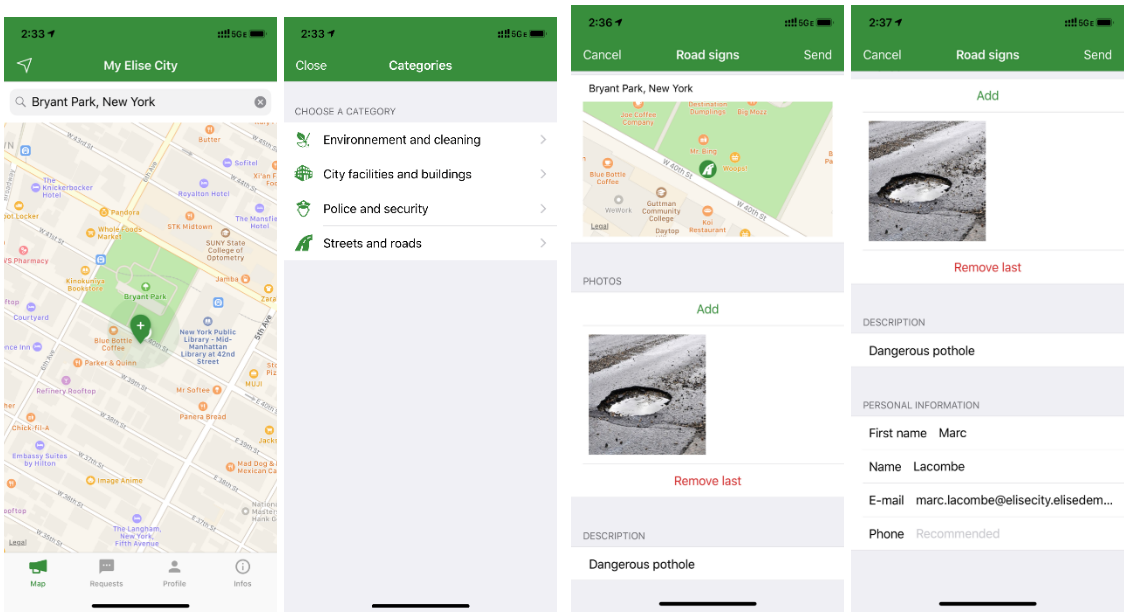
This is convenient for areas that are not street address friendly, such as parks or monuments.

Real-time street level views are available with just a mouse click for further clarification during dispatch.



Creating, updating, or removing requests on mobile app

- The process to create a new request follows the steps below :
- **Step 1** - Locate the request on the map (if the user allows the app to access the GPS), either by dropping a pin or by entering the address.
- **Step 2** - Select the type of the request, using custom fields defined by the Client.
- **Step 3** - Enter details for the request, indicating the description, attaching one or more photos or documents, filling in additional fields and providing contact details. (Users may choose to submit anonymously).



Generating a Request step by step

The citizens receive push notifications when the status of requests changes (notification can also be sent by email and text) even if the citizen has sent an anonymous request.

Requests are automatically deleted after one year or can be deleted manually by the citizen after 1 month.

Anonymous requests are still eligible for push notifications via the mobile app.

Citizens can sign in using our built-in social media links.

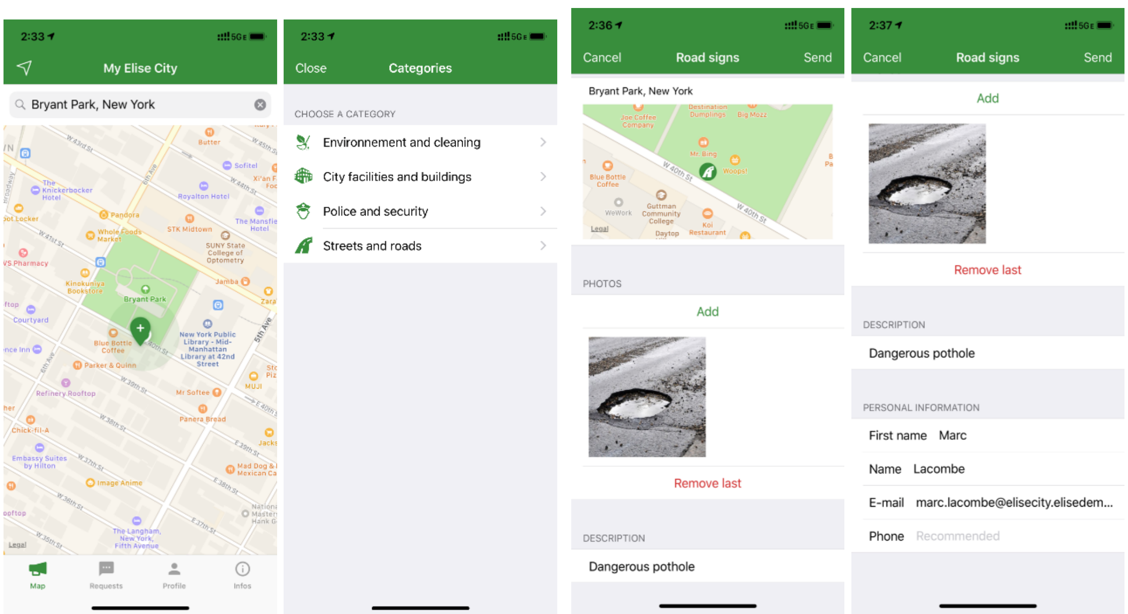
These attachments are easily cropped and edited inside our system.

Mobile App Features

As part of the NeoLedge package, illico includes a XXXXXXXX branded, custom application for smartphones, (iOS and Android), dedicated to Employees, Vendors and Citizens. This application, which is a link between the XXXXXXXX and its Members, makes it possible to report any concerns, upload secure documents, attach forms and enter workflow requests in the XXXXXXXX platform.

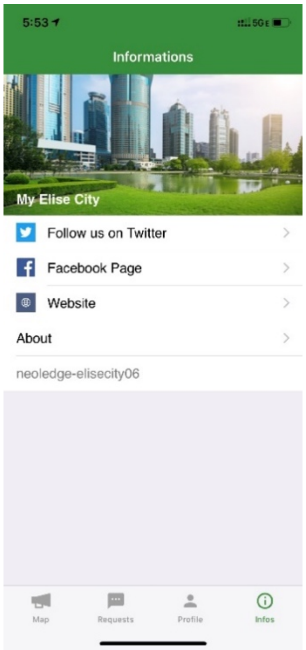
The application allows Employees to:

- Create a new request by utilizing the following steps:
- **Step 1** - Locate the request on the map (if the user allows the app to access the GPS), either by dropping a pin or by entering the address.
- **Step 2** - Select the type of request, according to custom fields defined by the XXXXXXXX.
- **Step 3** - Enter details for the request, indicating the description, attaching a photo, filling in additional fields and providing contact details. (Unless it is anonymous).



