

Employees' Retirement System of the State of Hawai'i.

**Amendment # 1, to Request for Quote,
(RFQ) Q21000412, ERS Project # ERSP-097
Issuance Date: November 16, 2020**

SEALED COMPETITIVE OFFERS FOR KOFAX SCANNING MODERNIZATION PROJECT

Offerors:

1. RFQ Schedule and Significant Dates:

Please replace specification page page 3 with attached page 2.

2. Existing Kofax software licenses identification:

a. Stand alone site license:

60 K/yr, version 9.0, S/N UK60154

b. AC Volume licenses:

125K/month: S/N PG19590 & PG 19592

3. List of Attendees:

Guests:

a. Xerox: Burt Fujimoto, Director of Technology

Comments: Xerox has WIA TWAIN Scan Drivers for connectivity and Xerox also is Extensible Interface Platform (EIP) software platform to create personalized document management.

contact: Burt.Fujimoto@xerox.com

b. Mark Richey, Kofax, Account Executive

Comments; Mr. Richey provided the attached Kofax documentation on Kofax Capture, Kofax Transformation and Kofax Totalagility software packages.

contact: Mark.Richey@kofax.com

c. Offerors, Interested & Notified Companies

PACXA/Hoike Networks

Pacific Office Automation

Tech Partners Hawaii

ZR Systems Group

AlohaData Services

World Wide Technology

PC Specialists

vCore Technology Partners.

4. Discussions:

SJ Melendrez, ERS procurement specialist led the discussions and presented an overview of the specification in HIEPRO. Stated all input will be via HIEPRO (hiepro.ehawaii.gov) and fielded questions from the vendors, all vendors are requested to place their questions in the Q & A section of HIEPRO for official response.

ADMINISTRATIVE OVERVIEW

ADMINISTRATIVE OVERVIEW:

Introduction:

The **Department of Budget and Finance (B&F) Employees' Retirement System (ERS)** of the State of Hawaii (ERS) administers a defined benefit retirement plan for the State and county government employees of the State of Hawaii. ERS provides retirement, disability and death benefits for its members. ERS is a qualified defined benefit public pension plan under Section 401(a) of the Internal Revenue Code. Administration of the ERS falls under the policy and executive direction of the Board of Trustees with certain areas of administrative control vested in the state Department of Budget and Finance.

The ERS provides retirement, disability, survivor, and other benefits to over 135,000 members. ERS membership is comprised of retirees, beneficiaries, inactive vested members and active public employees working for the State & Counties of Hawaii

RFQ SCHEDULE AND SIGNIFICANT DATES

The schedule represents the State's best estimate of the time table that will be followed in the procurement process. All times indicated are Hawaii Standard Time (HST). If a component of the schedule is delayed, the remainder of the schedule may be delayed by the same number of days. Any change to the Schedule or significant dates shall be reflected in and issued in an addendum posted in HIePRO. The estimated time table is as follows:

Release of Request for Quotes	11/10/2020
Pre-Offer Conference	11/13/2020, 10:00 AM
Due date to Submit Questions	11/16/2020
State's Response to Questions*	11/19/2020
Offers Due date/time	11/25/2020 / 4:00 PM
Response Evaluations	11/27 – 11/30/2020
Notice of Award	12/24/2020
Contract Start Date	01/01/2021

A. Project Description:

1. Service Location:

The Employees' Retirement System (ERS) of the State of Hawaii is soliciting responses from qualified vendors to provide **Kofax Scanning Modernization Project** for the Employees' Retirement System of the State of Hawaii, Oahu offices located at City Financial Tower, 201 Merchant Street, Honolulu, Hawaii.

Kofax Capture

INCREASE DOCUMENT AND INFORMATION VISIBILITY

Kofax Capture™ is a powerful document capture platform that productively, consistently and securely processes all types of documents and information from virtually any source and location.

Kofax Capture accelerates business processes by collecting documents, transforming them into accurate, actionable information, and delivering them into your line of business applications, workflows, repositories and databases.

Kofax Capture can help you capture information quickly, accurately and securely whether it's on paper or in electronic files, collected at a central office or scattered on desktops and remote offices throughout the world.

With powerful, integrated analytics capabilities, Kofax Capture delivers process transparency that enables real control over the way your enterprise engages customers and processes documents within the organization.

