

2.0 Executive Summary

Understanding the Bureau of Conveyances' Vision

The Lange Group (Lange), is honored to offer the Bureau of Conveyances-State of Hawaii (BOC) a total solution to meet the requirements of RFP ICS-FY-99-052; Request for Proposal for Services to Develop and Implement a Replacement Land Court and Regular Automated Tracking System for the State of Hawaii.

The staffing of a systems design, development, conversion and implementation project may be the single most important determinant of project success. Our project approach is team based. The members of the TEAM have the depth of industry and technical knowledge, and a complete and workable solution that meets BOC's business requirements.

The formulation of our "TEAM" was based on the following:

- The Lange Group offers unparalleled knowledge of BOC's current application, WANG VS to IBM's RISC System/6000 migration expertise, and in depth knowledge of BOC's user community and application enhancement requirements.
- IBM's unparalleled expertise in technologies required to implement this proposal, which include networking, imaging, Web enablement, and hardware and software solutions.

The Lange Group has outlined distinct roles and responsibilities in implementation of the BOC solution, our previous working relationship as a team allows us to confidently fashion and deliver a successful project.

The Bureau of Conveyances (BOC) has a unique opportunity to modernize its current processes with IBM's VisualInfo Document Management System. Many government organizations that have embarked on re-engineering or migrating their current systems have had mixed results. The solutions provided by "high-tech" answers to today's problems are sometimes more difficult to use than the problems they try to solve. We believe that BOC can avoid many of the problems that befall other organizations by utilizing IBM's VisualInfo products. IBM's VisualInfo Client Application for scanning, indexing and document management will provide BOC with proven state-of-the-art technology to drive modernization of your current processes. As BOC has discovered, the use of information technology to support government services and operations is no longer a "nice to have", it is critical to the success of BOC today.

The Lange Group recognize that the migration to a new technology platform and infrastructure will require detailed planning to minimize disruption to the BOC's operations and allows you to maintain service to the public. We are committed to the successful implementation of the Bureau of Conveyances' technology architecture. We have therefore, assigned qualified and experienced resources to provide an integrated solution that embraces our vision of delivering technology through its appropriate application in support of the Bureau of Conveyances' mission, goals and objectives.

Meeting these goals is only possible if the right team is assembled to perform the work.

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Why our Core Team is the Right Team

The Bureau of Conveyances' RFP requirements drove the selection of our team.

- Familiarity with and understanding of the existing Bureau of Conveyances' application programs.
- Experience with migration of Wang VS minicomputer applications to the RISC System/6000.
- Experience with the technologies required to satisfy the Bureau of Conveyances' goals.
- Experience with statewide telecommunications network, LANs, and intelligent workstations.
- Experience with IBM RISC Systems/6000 and NT servers with intelligent workstation clients.
- Experience with large-scale image enablement projects in many different industries and environments.
- Experience with WEB enablement to provide Internet/Intranet services.
- Industry leadership with image conversion services committed to meeting each client's specific needs with high-quality results.

The Core Team was selected to provide these critical ingredients. The principal members of the Team is composed of:

- **The Lange Group (Primary Contractor)** – Offers unparalleled knowledge of the Bureau of Conveyances application programs on the Wang VS and prior conversion experience with Wang VS, SPEED II and IBM RISC Systems/6000. The Lange Group will be responsible for assisting the Bureau of Conveyances in a detailed study and analysis before undertaking enhancements, migration and conversion of applications from the existing Wang platform. The Lange Group is a local, IBM Business Partner, who has been servicing the Bureau of Conveyances since 1987 when SPEED II was first installed on their Wang VS. The Lange Group has unparalleled knowledge of existing BOC applications on the Wang VS. This knowledge is critical in successfully migrating and converting applications from the existing Wang VS in the shortest and most cost effective manner.

The Lange Group is a Hawaii-based computer software development and consulting firm that has provided cost-effective business solutions for over 19 years to more than 50 clients in both government and private sectors throughout the state of Hawaii. Our software has been installed on over 100 computer systems. It is a trade name of Unique Computer Systems, Inc., a Hawaii corporation founded in 1980.

Their staff has many years of practical experience in the analysis, evaluation, design, development and implementation of mission critical mid range to large scale integrated computer solutions. All members of The Lange Group have at least a Bachelors degree in Computer Science from a major university. Together, we make up a tight-knit group of Applications Developers and System Integrators who can focus on the solution business issues.

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The Lange Group has had a long 19-year history of technical consulting and services to various aspects of the BOC customer base, especially the Legal and Real Estate industry within the state of Hawaii. They have provided automated applications in the Real Estate Brokerage, Real Estate Management, Title & Escrow and involved with the Honolulu Board of Realtors' technical review committee. The Lange Group is very familiar with the BOC's customers needs and capabilities. This knowledge will be engaged further to insure the BCIS has the highest degree of functionality so that the BOC can provide.