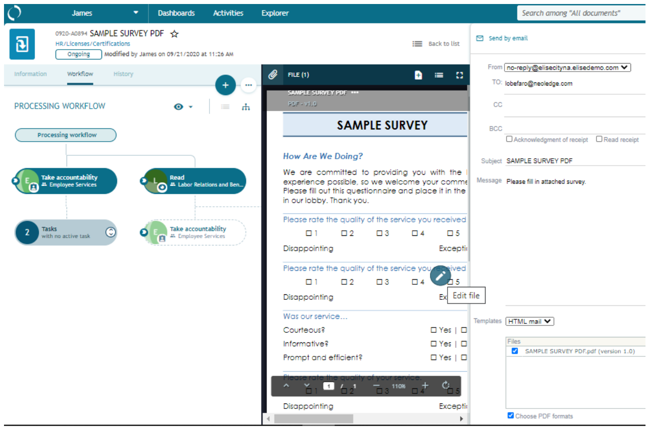
Generating a Request step by step

1. Search for requests already reported in the area, in order to limit the creation of duplicates.
2. View current requests and their processing status.
3. View XXXXXXXX information: links to the XXXXXXXX's Twitter, Facebook, and web site pages.



- Receive push notifications when the status of their request changes even if the citizen has sent an anonymous request. Notifications can also be sent by email and text.
- Data from XXXXXXXX services can be fully accessed here on the customized Mobile App
- Social media feeds are one-click away for the Citizen
- XXXXXXXX Custom Apps are available on iTunes and Android app stores
- Any department or User can be configured to utilize this app, since it includes unlimited Users:
- ANY Department can be added and use this app for internal use
- Colleges can use this app as Student Concern Services
- Employees can utilize this app for secure document exchange within the Organization
-

1. Templated responses can be automatically or manually added to the workflow.
2. ***Any form***, such as surveys, can easily be sent to individuals, departments, mass recipients and even non-Users.



Our built-in email module can be used, (as shown on left), our native Outlook interface, or any other email system you are using.

This is great for two-way communication with Employees or any other User, even non-Users.

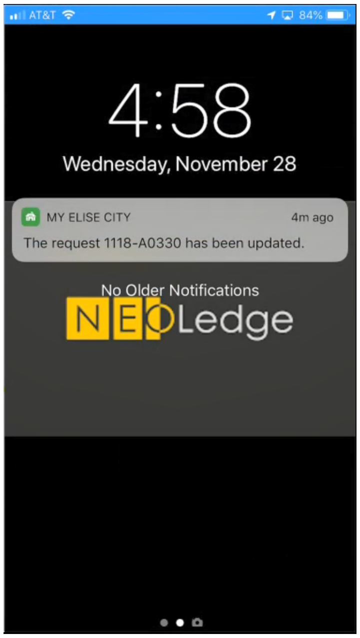
Forms are unlimited and have unlimited functionality in our system.

They can utilize drop-downs, check bokes, fill in fields, signatures, etc.

These forms can be paper-based, electronic, or templated within our system.

Our native interface with Office 365, allows for easy interaction with WORD, (as seen here.)

Example of Citizen Push Notification:



Several elements of this application are configurable:

- The graphic look and feel of the application, which are adapted to the colors of your XXXXXXXX.
- Display of current requests: the display can be limited only to requests that have been approved by the XXXXXXXX.
- The available services as well as the fields to be entered for each type of service.
- The mandatory nature of certain fields for a given type of service. Some type of request can be anonymous.

Finally, it should be noted that the application automatically notifies the applicant at each step of the request process (e.g. acknowledgement of receipt of the application, handling by the department concerned, balance of the application). This notification could be set to mobile, email, or text alerts.

The user can also identify themselves using the user accounts of popular social networks. They can then share a request on social media for even more interaction with the XXXXXXXX and other citizens.

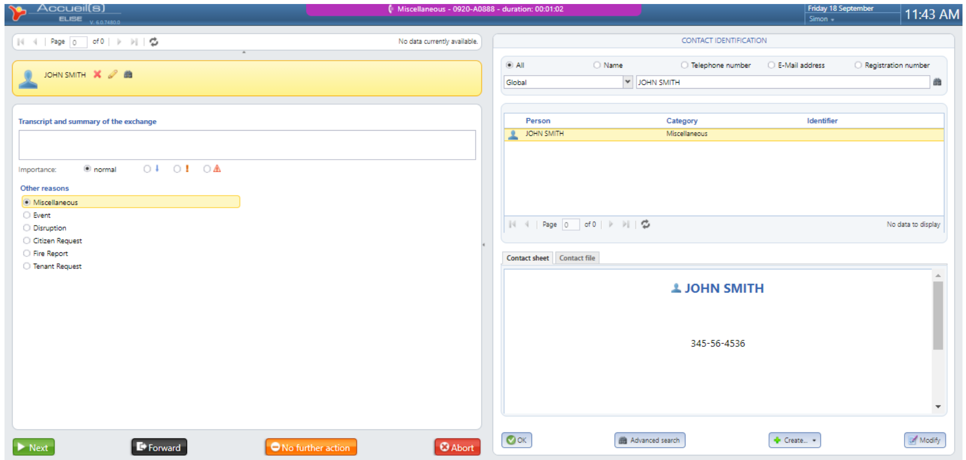
With illico's mobile application, your Citizens can actively participate in their XXXXXXXX's actions, which increases citizen engagement and the XXXXXXXX's image.

Examples of Call Center Requests:

Inbound request calls are screened against the contact database and CallerID to determine who is calling.

The caller info is automatically populated into the request files.

This interface is compatible with all IP phone systems



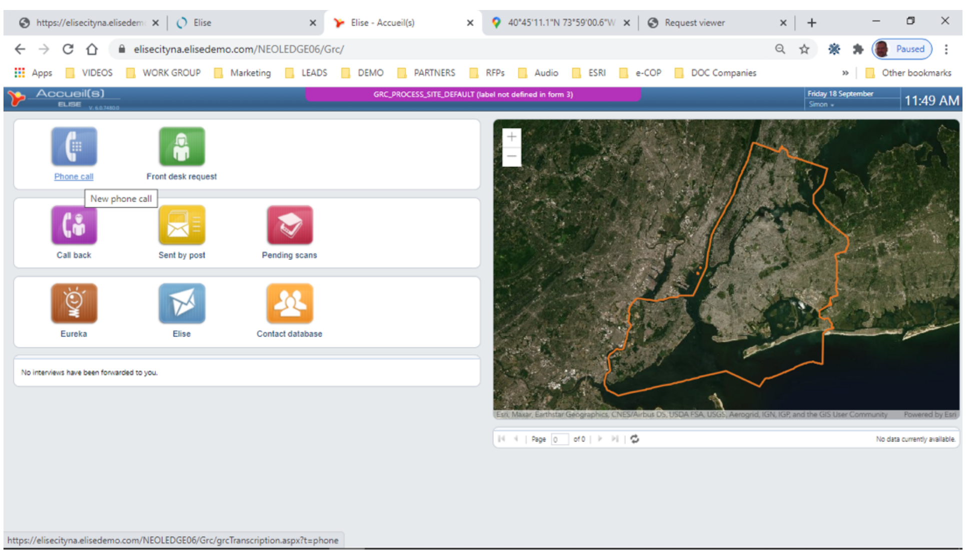
Examples of ESRI Integration:

Native ESRI integration allows for exact geo-location of the caller.

Previous requests are easily seen at a glance per caller.

This dashboard is also used for walk-in requests.

