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State of West Virginia Department of Administration Quotation Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

## Request for

RFQ NUMBER PEI090009

ADDRESS CORRESPONDENCE TO ATTENTION OF

ADDRESS CHANGES TO BE NOTED ABOVE

KRISTA FERRELL 304-558-2596

PUBLIC EMPLOYEES INSURANCE AGENCY BUILDING 5 1900 KANAWHA BOULEVARD, EAST CHARLESTON, WV 25305-0710

558-7850 ARland, Tx. 25043 TERMS OF SALE DATE PRINTED SHIP VIA F.O.B. FREIGHT TERMS 06/11/2009 BID OPENING DATE: 06/23/2009 BID OPENING TIME 01:30PM CAT. NO LINE QUANTITY UOP ITEM NUMBER UNIT PRICE AMOUNT. ADDENDUM NO. 2 THIS ADDENDUM IS ISSUED TO: ANSWER TECHNICAL QUESTION SUBMITTED PRIOR TO THE \* NOTE QUESTION 27 WILL BE ANSWERED BY DEADLINE. SUBSEQUENT ADDENDUM. EXTEND THE BID OPENING DATE: BID OPENING DATE IS EXTENDED TO: 06/23/2009 BID OPENING TIME REMAINS: 1:30 PM RECEIVED \*\*\*\*\*\*\*\*\*\*\*\* END ADDENDUM NO. 2 2009 JUN 23 A 10: 15 PURCHASING DIVISION SIMIE OF WY d001 KA 915-58 MICROFILM COVERSION TO DIGITAL FORMAT THIS IS THE END OF RFQ PEI090009 \*\*\*\*\* TOTAL: SEE REVERSE SIDE FOR TERMS AND CONDITIONS: SIGNATURE

26-453764

## GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

- 1. Awards will be made in the best interest of the State of West Virginia.
- 2. The State may accept or reject in part, or in whole, any bid.
- 3. All quotations are governed by the West Virginia Code and the Legislative Rules of the Purchasing Division.
- 4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
- 5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
- 6. Payment may only be made after the delivery and acceptance of goods or services.
- 7. Interest may be paid for late payment in accordance with the West Virginia Code.
- 8. Vendor preference will be granted upon written request in accordance with the West Virginia Code.
- 9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
- 12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
- 13. BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
- 14. HIPAA BUSINESS ASSOCIATE ADDENDUM: The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
- 15. WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT: If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

#### INSTRUCTIONS TO BIDDERS

- 1. Use the quotation forms provided by the Purchasing Division.
- 2. SPECIFICATIONS: Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
- 3. Complete all sections of the quotation form.
- 4. Unit prices shall prevail in case of discrepancy.
- 5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
- **6. BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

## RFQ#: PEI090009 Addendum No. 2 Technical Questions and Answers

Question 1: What is the required index format: comma/pipe delimited, etc?

Answer: Comma

Ouestion 2: What is the required image resolution: 300dpi?

Answer: Yes

Question 3: Is the film duplex?

Answer: Yes

Question 4: What length are the film rolls?

Answer: 215

Question 5: Where is the index information found on each document; is it in a

consistent place?

Answer: Yes/Yes

Question 6: Can vendor have access to database? Is all index information

contained in database?

Answer: Yes/Yes

Question 7: Do the forms change format through the years?

Answer: Yes

Question 8: What is the average number of pages per document?

Answer: Various, two to three is most common.

Question 8: Must all indexing be conducted in the U.S.?

Answer: Yes

Question 9: What is the project turnaround time?

Answer: No specific date has been set.

Question 10: Are the rolls 16mm or 35mm?

Answer: 35mm

Question 11: What is the estimated number of rolls to be scanned?

Answer: 9

Question 12: What is the estimated number of frames per roll?

Answer: 15,700 Question 13: Is the film 100' or 215' in length. Answer: 215' Question 14: Is the film Silver Original or Diazo Duplicate? Answer: Silver Original Question 15: Is the film blipped? Is so at page level or document level? Answer: Yes it is blipped. Page Level Question 16: What is the required resolution (200dpi or 300dpi) and file format (tif or pdf)? Answer: 300dpi/tif Question 17: What is the overall condition of the film? How old are the rolls? Answer: \_\_\_\_ Good (clean, sharp images) \_\_\_ Average age < 10 years Fair (some scratches) \_\_X\_ Average age 10 to 20 years X Poor (poor quality) Average age > 20 years Question 18: What is the image polarity on the film? Check one: Answer: \_ Positive (clear background/opaque characters) \_X\_ Negative (opaque background/clear characters) Question 19: Is the film in cartridges? Answer: Yes Question 20: Is the positioning of documents on the film consistent? Answer: No Question 21: Are documents on the film skewed?

Answer: Yes

Consistent Skewed

Question 22: If yes, what percentage are skewed?

Answer: 95%

Question 23: What are the indexing requirements? If at document level or page level please define the indexing requirements in detail.

Answer: The indexing requirements should be appended to the RFQ. Question 24: Does a database exist with any or all of the index values?

Answer: Yes

Question 25: If yes, can that database be used in the conversion?

