

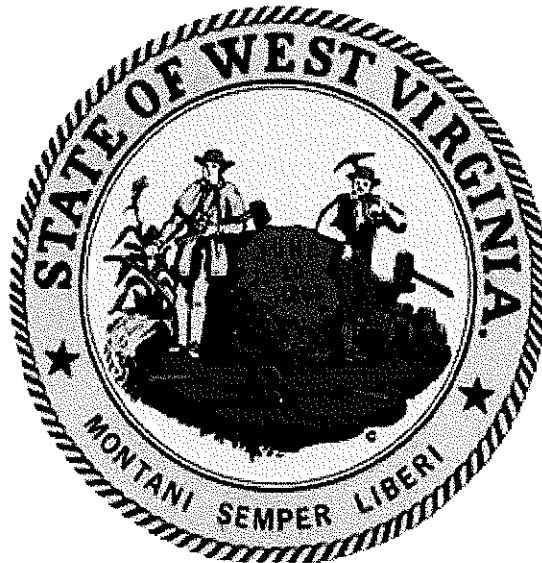
BUSINESS HEALTH SERVICESSM

Solutions for a Healthier WorkplaceSM

RESPONSE TO RFQ EPH10067

for

**The West Virginia Department of Health And Human
Resources**



RECEIVED

2010 JAN 26 A 10: 22

PLANNING DIVISION
STATE OF WV

BY

ORIGINAL

**BUSINESS HEALTH SERVICES
711 WEST 40TH STREET, STE. 207
BALTIMORE, MD 21211
800-765-3277 FAX 410-889-7397
www.bhsonline.com**

Submitted – January 28, 2010



BUSINESS HEALTH SERVICESSM

Solutions for a Healthier WorkplaceSM

Table of Contents

TOBACCO CESSATION QUITLINE SERVICES

for

The West Virginia Department of Health and Human Resources

and

The Division of Tobacco Prevention

	Page Number
I. Cover Letter	
II. Request for Quotation	1- 4
III. Executive Summary	5- 9
IV. Cost Sheet	10
V. Vendor Preference Certificate	11
VI. Purchasing Affidavit	12
VII. Addendum Acknowledgement	13
VIII. West Virginia Certificate of Authority	14



BUSINESS HEALTH SERVICESSM

Solutions for a Healthier WorkplaceSM

January 28, 2010

Ms. Roberta Wagner
State of West Virginia Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305

Dear Ms. Wagner,

On behalf of Business Health Services, I am pleased to provide this response to RFQ # EPH10067

Headquartered in Baltimore, Maryland, BHS is a certified M/W/DBE with 25 years of experience providing comprehensive Workplace Wellness, Employee Assistance and Work-Life Balance and Workforce Management solutions for State, federal and local government agencies. Our extensive experience in designing, implementing and managing workplace health and wellness programs combined with our commitment and enthusiasm for outstanding customer service confirms our belief that BHS is the right vendor to provide the Department with tobacco cessation telephonic counseling, supportive educational materials, and intake and evaluation services at this time.

BHS promises to deliver a confidential, professional and highly effective tobacco cessation quitline program designed to meet and exceed all requirements and specifications detailed in the Required Services section of the RFQ.

Thank you for the opportunity to participate in this solicitation. We look forward to your response. Should you have questions regarding our programs or services please do not hesitate to contact me directly.

Sincerely,

Larry Horwitz - Business Development Manager
Business Health Services
Phone: 800-765-3277 X117



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

**Request for
 Quotation**

RFQ NUMBER
 EHP10067

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
BUSINESS HEALTH SERVICES
711 WEST 40TH STREET
BALTIMORE, MD 21211

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH - EPIDEMIOLOGY AND
 HEALTH PROMOTION
 350 CAPITOL STREET, ROOM 206
 CHARLESTON, WV
 25301-3715 304-558-9100

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/28/2009				

BID OPENING DATE:

01/28/2010

BID OPENING TIME

01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		948-42		
<p>TOBACCO CESSATION QUITLINE SERVICES</p> <p>TO PROVIDE TOBACCO CESSATION QUITLINE SERVICE TO A SPECIFIC POPULATION. (SEE ATTACHED FOR COMPLETE COMPLETE SPECIFICATIONS.)</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO ONE (1) ONE (1) YEAR PERIOD.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *[Signature]* TELEPHONE 800-765-3277 DATE 1-20-2010
 TITLE VP-BUSINESS DEV FEIN 52-1306404 ADDRESS CHANGES TO BE NOTED ABOVE

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



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

**Request for
 Quotation**

RFQ NUMBER
EHP10067

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**ROBERTA WAGNER
 304-558-0067**