PROCESS DOCUMENTS AND DATA CONSISTENTLY EVERY TIME

Kofax Capture integrates your organization's critical business rules for information processing into the capture process, ensuring that each document is processed correctly, and automatically imported into the right system of record, without further human intervention.

Kofax Capture boasts the fastest, most flexible scanning and indexing solution available. Kofax Capture delivers a single platform solution that leverages consistent business rules, permissions, security and job settings, regardless of the format, source, language or location from where the document was received.



“We have cut the time taken to process a loan application and return a decision to lenders from three to seven days to 43 minutes or less. This is a tremendous achievement, and it would not have been possible without the insights revealed by Kofax solutions.”

Brian Mueller,
Integrated Records Management Manager, Colorado
Housing and Finance Authority (

PRODUCT SUMMARY

For data capture, the solution extracts important information such as machine printed text, bar codes, hand printed words and even checked boxes.

Kofax Capture uses the same powerful indexing and validation process to capture information from electronic sources. That means your workflow or content management system receives consistently indexed content, regardless of the origin or format, and your organization benefits from reliable, accessible, process-ready data and documents.

PROCESS DOCUMENTS FROM ANY CHANNEL

For many situations, the receipt of a document is the initiation of a process or transaction. Kofax Capture enables document submitters to easily capture this content how when and where it is most convenient for them. From virtually any capture channel, employees and external stakeholders can directly submit documents using the standardized business rules and security controls already built into your capture solution.

Tight integration with virtually all capture channels—including high-volume to personal desktop scanners, multi-function printers, database print streams, email, fax, web service calls from third party software applications, network file folders, mobile devices and web applications—provides the widest range of source capture options.

With the addition of cognitive document automation, received documents can be automatically classified, separated, and extracted, and then exported by Kofax Capture to your back-end systems of record with complete control and minimal or no manual intervention.

UPGRADE WITH COGNITIVE DOCUMENT AUTOMATION TO INCREASE PRODUCTIVITY AND REDUCE COST

Kofax Capture is a highly scalable platform with a number of system upgrades, including cognitive document automation with Kofax Transformation™. Reduce time spent pre-sorting forms with automated document classification and separation. Further increase productivity with automated data extraction to speed information processing, reduce errors and deliver more accurate information to back-end systems. With features like auto-registration, zonal image pre-processing, background removal, and automatic check box thresholding, cognitive document automation capabilities extend your solution beyond capture-to-archive and simple indexing applications to higher value and more complex capture-to-process applications.

SCALABILITY TO MATCH THE GROWTH OF YOUR ORGANIZATION

Kofax Capture is an enterprise-ready, modular application that can be used right out of the box to meet the capture needs of a specific department, and expanded to meet the complex requirements of a distributed, lean, high-volume, mission-critical enterprise.

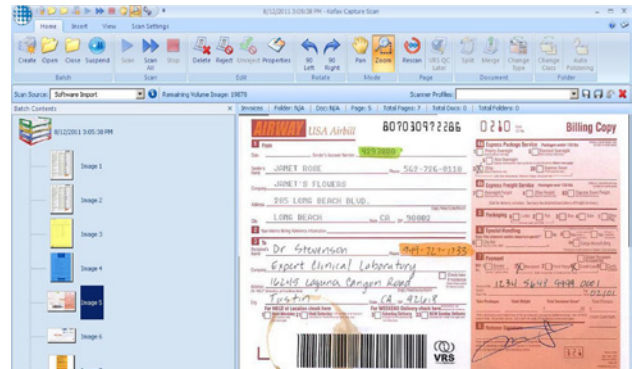
Add secure capture channels like email, web applications, MFPs or mobile devices, or automated document classification, separation and extraction, to reduce process latency and increase productivity, all from the same system.

From hundreds to millions of documents per day, the solution can capture it all.

INTEGRATE WITH YOUR CRITICAL BUSINESS SYSTEMS

With more than 140 connectors to various lines of business applications, Kofax Capture provides efficient and automatic data export to a wide range of ECM, ERP, BPM and workflow solutions. It uses standard release scripts to connect seamlessly to business systems from IBM®, Oracle®, Microsoft®, OpenText®, Hyland®, Pega® and many others, automating simple and complex data transfer processes. The solution can also export to any ODBC-compatible database or to a delimited ASCII file.

This flexibility makes Kofax Capture the standard front end for any system.



Capture documents at the point of origination from anywhere within the enterprise.