- **IBM and IBM Global Services (Subcontractor)** – In IBM today, there are two fundamental missions:
 - Strive to lead in the creation, development and manufacture of the most advanced information technologies.
 - Translate advanced technologies into value for our customers with the world's largest information services company, IBM Global Services.

IBM offers extensive experience in project management; unparalleled knowledge of the proposed Bureau of Conveyances' hardware, system software and telecommunications environment; training skills; and extensive experience with the proposed imaging, Internet services, and networking solutions.

IBM's ability to successfully execute and expedite complex system projects is accelerated by the use of a worldwide Application Development/Systems Integration (AD/SI) methodology. IBM's Worldwide Integrated Solution Design and Delivery Methodology (WSDDM) is a comprehensive methodology incorporating robust tools and methods for project management, application development and system integration. WSDDM provides a consistent methodology for all IBM services practitioners around the world. It formalizes the essential components of every project, from planning and design to delivery and maintenance. It is our experience that this approach mitigates the complexity and risk associated with these technologies and generates a functionally stable solution at the conclusion of the project.

The Right Approach for Implementing the Bureau of Conveyances' Goals and Objectives

The Bureau of Conveyances faces a formidable challenge in attempting to implement a new technology architecture. The team, which implements the new architecture, must accommodate an existing Bureau of Conveyances' system, integrate multiple technologies, migrate applications, and educate users. The Core Team is committed to assist the Bureau of Conveyances in meeting this challenge with an approach to implementation that controls risk.

Upon careful evaluation of your requirements, coupled with our experience in complex systems integration projects, the Core Team has developed a phased implementation approach to ensure success. Our objective in this proposal is to combine the products and services, which best meet your needs using the proposed phased approach. The highlights of this strategy include the following:

The Lange Group's Proposal

The RFP is broken down into two parts. Part 1 which comprises six phases and eleven tasks, and Part 2 which makes up one task, task 12. This proposal is in response to Part 1, Phase 1 through 6 which is comprised of Task 1 through 11. The Lange Group has declined to offer a

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response to Part 2, task 12. Instead we will work with the Vendor of the BOC's choice in the integration of deliverables of task 12 into the new BCIS. The activities involved here is described in our task 7 "b".

Migration/Enhancements to Land Court and Regular System

The Lange Group will migrate all of the applications currently residing on the WANG VS to the proposed BCIS running on the RISC System/6000, and replace the standalone UNISYS by providing a new fully functional Regular System Tracking application. The new BCIS system will be enhanced to meet BOC's requirements. The end product will be a fully functional integrated BCIS with one point of entry that minimizes duplication of work, and enhanced to provide greater accessibility and efficiency of the BOC. The steps involved in implementing this robust, integrated, enhanced BCIS were formulated with the intention of providing the greatest realized benefits, while minimizing disruptions to the daily BOC operations. Any disruptions would be offset by features and functionality superior to the existing process.

The migration approach of the mission-critical existing applications was chosen to capitalize on the years of customization invested in this unique Land Court and Regular System. Migration in general minimizes the risk factor of time and resources that accompany new development efforts. More directly, it minimizes the training and learning curve of the BOC staff, allowing them to spend the time improving and enhancing their existing skills in new and advanced technology.

Migration would involve the conversion of the existing SPEED II applications including all associated data of (K03) LCATS and (K06) Receiving/Accounting, to the APPX environment, a SPEED II equivalent on the UNIX platform. Enhancements to the migrated applications will be made after successful migration. The "infant" BCIS would also provide for the Hawaii FYI links to the LCATS subscribers.

The new Regular System Tracking application will have enhanced tracking and management information functions, and would allow the BOC to search and access the General Index information by anyone in the BOC. These enhancements would include a tighter coupling of both recording systems to Accounting and Management Reporting. Both Land Court and Regular System will contain the modules, and be ready for "image enabling" where the actual document images will reside on the new BCIS.

Digital Imaging and storing of the BOC recorded documents

The BOC, like many government entities worldwide, is driven by paper. Much of government output is in the form of paper documents that are mailed, filed, and stored, often for very long periods.

The Lange Group is proposing the implementation of IBM's ImagePlus VisualInfo product integrated with Kofax's Ascent Capture product as the solution platform for BOC's BCIS system. VisualInfo will provide an industrial strength system and with enterprise wide capabilities. In combination with IBM's business partner, Kofax Ascent Capture, VisualInfo will deliver key critical business and technical functions that will allow BOC to enhance its ability to provide quality service.