RFQ COPY

TYPE NAME/ADDRESS HERE
**BUSINESS HEALTH SERVICES
 711 WEST 40TH STREET
 BALTIMORE, MD 21211**

SHIP TO

**HEALTH AND HUMAN RESOURCES
 BPH - EPIDEMIOLOGY AND
 HEALTH PROMOTION
 350 CAPITOL STREET, ROOM 206
 CHARLESTON, WV
 25301-3715 304-558-9100**

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/28/2009				

BID OPENING DATE: **01/28/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>INQUIRIES: WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 1/12/2010. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO: ROBERTA WAGNER DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311 FAX: 304-558-4115</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TITLE **VP-BUSINESS DEV.** FEIN **52-1306404** TELEPHONE **800-765-3277** DATE **1-20-2010**
 ADDRESS CHANGES TO BE NOTED ABOVE

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



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

Request for Quotation

RFQ NUMBER
EHP10067

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

S U B J E C T

RFQ COPY
 TYPE NAME/ADDRESS HERE
BUSINESS HEALTH SERVICES
711 WEST 40TH STREET
BALTIMORE, MD 21211

S H I P T O

HEALTH AND HUMAN RESOURCES
 BPH - EPIDEMIOLOGY AND
 HEALTH PROMOTION
 350 CAPITOL STREET, ROOM 206
 CHARLESTON, WV
 25301-3715 304-558-9100

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/28/2009				

BID OPENING DATE: **01/28/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>E-MAIL: ROBERTA.A.WAGNER@WV.GOV</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>PLEASE NOTE: A CONVENIENCE COPY WOULD BE APPRECIATED.</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER:-----RW/FILE 22-----</p> <p>RFQ NO.:-----EHP10067-----</p> <p>BID OPENING DATE:-----1/28/2010-----</p> <p>BID OPENING TIME:-----1:30 PM-----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *[Signature]* TELEPHONE **800-765-3277** DATE **1-20-2010**
 TITLE **VP-BUSINESS DEV** FEIN **52-1306404** ADDRESS CHANGES TO BE NOTED ABOVE

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



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

Request for Quotation

RFQ NUMBER
EHP10067

PAGE
4

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

RFQ COPY

TYPE NAME/ADDRESS HERE
BUSINESS HEALTH SERVICES
711 WEST 40TH STREET
BALTIMORE, MD 21211

SHIP TO

HEALTH AND HUMAN RESOURCES
BPH - EPIDEMIOLOGY AND
HEALTH PROMOTION
350 CAPITOL STREET, ROOM 206
CHARLESTON, WV
25301-3715 304-558-9100

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/28/2009				

BID OPENING DATE: **01/28/2010** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 410-889-7397</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): LARRY HORWITZ</p>						
***** THIS IS THE END OF RFQ EHP10067 ***** TOTAL:						\$234,759.38

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: **800-765-3277** DATE: _____
 TITLE: **VP-BUSINESS DEV.** FEIN: **52-1306404** ADDRESS CHANGES TO BE NOTED ABOVE

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



BUSINESS HEALTH SERVICESSM

Solutions for a Healthier WorkplaceSM

EXECUTIVE SUMMARY

Janus Associates Inc. d/b/a **Business Health Services** is pleased to present this response to the West Virginia Department of Health and Human Services and the Division of Tobacco Prevention RFQ to provide comprehensive tobacco cessation Quitline services to a targeted cohort of West Virginia citizens. Business Health Services has the organizational, financial and technological resources as well as the highly qualified personnel to effectively implement all of the management and technical requirements that will flow from this contract.

EXPERIENCE

Business Health Services is a 25 year-old, woman-owned provider of comprehensive Workplace Wellness, Employee Assistance and Work-Life Balance and Workforce Management programs and services. BHS provides these services to a wide range of State, federal and local government entities and private employer groups. Currently BHS provides these services to more than 300 client organizations nationwide including –

- Anne Arundel County Government
- The Bureau of Alcohol Tobacco, Firearms and Explosives (ATF)
- Montgomery County Government
- The United States Naval Academy
- The Injured Workers Insurance Fund
- Howard County Public Schools
- The City of Charlotte (North Carolina)

With BHS, the State of West Virginia and its citizens will benefit from our extensive knowledge and experience in providing customized workplace wellness solutions for complex public sector organizations.