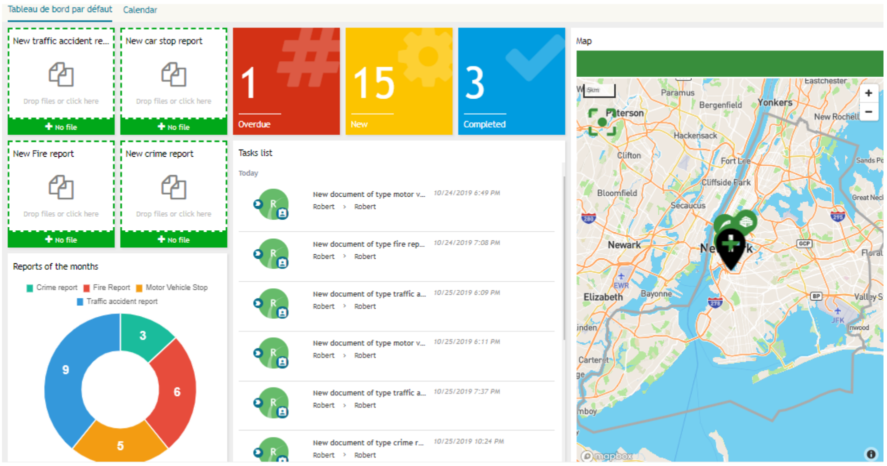
The request then enters the workflow accordingly.



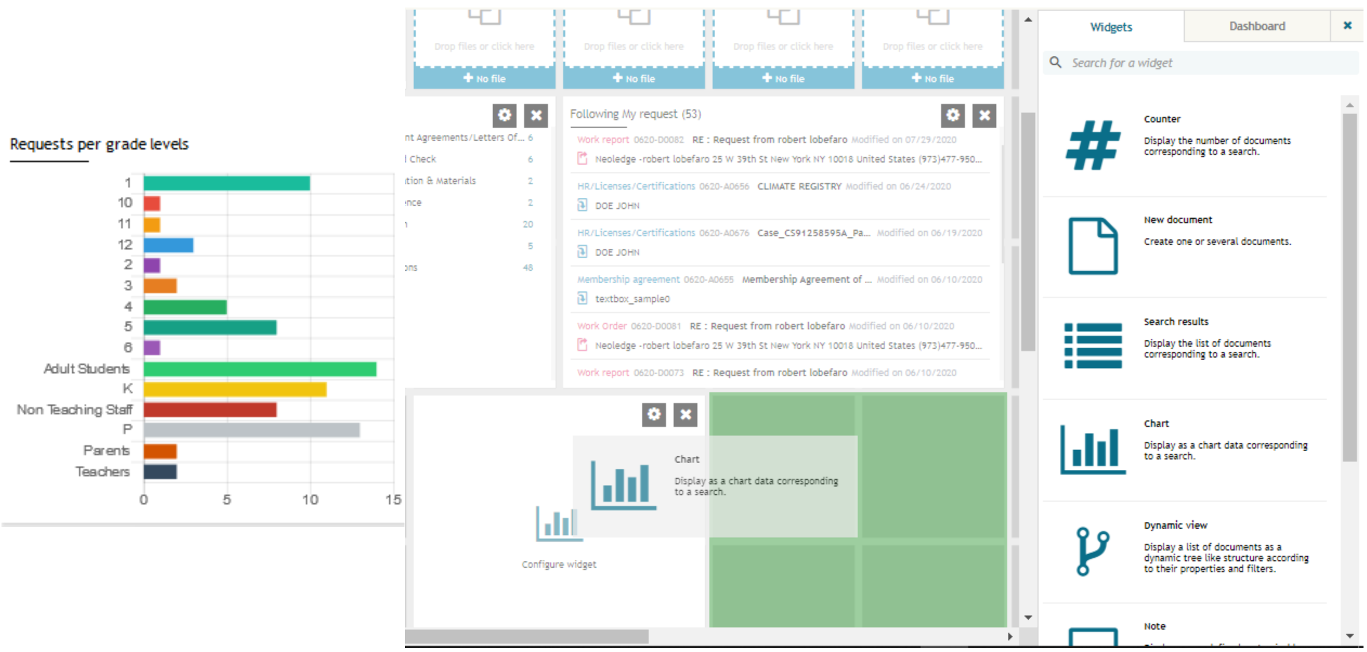
User dashboards are highly configurable, extremely user-friendly and utilize powerful statistical tools.

Customizable “Widgets” are used to define each user’s data set and overall view.

Additionally, multiple dashboards can be asigned to each User.

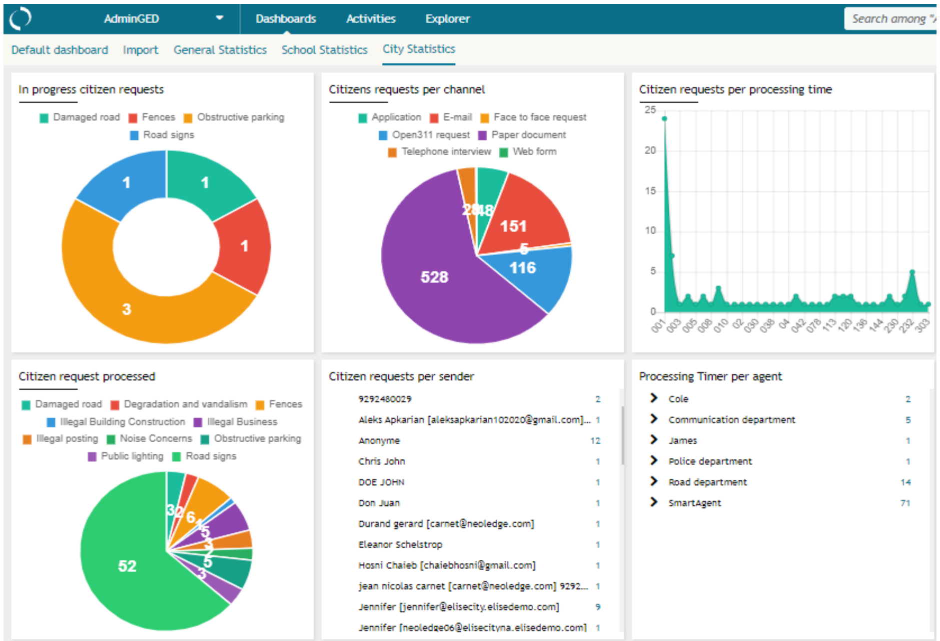


Examples of User-defined functional Widgets and statistical charts:



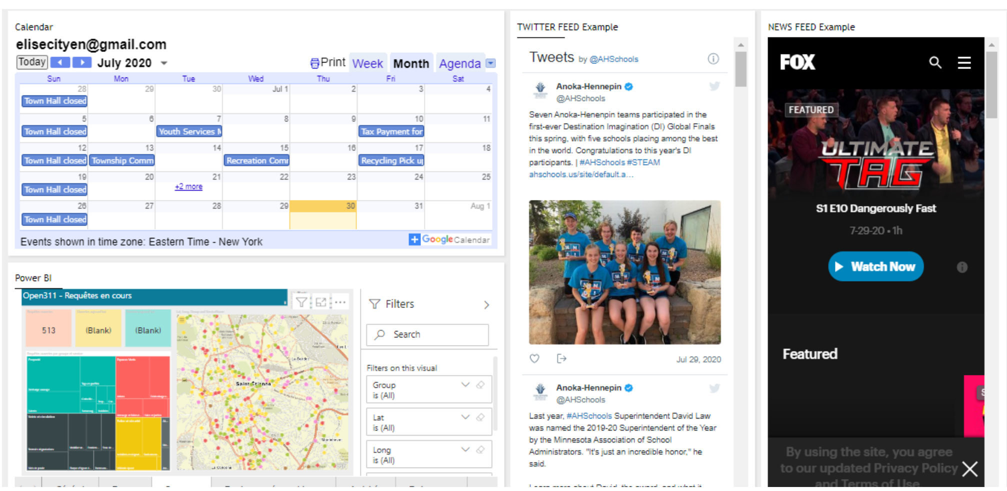
Statistics are delivered in several ways within our platform:

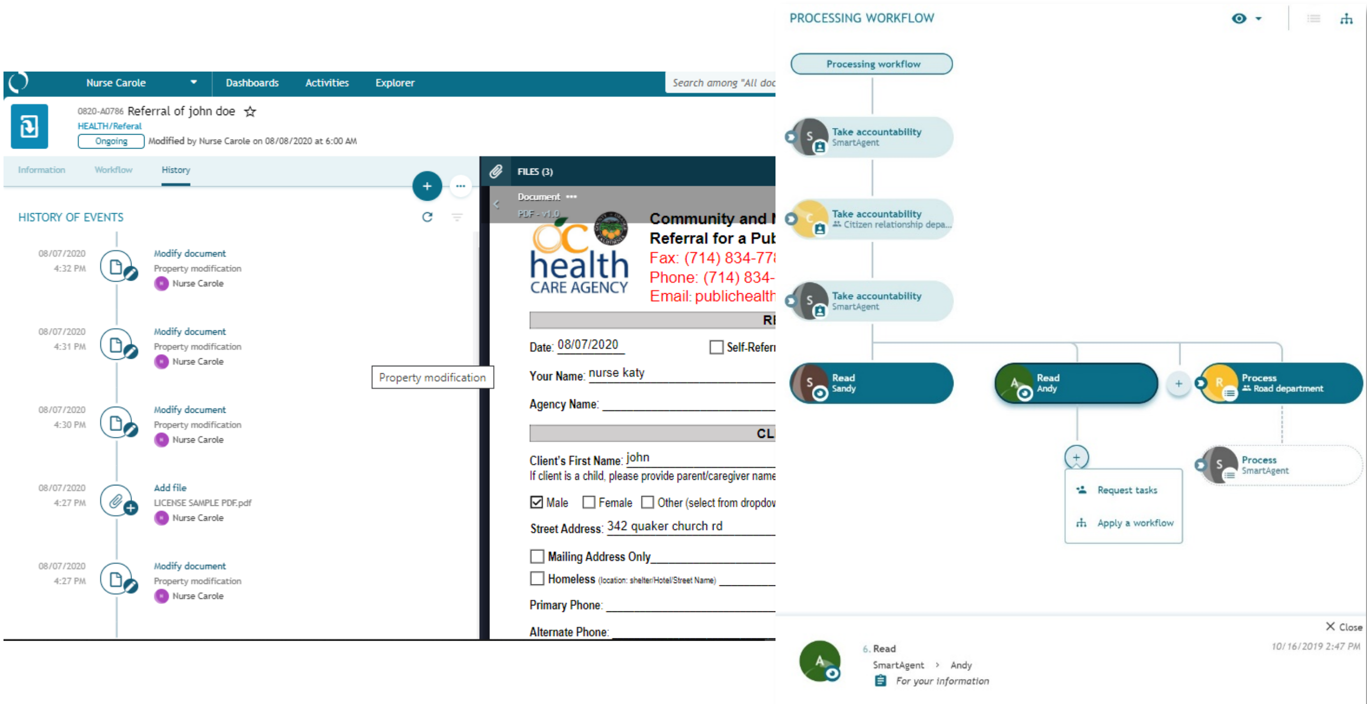
- Graphical charts & graphs
- Real-time statistics and trend analysis
- Dynamic views
- Microsoft's Business Intelligence tool: Power BI



Third-party integrations are built into our platform to enhance User experience:

- ERSI GIS
- Outlook
- Office 365
- Adobe PDF
- Social Media
- WWW Sites
- WebServices
- APIs





Audit trails report all activity regarding a document or workflow.

These certified reports are auto delivered to any User or department and tracked by our analytical engine.

Workflows are created ad-hoc, or pre-defined by the User for unlimited flexibility.

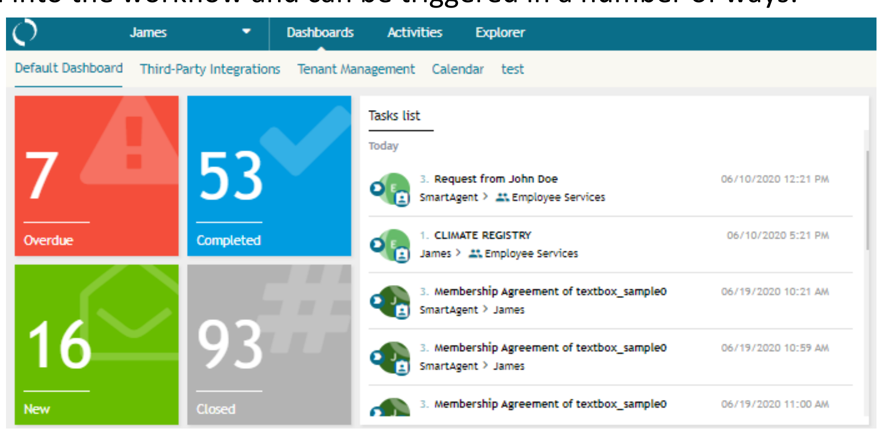
Overdue tasks are reflected directly on the User's dashboard in real-time.

This also send alerts to User's email, text and mobile device.

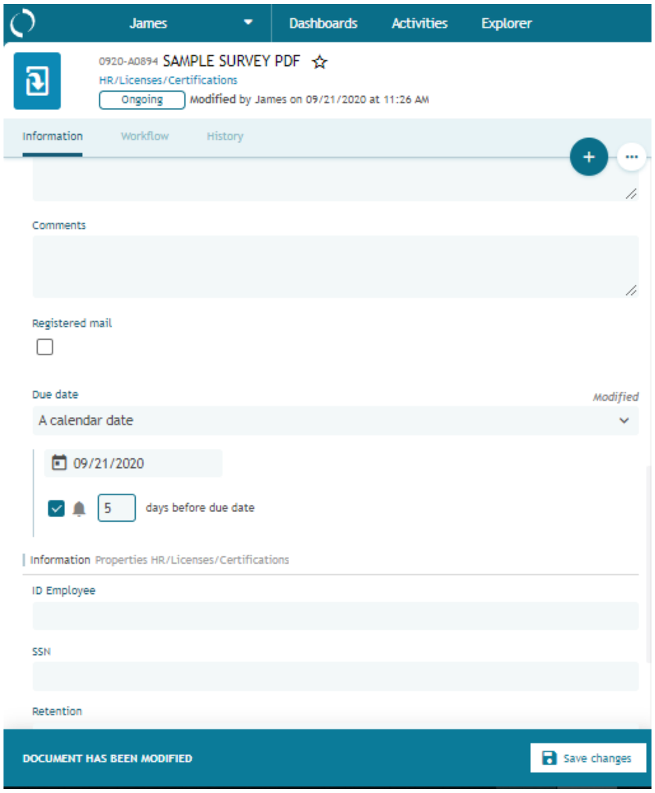
Overdue alerts can be set to notify department Supervisors for performance and accountability purposes.