ImagePlus VisualInfo is the latest member in IBM's ImagePlus family. VisualInfo can manage business documents that include information of many types including image, graphics, audio,

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video, spreadsheets, and word-processing text. VisuallInfo is a key component of our EDMSuite family, which encompasses a variety of disciplines, including imaging, workflow and COLD technology.

IBM's VisuallInfo will be combined with Kofax's Ascent Capture software to facilitate the image and data capture portion of the solution. This modular solution contains the following components: Scan, OCR, Index, Rescan/QA and Release which makes the index data available to your business application. In addition, the Release module interfaces to the VisuallInfo long-term storage software for archive and retrieval purposes of the image and index data. As a part of this proposal, implementation of an image enable BCIS system will provide a seamless integration between the Regular and Land Court Systems.

Implementing BOC's Network infrastructure and UNIX and NT platforms

This proposal provides migration from the current BOC Land Court and Regular Systems to the proposed RISC System/6000. The implementation of an I/O redundant migration platform and a reliable, high performance network infrastructure framework is pivotal to our solution of providing timely and accurate information to all projected end users. A uniform goal throughout the project will be to get end users up and running as quickly as possible, balanced with quality and low risk.

This proposal provides for many new features and functionality for the BOC. The following major components form the infrastructure and foundation for the BCIS solution deployed:

- A UNIX "IBM's AIX" based RISC System/6000 332MHz "silver" wide node will be installed in the existing SP consolidated serve at ICSD has been configured for high performance and I/O redundancy. It will take advantage of the infrastructure, skill levels and shared cost associated with leveraging the SP. An optional RS/6000 332MHz "silver" wide node is also configured which can be utilized in the unlikely event of primary server shutdown
- ADSTAR Distributed Storage Manager (ADSM) software, on the IBM RISC System/6000 for enterprise-wide storage management solution. This software provides unattended backup and archive, Hierarchical Storage Management (HSM), and disaster Recovery Manager designed to support business continuance while implementing disaster recovery operations
- IBM's DB2/6000 Universal Database (UDB), an Open Systems Relational Database (RDBMS). The database is crucial in forming the foundation of BOC's business activities
- An NT based file and print server to enhance the BOC's capabilities in these areas. This server will also function as the base for the image capture server for the daily document scanning and indexing. This NT server will facilitate sharing of both software and physical resources such as printers.
- A BOC LAN made up of a Fast Ethernet based network with a centralized switch to increase total performance and availability. The BOC will be linked to the BCIS Enterprise Server and the NT server over high performance fiber optics, running 100 Mbps/second to every desktop.
- Connection to the FYI users will always be maintained through out the implementation process to ensure no loss of functionality and capability for the existing remote users

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- All workstations will be high performance PC's for all BOC users, workstations capable of supporting the future both image applications and future growth.

Implementing remote access both from Neighbor Islands and the Internet

The Lange Group will provide additional components for remote access to the BCIS solution for two classes of users, neighbor island BOC locations and Internet public access. Both image and data access will be enabled for both sets of remote users.

Neighbor Island BOC Users

The Neighbor Island users will utilize the BCIS applications and image and will connect via a cost/performance effective solution like frame relay using ADSL, T1, 56K, 128K and others.

These remote BOC users will access the BCIS applications and images through the LAN or WAN that will connect these users to the BCIS Enterprise Server.

Public Access Users (Internet)

The proposed Internet public access solution is divided into two areas: data retrieval and image retrieval. For the data retrieval component, public users will access a partial BCIS application through the Internet. This will be referred to as the Web-based BCIS for clarification purpose. This Web-based BCIS will have a limited set of functionality to let users search and browse for information, but this will not be a full replication of BCIS on the Web. The process will consist of initial user access to the BCIS application via a customized Java applets

For the image retrieval component, the user will have the option of entering the imaging system from the BCIS Java application to retrieve the specific document. For this Web-based image retrieval function, the IBM ContentConnect client makes a request for an image that is passed through the Web Server which in turn communicates with the VisualInfo Library and Object Server. The IBM ContentConnect product allows access to VisualInfo to be performed on any client operating system using a standard WEB browser.

SUMMARY

It is clearly stated throughout the RFP that the vendor's solution must provide the BOC with technology which enables the BOC to provide quality service through efficient use of resources that enhances the operations within the BOC, and which provides a higher level of products and services to their customers. Our objective in this proposal is to combine the products and services that best meet the needs of the BOC using a phased approach.

The new BCIS will reside on a framework that can easily accommodate growth, and is flexible enough to utilize new technological advances, as they become available. The BCIS engages advance technology products and methods to increase BOC's operational efficiency, launching them ahead at the start. This translates to greater productivity of the BOC operations, and therefore capable of accommodating and providing proactive services to their Customers and to the Public in general.

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