TAKE CONTROL OF YOUR OPERATIONS WITH MEANINGFUL INFORMATION AND INSIGHT

With integrated analytics, Kofax Capture and Kofax Transformation customers can clearly see how, when and where operations are most and least efficient down to the system user, document and index field. Identify the most popular and most efficient collaboration channels. Identify and adapt the forms that result in the most errors and friction with external stakeholders like customers and suppliers. Get actionable information to reduce or eliminate friction, increase productivity and improve customer engagement.

Discover more about Kofax Capture at kofax.com

Work Like Tomorrow.™

Kofax Transformation

Kofax Transformation™ delivers cognitive document automation, transforming documents into useful, electronic business information. This powerful document processing software uses machine learning and artificial intelligence to automate the process of recognizing and understanding virtually any type of document, and extracts the information for later processing or storage. It is ideal for enterprise IT and line-of-business professionals in financial services, insurance, healthcare, government, oil and gas, supply chain/manufacturing and other process-intensive industries that struggle with slow, manual, error-prone or expensive processes for classifying and extracting information from large volumes of documents.

Kofax Transformation intelligently recognizes and understands any document to:

- ◆ Improve information visibility
- ◆ Reduce document classification/separation and data entry costs
- ◆ Increase productivity
- ◆ Accelerate processes
- ◆ Increase data quality for fewer errors
- ◆ Ensure compliance
- ◆ Improve customer engagement



UNMATCHED POWER FOR AUTOMATING DOCUMENT PROCESSING ACROSS THE ENTERPRISE

Transformation features advanced AI-based cognitive document automation technologies that can classify, separate and extract any document, regardless of type, content or format, so organizations can leverage a single solution for all documents and business processes across the enterprise, including:

Invoice processing

Extract and validate header, amount and line-item data from supplier invoices and match to vendor and PO data in ERP systems to cut manual data entry costs and reduce processing exceptions.



“We have cut the time taken to process a loan application and return a decision to lenders from three to seven days to 43 minutes or less. This is a tremendous achievement, and it would not have been possible without the insights revealed by Kofax solutions.”

Brian Mueller

Integrated Records Management Manager, Colorado Housing and Finance Authority

PRODUCT SUMMARY

Mortgage processing

Classify and extract hundreds of document types used in the mortgage process—application, underwriting, closing, and post-closing.

Medical claims processing

Automatically extract data from U.S. CMS-1500, UB-04 and other claim forms to increase claims throughput and auto-adjudication rates.

Customer/employee onboarding

Classify and extract pertinent information from new account applications, driver licenses and other forms of identification, enrollment forms, etc.

Sales order processing

Extract order data from scanned and faxed POs and validate against catalog databases, reducing the order-to-cash cycle.

Mailroom functions

Classify all incoming mail as it enters the organization so it can be routed via workflow to departments and individuals, eliminating manual document sorting.

Legal discovery

Discover and identify previously unknown documents from file shares, including text-rich documents, for subsequent data extraction.

Forms processing

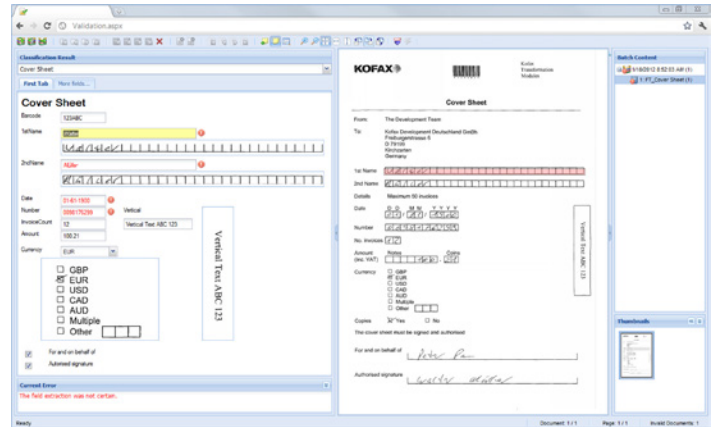
Classify multiple form types (applications, claims, taxes, census) and revisions and extract handprint and barcode data from them to eliminate document sorting and reduce data entry.

Document separation and identification

Identify individual document types within large packets or folders without separator sheets, reducing document preparation and folder review costs.

Scan-to-archive

Classify documents and extract multiple index fields to enable reliable posting to a document management system and easy retrieval.



Kofax Transformation software delivers cognitive document automation to transform documents into useful, electronic business information.