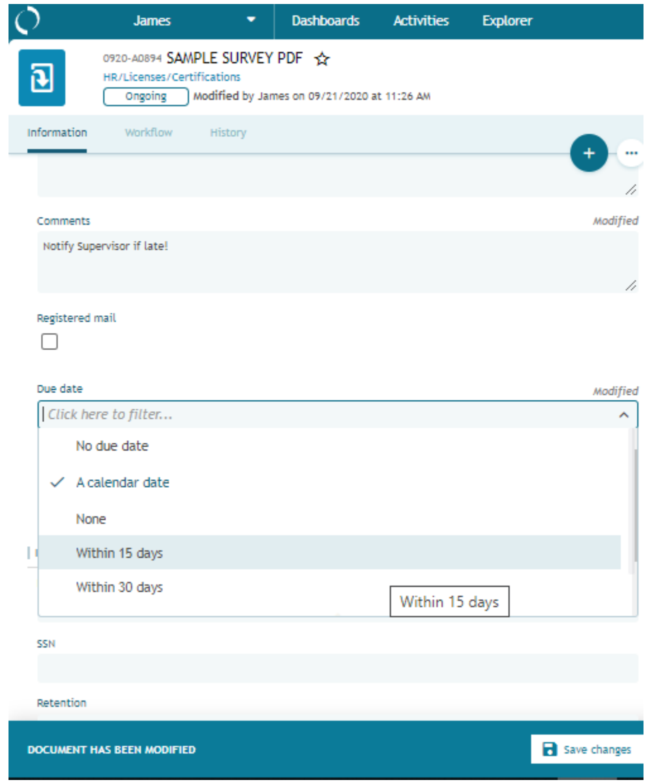
These are automatically incorporated into the workflow and can be triggered in a number of ways:

- Specific metadata element
- Document type
- Document sender or recipient
- IP Address
- Zonal OCR recognition



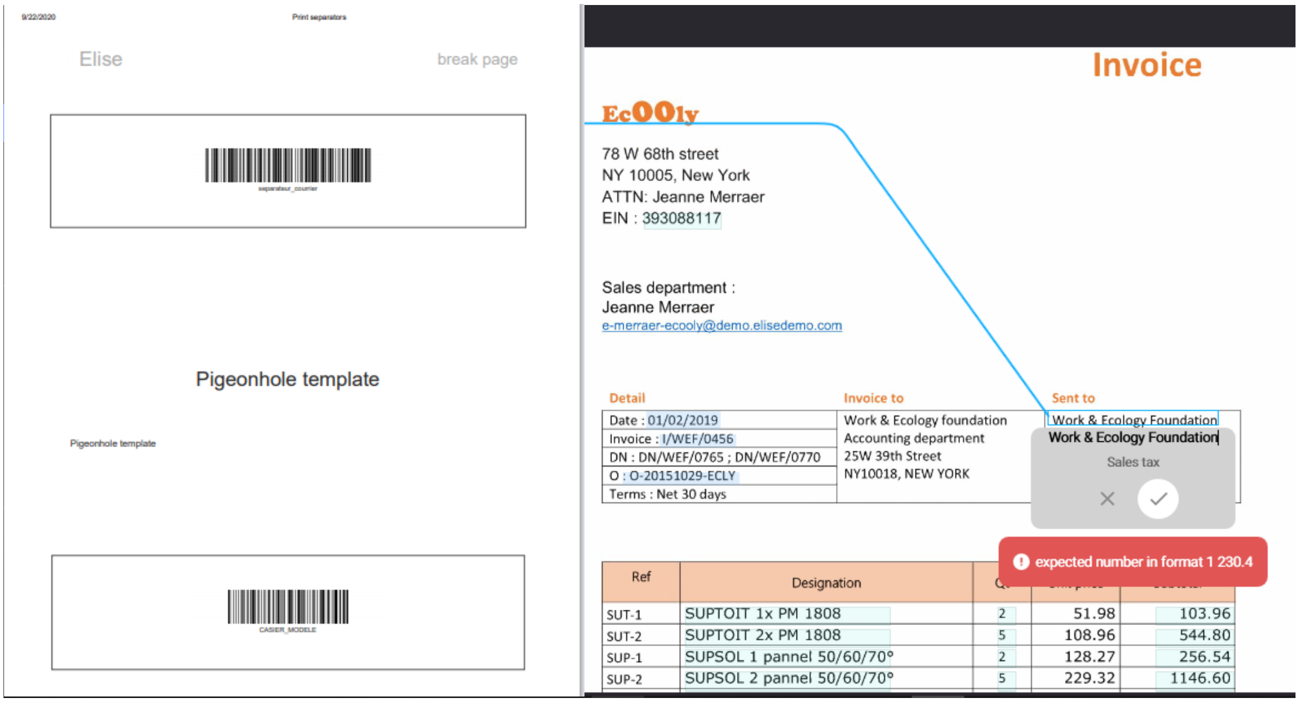
Examples of alerts and notifications for each request or document:





Additional Value:

Paper scanning –



Our platform includes multi-channel document ingestion. This includes scanning and archiving.

Barcode cover sheets are generated within our system for ease of routing and indexing of paper documents.

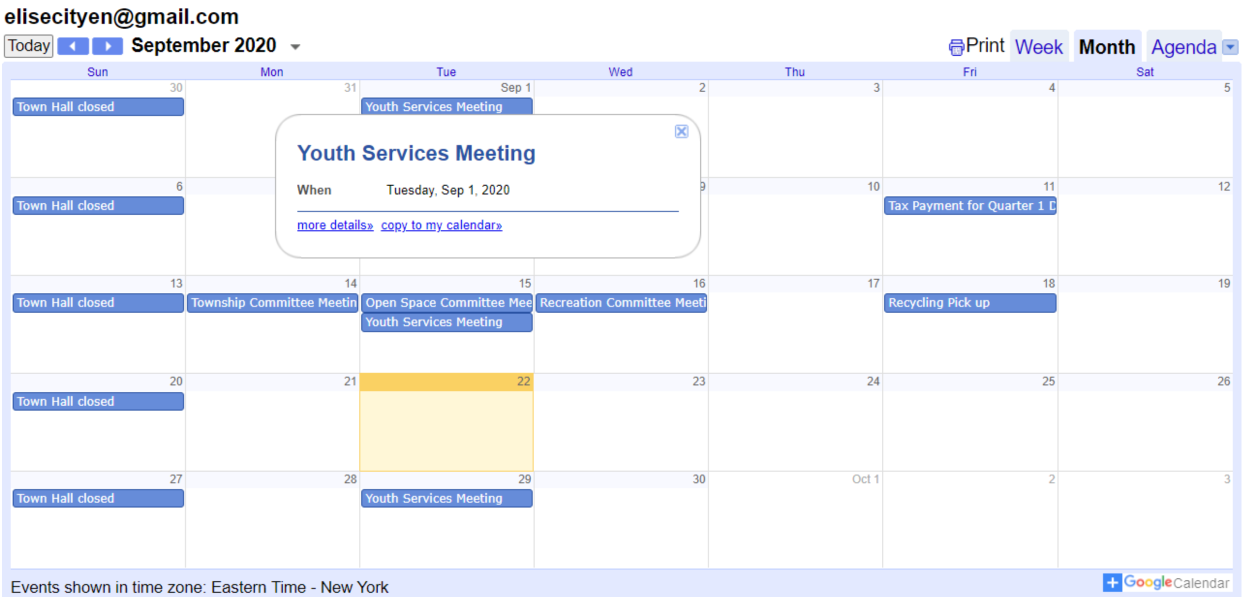
Our OCR, Zonal Recognition and AI Robotics technology will automatically index all recognized metadata within each document. Any element of metadata can be used for routing the document through the workflow engine.