CALL CENTER

The Quitline call center will be located at the BHS headquarters in Baltimore, Maryland. All West Virginia citizens will have access to Quitline services via a designated toll-free number. Calls will be answered “live” within 30 seconds from 8AM through 10PM Monday through Sunday by a team of wellness coaches (behavioral health specialists) with the required educational backgrounds and counseling experience. After 30 seconds calls will enter a “call back” queue and a behavioral health specialist will return the participant’s call

within one (1) business hour. Wellness coaches are supported by a group of clinical supervisors and other senior management professionals who provide real-time, on-site management, supervision and clinical consultation. A TTY line is in place to assist those individuals with hearing impairments. BHS utilizes the AT&T Language Line which provides real-time translation services for 130 languages.

DESIGNATED PROJECT ADMINISTRATOR

Lindsay Frank, MSW will be responsible for the overall program implementation and program management process and is empowered to call upon a wide range of BHS internal resources and personnel when necessary. Ms. Frank will be the owner of day-to-day Quitline operations, logistics and administrative deliverables and will serve as the primary point of contact (POC) for the DTP Cessation Program Manager and for DHHR. Ms. Frank will maintain frequent and ongoing contact with both agencies through regularly scheduled face-to-face meetings, telephone calls and emails.

Ms Frank has a Masters degree from the University of Maryland School of Social Work. She has extensive healthcare industry experience and has worked as a claims analyst and business development manager for several physician practices where she was involved in both business development and marketing efforts. Ms. Frank has experience in contract negotiations, process improvement and strategic planning activities. Based on her prior industry experience and her "hands-on", customer-service oriented approach to account management, she has taken on increasing levels of responsibility at Business Health Services and now successfully manages several mid-to-large sized public sector health and wellness accounts.

CALL CENTER MANAGER

A licensed clinical social worker, Meghan Stokes graduated from Western Maryland College with a degree in psychology and later earned a Masters degree in Social Work at the University of Maryland School of Social Work with a specialization in Employee Assistance Program administration and management. As a tenured BHS Care Coordinator, Ms. Stokes has worked extensively with organizations similar to the State of West Virginia in size, scope and mission and is highly skilled at managing a fast-paced, high volume national call center serving 300 client organizations and 575,000 covered individuals.

Ms. Stokes will monitor the daily operations of the Quitline wellness coaches including scheduling, staffing, work allocation, problem solving and troubleshooting. She will be the first responder to answer complex questions from other Quitline team members and will train all new coaches on Quitline policies, protocols and contractual specifications. Ms. Stokes will work collaboratively with the Project Administrator and other BHS team members to ensure overall client satisfaction and effective, efficient and professional call center operations.

Ms. Stokes was selected for this important role based on her experience and enthusiasm for providing excellent customer service. She has a solid understanding of, and extensive experience with, call center operations, clinical supervision and data collection and reporting. She has developed a reputation among BHS client organizations as an extremely responsive, reliable and thorough professional.

SKILLED COACHING STAFF

BHS wellness coaches (behavioral specialists) have training and experience in behavioral health and include social workers, licensed clinical professional counselors and psychologists. Unlike many other health and wellness programs, our coaching is not primarily “medically oriented.” Our focus is on an integrated approach to participant health and lasting lifestyle changes. BHS wellness coaches take the time to establish rapport with each participant. BHS coaches understand that for many individuals making lifestyle behavior changes is challenging and can be threatening or intimidating. Our participant-centered approach allows the coach to “listen and learn” before “educating and changing”. BHS wellness coaches know that once the participant allows us in we will have a much better chance of helping them make meaningful and long-lasting lifestyle changes.

A single dedicated wellness coach follows each case from enrollment through case closing. Wellness coaches provide Quitline participants with personalized action plans, telephonic behavioral counseling, linkage to available health insurance benefits and community-based resources and education, encouragement and support. The BHS “single coach” model allows coaches and participants to develop a rapport that grows organically during the course of the counseling engagement. Participants become comfortable with disclosing personal information to a single professional and therefore are more likely to remain involved and compliant with the programs goals and objectives.

All BHS wellness coaches are trained to be sensitive to the age, gender, cultural and ethnic diversity present in every population. Supervision, continuing education workshops and case conferences frequently focus on developing and reinforcing cultural awareness.

BHS will provide initial and ongoing training to all Quitline program staff including but not limited to -

- DHHR and DTP history, background and philosophy regarding tobacco usage and the value of promoting and assisting in tobacco cessation
- all Tobacco Cessation Quitline contract specifications and requirements
- Ongoing clinical supervision and updates regarding core wellness coaching and lifestyle behavior change techniques.