FEATURES AND BENEFITS

Increase productivity: Process more documents faster, accelerate business processes and improve visibility of information throughout the organization

Reduce cost: Reduce manual labor and free employees of manual document classification, separation and data entry

Increase data quality: Increase data quality and minimize exceptions in information-intensive processes

Improve compliance: Ensure adherence to business policies and regulatory requirements

Enhance customer engagement: Provide instant data display from captured documents to customers on their device of choice

Minimize cost of ownership: Machine learning technologies applied to documents reduce the time to configure and maintain a transformation project



WHY KOFAX TRANSFORMATION?

Mature and proven: Market-leading cognitive document automation software with thousands of satisfied customers

Integrates with multi-channel capture: Seamless integration with Kofax Capture™ and Kofax Mobile Capture™ for capturing documents from any source

Integrates with robotic process automation: Seamless integration with Kofax RPA for capturing information from electronic sources such as websites, desktops, and legacy systems

“Kofax technology makes it ultra-quick and easy for customers to process and pay tax returns, with no assistance whatsoever from our busy staff members.”

Ivan Zangani,

ICT Manager of Enterprise and Corporate Banking Transformation, Intesa Sanpaolo

PRODUCT SUMMARY

Recognizes and understands any document type: Intelligently process structured, semi-structured and completely unstructured documents with a single platform

Enterprise scalability and global applicability: Architected to scale to very large volumes and distributed work; and supports multiple user interface and OCR languages

All-inclusive, simple value-based pricing model: Licensing simply based on annual number of pages processed and optional add-ons for invoices, medical claims, and cursive documents

Discover more about Kofax Transformation at kofax.com

WORK LIKE TOMORROW.™

Kofax TotalAgility

Engage Differently

People want to engage differently with banks, insurance companies, government agencies and other organizations because digital technology has made better and new types of engagement possible. The proliferation of mobile devices, internet connectivity and social technology has changed expectations and behaviors of how we act, as customers and also as workers, managers, business partners or suppliers. To benefit from these new expectations and behaviors organizations in every industry are involved in a digital transformation, urgently adopting digital technology to enhance customer experience, streamline operations and exploit new business opportunities.

Accelerate to a Positive Outcome

Kofax TotalAgility® accelerates high-value business journeys to a positive result, journeys such as new customer onboarding, claim processing, loan automation, citizen service provision, supplier management, and more. TotalAgility orchestrates individual touchpoints in those journeys, for example the gathering or sending of documents or the digital signing of new contracts, and cuts latency between the touchpoints.

TotalAgility delivers more value at each human touchpoint and links traditional and digital channels. It intelligently automates touchpoints that previously required human intervention and can remove the need for analog and paper-based interactions entirely.

By accelerating high-value business journeys, TotalAgility increases customer satisfaction, improves operational efficiency and creates competitive advantage.

KOFAX



TotalAgility Core Capabilities

Kofax TotalAgility accelerates high-value business processes by orchestrating digital workflows and automating touchpoints that previously required human intervention, removing the need for analog and paper-based interactions entirely.

Document Intelligence: TotalAgility brings its market-leading cognitive capture capabilities to the hands of business analysts and non-technical users to solve content-centric challenges, including classification and extraction from financial documents, contracts, forms and other information-intensive documents. Your organization can accelerate information-intensive workflows by applying cognitive capture and artificial intelligence to unstructured data in order to automate and extract information and unlock data insights.

Connected Systems: TotalAgility brings together your business systems (applications, legacy, chatbots, mobile, etc.) across internal and external business processes. Our ability to connect systems lets you streamline data across your operations, bringing new, innovative business models to market—faster.

Process Orchestration: TotalAgility makes it simple to add and manage digital workforce capacity on-demand, with the flexibility and agility you need to scale and optimize service levels. This frees up bandwidth so your people can move away from mundane, repetitive tasks and focus on high-value, strategic work, improving employee satisfaction and productivity.

Embedded Artificial Intelligence: The AI embedded in TotalAgility hyper-accelerates your automation efforts and gives customers more flexibility in how they want to analyze content and more power to process and understand complex unstructured documents. With no coding required, you can easily deploy advanced Natural Language Processing (NLP) and Machine Learning (ML) technologies to think, act upon and interpret data for uses such as content classification, summarization, sentiment analysis and more.