Answer: Yes

Ouestion 26: Does the database link to the roll & frame numbers?

Answer: Yes, It doesn't go the exact frame.

Question 27: Are quality acceptance standards for document imaging already established for this project?

Answer: To be answered by subsequent addendum.

Question 28: I think I know what "Double Blind" indexing is, but I would like to be told exactly what that process is.

Answer: Double Blind indexing is when the operator is required to enter a defined set of data twice prior to the process being allowed to continue. Both entries must match to ensure they are correct. This is very similar to a company having a web page that asked that you enter your e-mail address twice to ensure accuracy. The main field that PEIA would want double blind entry would be the social security number.

Question 29: While I could do the conversion in-house, I could get you a much better price if I could send it to an outsource connection I have in another state. They have done most of our conversion work in the past because they are better equipped and can do it for less and faster than I can. They would convert the images to tif format and I would index them here and Ftp them to you. So my question is, if they meet all requirements, am I allowed to outsource the conversion and save you some money?

Answer: PEIA is not opposed to the successful vendor sub-contracting the work as long as the vendor understands that the quality of the work and the delivery deadlines, etc. remain the responsibility of the vendor. It should also be remembered that the images to be converted are Protected Health Information (PHI) under the definition of the Federal HIPPA Act and the vendor would be responsible for the security and confidentiality of the images and must ensure that the sub-contractor complies with the privacy rules imposed under that law.



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WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

#### STATE OF WEST VIRGINIA

#### PUBLIC EMPLOYEES INSURANCE AGENCY



# REQUEST FOR QUOTATIONS FOR MICROFILM CONVERSION TO A DIGITAL FORMAT

May 22, 2009

### **Request for Quotations**

For

#### MICROFILM CONVERSION TO A DIGITAL FORMAT

#### **Background and Scope of Work**

The West Virginia Public Employees Insurance Agency (PEIA) is the State agency that provides group health and life insurance for state, county and municipal employees. Coverage is provided for more than 210,000 West Virginians active and retired members.

The PEIA has historically used a variety of storage mediums to retain an accurate record of its members medical and life insurance enrollments, coverage changes, etc. Microfilm was used for many years and is still relied upon daily to retrieve life insurance information that is needed upon the death of a PEIA member. The records retained in this medium are cumbersome to recall and are becoming subject to deterioration with age. It is also increasingly difficult to maintain the microfilm reader equipment as parts and skilled repairmen are becoming hard to locate.

PEIA is now in a business conversion that will include a Custom Relations Management (CRM) program allowing all PEIA documents, third-party administrator functions, member telephone call activities, medical and life insurance changes to be recalled by the PEIA Customer Service Representative (CSR) instantly in a digital format. The historical documents retained in microfilm must be converted to a digital format to allow for their integration into the CRM system.

PEIA is a covered entity and is governed by the rules set forth in the Federal Health Insurance Portability and Accountability Act (HIPAA). The information retained on the microfilm to be converted is considered to be Protected Health Information (PHI) and must be secured against unauthorized disclosure.

The successful vendor will be expected to convert 8 microfilm cartridges containing approximately 110,467 images. The vendor should be aware that the images are not numbered, but are blips only. All film images are the same size blip. The majority of the images are multi-page of a doc type CV.

#### **Basic Bidder Qualifications:**

The Bidder must be able to meet the following qualifications. Vendors unable to meet all these qualifications will not be considered for award.

- Must be able to convert microfilm cartridges to a .TIF format;
- Can provide double-blind indexing for 100% quality control in matching the images with the PEIA database in conformity with the index data design in Appendix A;
- Provide for visual quality on converted images;
- Can perform auto-cropping, de-speckling and de-skewing of images;
- Can deliver the converted images to the PEIA via a secure FTP site.
- Provide at least three (3) references for previously performed work of a comparable size and function with a contact person and telephone number.

#### Cost Estimate

Work to be Performed

Price per image

**Total Price** 

Scanning, processing, fix, convert and QC 110,467 Images

# 0.0165/mise \$1822.71

#### <u>Appendix A</u>

Multiple and single page documents index info:

Field name	Data Type	Field Length	Field Format
SSNUM	SSN	11	NNN-NN-NNNN
LASTNAME	TEXT	VARIABLE 1-35	ALPHA NUMERIC
FIRNAME	TEXT	VARIABLE 1-15	ALPHA NUMERIC
MIDINIT	TEXT	VARIABLE 1-12	NOT REQUIRED
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25305-0710 558-7850

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MOR Imaging 1205 Goldenrod Drive Garland, TX 75043 Office / Fax: 972.240.4284

## **MOR Imaging**

June 22, 2009

Attn: Krista Ferrell
Dept. of Administration
Purchasing Div., Bldg #15
2019 Washington St., E
Charleston, WV 25305-0130

#### Dear Ms Ferrell:

Enclosed are the names of verifiable references as requested per bid instructions.

- 1) Derek Jenkins, 972.492.0930 ext 20
- 2) Dewey Hartley, 657.292.0510
- 3) Brian Loeb, 713.975.7453

Sincerely,

Matthew Ruth / President

**MOR Imaging**