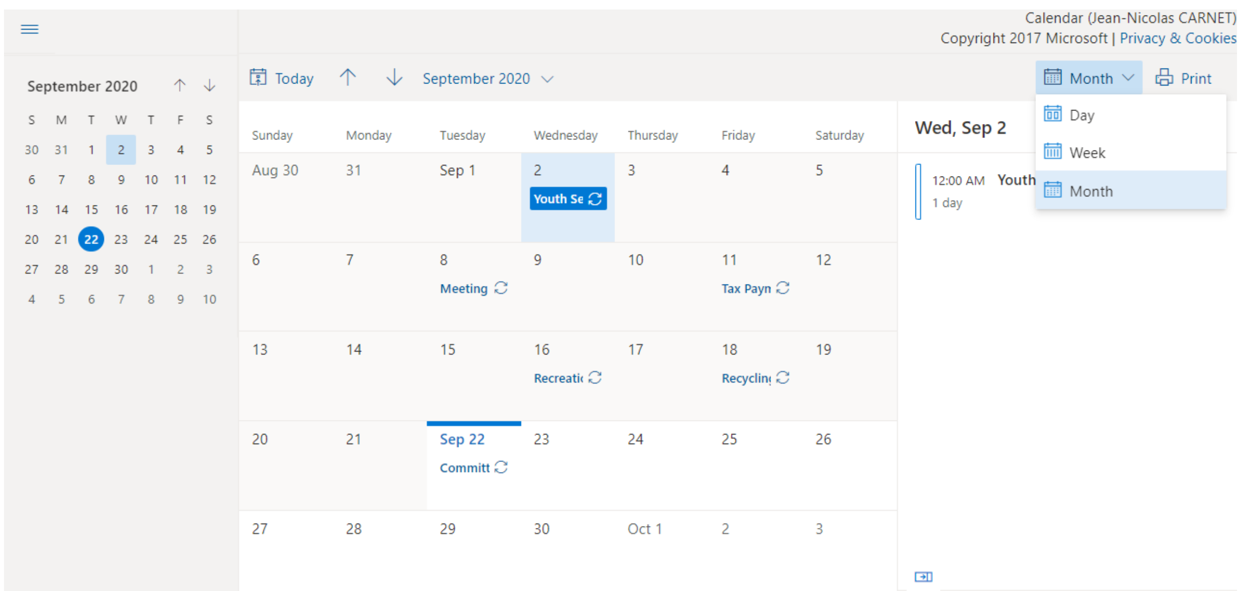
The client can utilize this service with any scanner, copier or even with cell phones.

Just scan, send the document to your pre-defined email address, and our system takes over.

This service is included in our platform at no additional charge.

Scheduling –





Calendars from Google, or Outlook are easily integrated into our User-Friendly Dashboards through definable widgets.

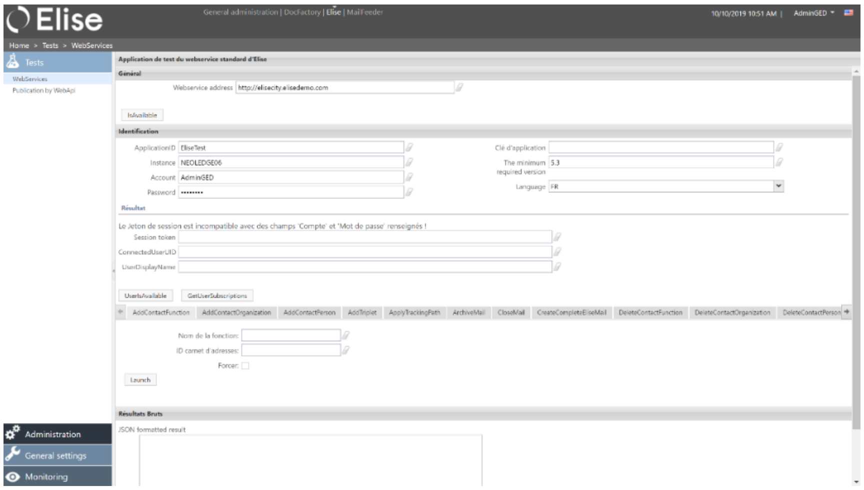
These can be shared with any group or individual User and is associated with admin level access rights.

Our Outlook Plugin is also included to add even more functionality to our solution.

Third-Party Integrations - API & WebServices

illico has WebServices which provide read and write access to illico's database. This open technology, which can be easily integrated into a modern software architecture, is NeoLedge's preferred interoperability tool. illico WebServices are implemented with Microsoft Windows Communication Foundation .Net and can therefore be used in a variety of ways: SOAP, REST, .Net, etc.

illico is provided with a standard 92 web services methods, allowing you to work on almost all the elements of the solution.



Test interface for web services

Thanks to Webservices, you can easily interface your existing and future software.

Mobile Responsive Mobile Apps

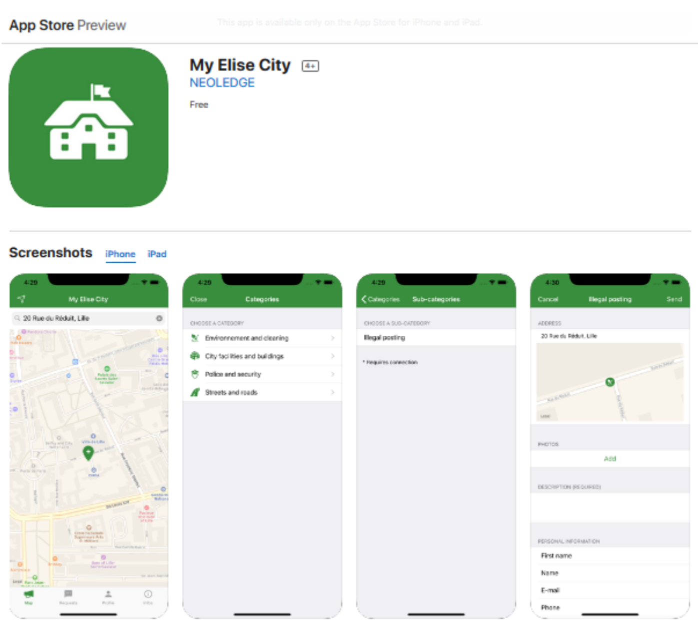
The mobile application is a phoned bases application available in Apple and Google stores.

We also provide a web portal which is responsive and works on all mobile devices.