Low-Code: Low-code enables business users and citizen developers to build smarter and configure solutions on TotalAgility. Low-code is achieved on the platform by providing intuitive design, preconfigured functionalities, components of services and simplified integration with third-party applications. In addition, the TotalAgility designer features a drag and drop interface for creating solutions and facilitating the configuration of business logic (rules, forms, conditions, loops, etc.).

Unified Intelligent Automation

TotalAgility provides pre-built integration to other capabilities of the Kofax Intelligent Automation Platform, seamlessly orchestrating intelligent automation solutions that transform the capacity and performance of your operations.

Process Insights and system monitoring provide advanced and actionable analytics for any business process, helping your business make informed, effective decisions sooner, and providing valuable insight to drive process optimization.

Mobile & omnichannel access engages customers, partners, suppliers and employees on any device at any stage of a business process, delivering rich experiences on mobile devices and supporting the broad spectrum of digital and physical channels your business must support.

RPA Workforce of Choice extends our market-leading cognitive capture capabilities to third-party RPA vendors. Your organization can get more value from your RPA investments, regardless of RPA vendor, with the ability to process unstructured data, faster and more accurately.

Customer communications accelerates engagement by delivering low-latency, two-way, omnichannel customer communication that's faster, more targeted and less expensive.

E-signature makes crucial agreements possible faster, while allowing customers the flexibility to use any signature format they wish.

“Kofax TotalAgility breaks down the traditional walls. We’re now able to talk about a broad spectrum of offerings—with benefits such as accelerating new customer onboarding and improving collaboration throughout the entire lifecycle of a transaction. It elevates the value from just ‘cost savings’ to helping our clients also grow revenues. In short, TotalAgility is a game changer for us and our clients.”

Peter Ortiz
Technical Director, Capital Capture

➤ Deploy On-Premises or in the Cloud

TotalAgility provides a versatile, modern, open architecture and is specifically designed to give organizations the flexibility to deploy either on-premises or in the cloud with these deployment options:

Your premises – single tenant

Deploy and manage TotalAgility on your own premises to empower your employees, customers and suppliers to cognitively capture unstructured content, and automate and orchestrate the processes that use that content.

Your premises, or your cloud – multi-tenant

Install TotalAgility on-premises or in your preferred cloud, and service multiple tenants with a single TotalAgility installation. TotalAgility's multi-tenanted architecture ensures each tenant's data and application configuration stays completely isolated from other tenants on the same system. Efficiently provide cognitive capture services to multiple internal departments, or offer cognitive capture services to your customers.

The Kofax Cloud

Rely on Kofax to take care of the installation and configuration of the systems that support TotalAgility, by subscribing to the TotalAgility Cloud service running on Microsoft Azure. Get started developing your intelligent automation application immediately without the hassle of installing and configuring hardware and software. Achieve faster time to value, increased scalability and business agility, lower cost and reduced IT dependency.

A Kofax partner cloud

Leverage the expertise of regional Kofax partners offering cloud subscription services for cognitive capture and benefit from their local presence, specialized solutions and vertical industry focus.

Docker container

Simplify and accelerate deployment of your TotalAgility software and projects by creating and deploying a Docker container into any Docker-supported on-premises or cloud-based environment.

➤ Off-the-shelf flexible integration

TotalAgility offers a variety of pre-built connectors, web services and synthetic API methods that allow customers to accelerate implementation of their solution and leverage and extend their existing software assets.

➤ Design for Compliance and Agility

TotalAgility Designer is an easy-to-use visual environment that supports high productivity application development. It supports modeling, design, analysis, simulation and testing of high-quality customer engagement processes. Control and compliance goals can be met by designing processes to ensure enforcement of policy, procedure and regulation. Business agility goals can be met by enabling process flexibility at execution time, so key interactions can be orchestrated while processes are "in-flight."

➤ User Experience Drives Productivity and Improvement

The TotalAgility Workspace delivers the right work to the right person at the right time, enabling people to engage in process execution in a manner appropriate to their role. Process participants work efficiently, effectively, intelligently and transparently, and can participate in process improvement as they innovate daily with customers, partners and others.

➤ Process Optimization

TotalAgility enables manual and automatic intervention in in-flight business processes, so they quickly adapt to changing circumstances. TotalAgility can react to events and changes in context, throughput, capacity and workload. As exceptions occur or case-by-case differences in requirement must be handled, TotalAgility can automatically respond with new processes and/or empower knowledge workers to intervene productively.

Discover more about Kofax TotalAgility at [kofax.com](https://www.kofax.com)

Work Like Tomorrow.™