EVALUATION AND SCREENING TECHNIQUES

BHS wellness coaches use state-of-the-art behavior change techniques including Motivational Interviewing and Prochaska's Stages of Change Model in order to teach participants how to make meaningful lifestyle changes. These techniques integrate behavioral *and* cognitive processes with each participant's stage of readiness to make behavioral changes. BHS coaches recognize that participants are at different stages of readiness at different phases of their lives. BHS coaches typically recommend that participants "get started" with achievable goals in areas where the *need* and the *stage of readiness* to change are greatest. Educational and other supportive materials and coaching messages are matched with the participant's stage of readiness for a lifestyle change. BHS coaches use their behavioral health training, clinical experience and motivational interviewing skills to explore ambivalence and resistance to change with every participant in order to fine-tune an approach that will result in the most successful outcomes.

EDUCATIONAL AND SUPPORTIVE MATERIALS

The Quitline's telephonic coaching and information and referral activities will be supported by a wide range of educational and supportive materials published by such well regarded third party sources as the National Institutes of Health, the Centers for Disease Control, the American Lung Association, and the National Cancer Institute. Books, pamphlets, posters, worksheets, articles and CDs will be promptly shipped to participants by US Mail. Educational and supportive materials including internet links to tobacco cessation information and other resources may be transmitted electronically via email depending upon each participant's preference and computer and internet accessibility.

DATA COLLECTION AND REPORTING

Program utilization statistics and call center metrics highlight the value of the Tobacco Cessation Quitline by describing the actual use of the program, how often the services are used, what specific types of services are used, and the demographics of program users. Utilization reports provide the data necessary for BHS and the Department to collaborate on strategic program revisions in response to identified trends within the targeted population and to accurately analyze the effectiveness of media campaigns, telephonic counseling, lifestyle behavior change interventions, and supportive educational and supportive materials.

Business Health Services' proprietary clinical information and client documentation system, *Insight* generates statistical reports of Quitline program utilization. BHS will provide the Department with monthly and quarterly management reports that will include detailed program utilization metrics, call center data and a narrative summary prepared by the dedicated Program Administrator.

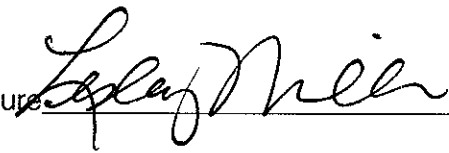
CONFIDENTIALITY

BHS operates according to federal laws PL 91-616, Section 408 of PL 92-255, 21 CFR Part 1401, and the Privacy Act of 1974. All BHS staff members are trained in the appropriate handling of confidential clinical records as part of initial and ongoing employee training. BHS holds regular meetings to keep staff educated on privacy regulations as mandated by the Health Insurance Portability and Accountability Act (HIPAA). Further, all BHS staff members are required to read and sign an internal confidentiality agreement. In order to further ensure HIPAA compliance, BHS requires signed Business Associate Agreements from all vendors and Notice of Privacy Practices from all necessary parties. Further, a BHS Privacy Officer oversees HIPAA compliance as it pertains to BHS, its client organizations, partners and provider networks in order to proactively enforce compliance with all federal and state regulations and guidelines.

BHS maintains all case and personal health information within *Insight*, BHS' computerized client information and clinical documentation system. This secure, password-protected system also ensures that all case notes are accessible only to appropriate clinical staff. All systems are firewall protected. All participant records are kept in a locked file room, in fire-retardant locked filing cabinets, only accessible to BHS' clinical staff. To further guarantee privacy, BHS does not record the participant's name on any case file; rather, the file is labeled with a case number, which is automatically assigned when the case is opened in BHS' computerized client information system.

Business Health Services has the ability to exceed the Department's goals for Tobacco Cessation Quitline services through the effective use of a well established and effective call center; a team of highly skilled and experienced behavioral health specialists and structured data collection and data reporting capabilities.

BHS has carefully assessed the required services for this project and agrees to fulfill all requirements specified within **RFQ # EHP10067**.

Signature  Date JANUARY 19, 2010
Title vice president - Business Development

West Virginia Department of Health and Human Resources
 Bureau for Public Health
 Office of Community Health Systems and Health Promotion
 Division of Tobacco Prevention EHP10067

COST SHEET FOR EHP10067

Item#	Apprx. Annual Usage	Description	Unit Price	Total Cost
1	600 Per Enrolled Person	<ul style="list-style-type: none"> ◦ Enrollment Eligibility Verification ◦ Screening for Readiness to Quit ◦ Data and Reporting ◦ Call Data and Database ◦ Support and Educational Materials ◦ Media Campaigns ◦ Surveillance and Evaluation ◦ System Capability ◦ Hours of Operation ◦ Call Standards and Phone Center System Capacity, Expandability Staffing 		
2	600 Per Call	Telephone Coaching 1 st Call up to 30 minutes	\$50.00	\$30,000.00
3	600 Per Call	2 nd Call up to 20 minutes	\$35.00	\$21,000.00
4	600 Per Call	3 rd Call 10-15 minutes	\$25.00	\$15,000.00
5	600 Per Call	4 th Call 10-15 minutes	\$25.00	\$15,000.00
Total Cost				\$234,759.38