XXXXXXXX Custom apps are available on Apple and Android app stores.

They are highly functional, extremely user-friendly and fully accessible 24/7.

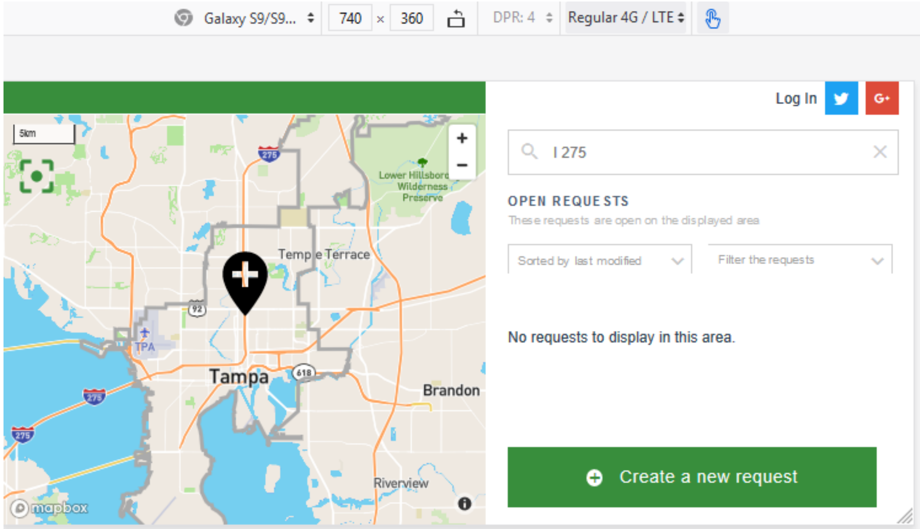
Mobile requests are sent in via social media integration, user account sign-on, or anonymous request.



The browser-based portal is fully mobile responsive.

This unique link can be displayed on the XXXXXXXX's website, social medial links, or sent out via email blast.

The secure portal also allows for uploads of photos and other documents.



Web portal accessible through the mobile browser

The web portal is responsive and can be accessible through the mobile browser.

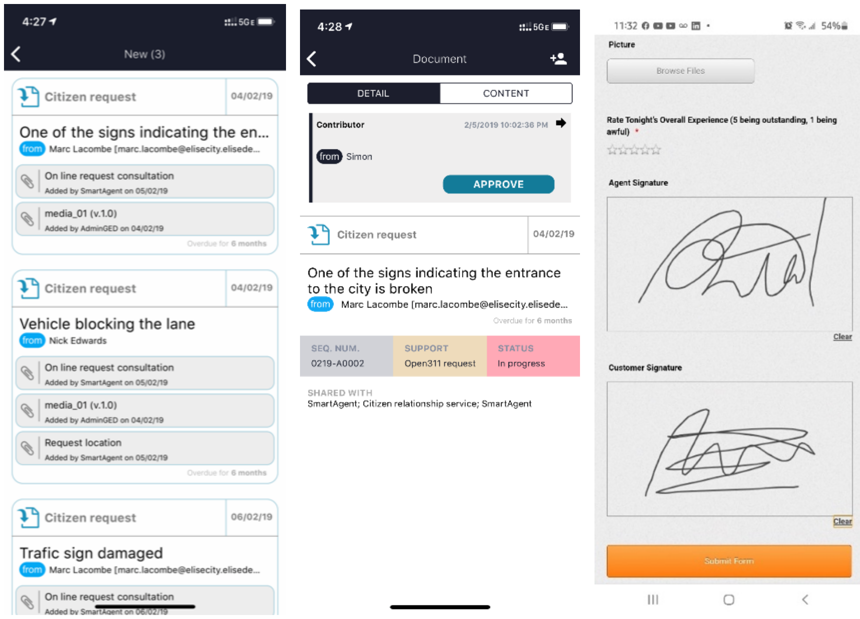
The web portal is certified by NeoLedge to work with the following computer web browsers:

- Microsoft Internet Explorer (version 11.0)
- Microsoft Edge (latest version)
- Mozilla Firefox (latest version)
- Google Chrome (latest version)
- Opera
- Apple Safari

The Administrator mobile application is a phone-based application available in Apple store and Google store. This app is linked directly to the back-end of our system and only meant for registered Users.

The Custom Application allows you to reference all the documents accessible by the employee, (according to the rights applied).

It displays all the information entered, (including custom fields), and attachments in the request.



Attachments can be viewed directly, as well as all the metadata, even signatures.

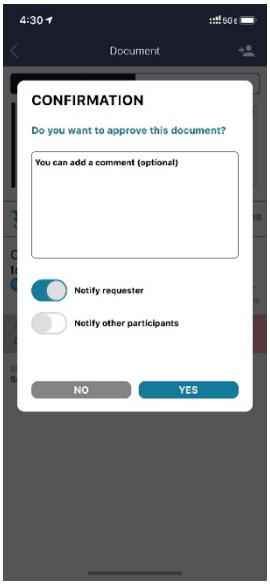
Search

The application has access to documents via a robust search engine that considers the text of the Request and the information entered.

This search displays the corresponding documents with attachments.

Task processing

For each document, the employee quickly identifies the task to be performed, guided by the instructions.



The collaborator can process his tasks from the application: Accept, Refused, Completed, Read by adding comments to indicate his action. This included feature is useful for users of the organization that utilize remotely assigned workloads or tickets.

The Elise Flow electronic signature

Overview

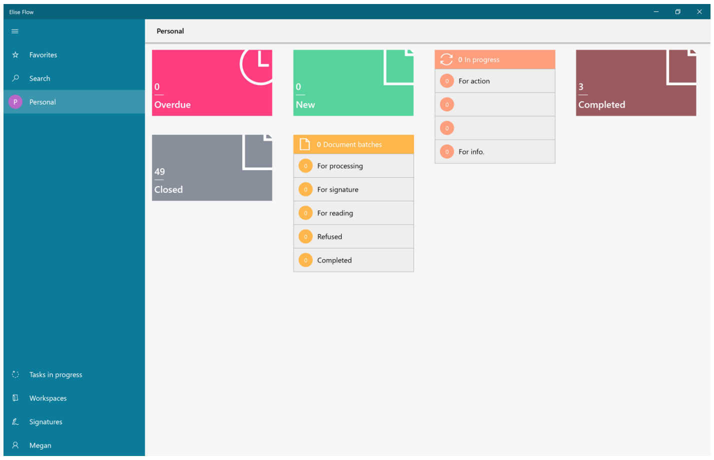
Elise Flow is an application that allows you to optimize the supervision and validation of many documents. This application gives you access to all the features of illico:

1. Consult and annotate its documents according to the tasks requested
2. Request or transfer tasks
3. Validate documents
4. Sign Documents.

Elise Flow is an application available on the Microsoft Store, compatible with any PC or Tablet PC running Windows 10. All this is then available on the move, and with a simple, intuitive and fast tactile interface.

It is therefore a real electronic initiator, by analogy with physical initiators, often binding.

Elise Flow allows the signature of unit documents, but also mass processing. For example, it is possible to generate an invitation document by merging and mailing in Word, inject it into illico through an Add-in word, and sign them in mass with a single click through Elise Flow.



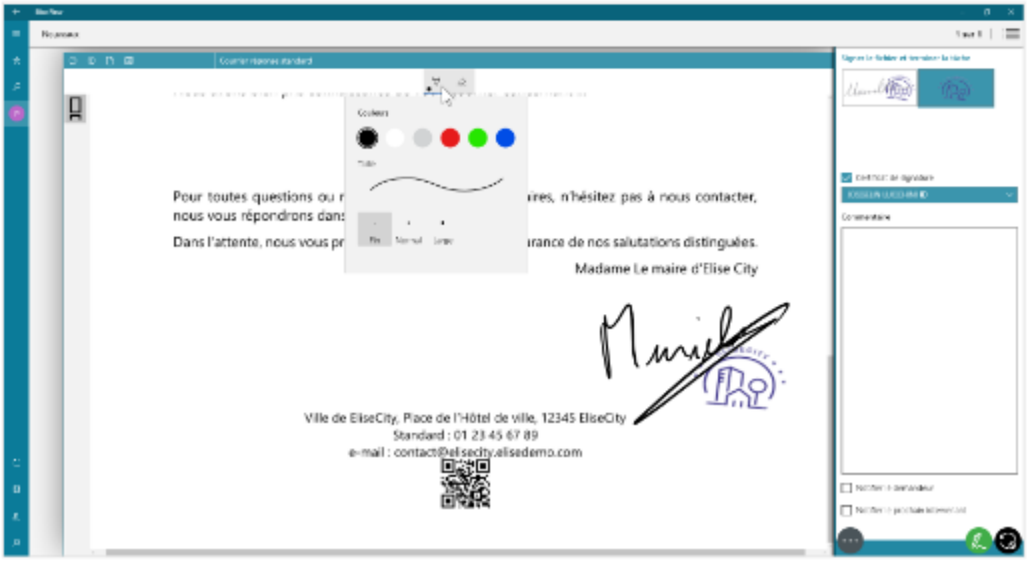
Elise flow Dashboard

The different methods of signature

Elise Flow allows different signature modes:

- "Handwritten" signature
- Pen signature: Elise Flow incorporates Windows Ink technology to allow manual pen signature;
- Pre-registered signature by dragging and dropping a signature image;
- Signature automatically affixed to a predefined area of the document.
- Electronic signature with probative value, in accordance with the General Security Standard
-

It is possible to combine both types of signatures on the same document.



Example of a pen signature, using Windows Ink technology

Retention and archiving of documents

illico allows you to keep your documents for the long term. Several states exist in the solution and allow to define in particular if the document is in circulation or closed. A closed document remains in the solution, but all its tasks are completed, and no changes are possible.

In addition, illico also has an automatic archiving system. This program, which starts at a configurable frequency, allows you to take into account for each type of document:

- A retention period, which generally corresponds to the Administrative Utility Period of the document in accordance with applicable laws
- An archival destination:

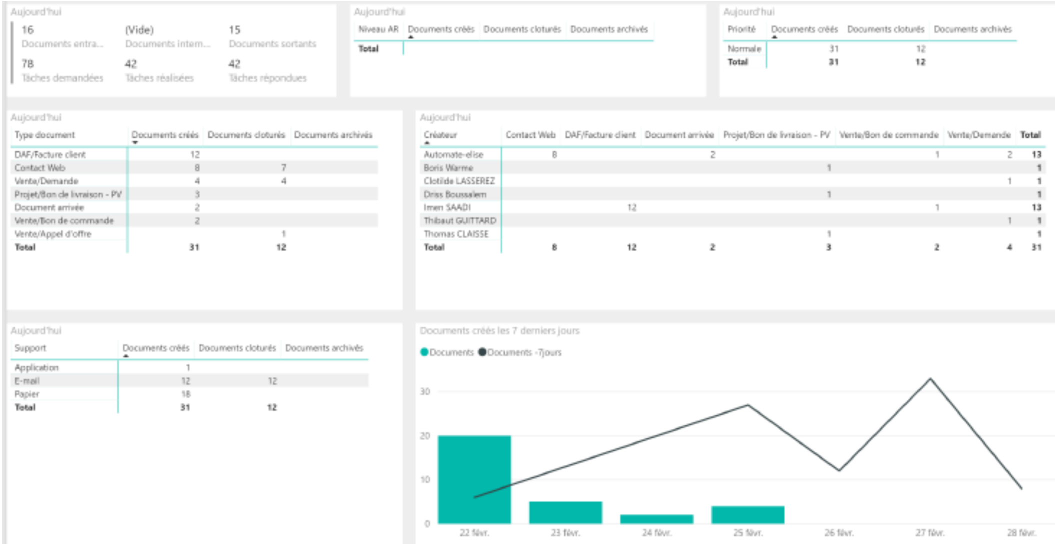
It can be stored in illico as is;
It can be stored in illico, in a light version (deletion of old versions, complete history, etc...);
It can finally be exported into an Electronic Archiving System,
The document can be simply deleted from illico;

illico allows you to archive your documents directly, or transfer them to an external Electronic Archiving System, in compliance with current standards and applicable laws.

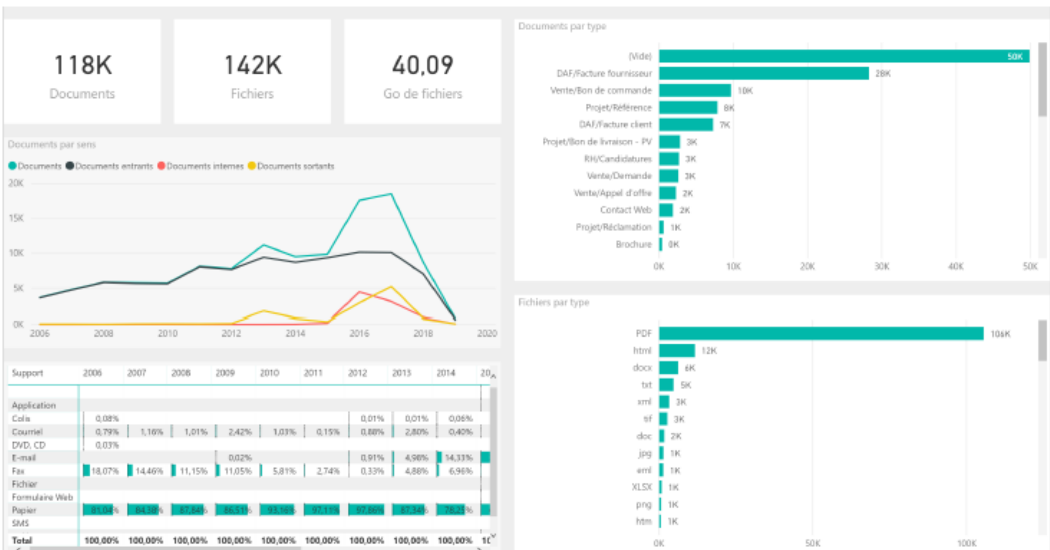
Reports

illico includes as standard a wide range of decision dashboards, designed in Power BI, that allow users to consult complete document statistics in real time.

These dashboards, provided as standard, can be modified or completed to meet your needs.



Example of a dashboard for illico's daily activity



Example of a dashboard for PowerBI

This report can be downloaded in PDF files, Microsoft Word or PowerPoint files or analyzed in Excel.

Each user can also subscribe to a daily mail which content the reports.