\$153,759.38 (2 YEARS)

Award will be made to the vendor with the lowest overall cost who meets specifications

1 Designated Project Administrator LINDSAY FRANK

2 In written response to this RFQ, the vendor must meet all requirements within the specification. By signing the bid, the vendor is agreeing to meet these requirements.

Lindsay Frank

 Signature of Authorized Representative

Date 1/25/2010

State of West Virginia VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37 (Does not apply to construction contracts) *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable

- NONE*
1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
 2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
 3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
 4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
 5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
 6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: JANUS ASSOCIATES, INC

Signed: *Fredley Melch*

Date: JANUARY 19, 2010

Title: VP - BUSINESS DEVELOPMENT

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive

RFQ No EHP10067

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: JANUS ASSOCIATES, INC

Authorized Signature: [Signature] Date: 1/20/2010

State of West Virginia

County of Baltimore to-wit:

Taken, subscribed, and sworn to before me this 20 day of January, 2010

My Commission expires 6/1/2010, 20

AFFIX SEAL HERE

NOTARY PUBLIC

[Signature]



State of West Virginia
 Department of Administration
 Purchasing Division
 2010 Washington Street East
 Post Office Box 60130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
EHP10067

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**ROBERTA WAGNER
 304-558-0067**

RFQ COPY
 TYPE NAME/ADDRESS HERE

HEALTH AND HUMAN RESOURCES
 BPH - EPIDEMIOLOGY AND
 HEALTH PROMOTION
 350 CAPITOL STREET, ROOM 206
 CHARLESTON, WV
 25301-3715 304-558-9100

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
01/13/2010				

BID OPENING DATE: **01/28/2010** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1 1. QUESTIONS AND ANSWERS ARE ATTACHED. 2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID. EXHIBIT 10 REQUISITION NO.: EHP10067 ADDENDUM ACKNOWLEDGEMENT I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC. ADDENDUM NO. S: NO. 1 ✓ NO. 2 NO. 3 NO. 4 NO. 5 I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS..						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: **800 765 3277** DATE: **1-19-2010**

TITLE: **VP, Business Dev** FEIN: **52 1306 404** ADDRESS CHANGES TO BE NOTED ABOVE

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



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

Request for Quotation

RFQ NUMBER
EHP10067

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE

HEALTH AND HUMAN RESOURCES
 BPH - EPIDEMIOLOGY AND
 HEALTH PROMOTION
 350 CAPITOL STREET, ROOM 206
 CHARLESTON, WV
 25301-3715 304-558-9100

DATE PRINTED 01/13/2010	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
BID OPENING DATE 01/28/2010				

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
------	----------	-----	---------	-------------	------------	--------

VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

[Handwritten Signature]
 SIGNATURE

BUSINESS HEALTH SERVICES
 COMPANY

JANUARY 19, 2010
 DATE

NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.

REV. 09/21/2009

END OF ADDENDUM NO. 1

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *[Handwritten Signature]* TELEPHONE **800 765 3277** DATE **1-19-2010**
 TITLE **IP, BUSINESS Dev** FEIN **52 130 6404** ADDRESS CHANGES TO BE NOTED ABOVE

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



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

**Request for
 Quotation**

RFQ NUMBER
EHP10067

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
**ROBERTA WAGNER
 304-558-0067**

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

**HEALTH AND HUMAN RESOURCES
 BPH - EPIDEMIOLOGY AND
 HEALTH PROMOTION
 350 CAPITOL STREET, ROOM 206
 CHARLESTON, WV
 25301-3715 304-558-9100**

DATE PRINTED	TERMS OR SALE	SHIP VIA	FOB	FREIGHT TERMS
01/13/2010				

BID OPENING DATE: 01/28/2010	BID OPENING TIME: 01-30PM
------------------------------	---------------------------

LINE	QUANTITY	UOP	UNIT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		948-42		
TOBACCO CESSATION QUITLINE SERVICES						
***** THIS IS THE END OF RFQ EHP10067 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: **800 765 3277** DATE: **1-19-2010**
 TITLE: **VP, BUSINESS DEV** FEIN: **52 1306404** ADDRESS CHANGES TO BE NOTED ABOVE

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