

Jon Gabster, RHIA
Healthcare Account
Executive



July 1, 2009

Roberta Wagner
State of West Virginia
Purchasing Division
2019 Washington Street East
PO Box 50130
Charleston, WV 25305-0130

RE: RFQ WEH90034 for Welch Community Hospital

Dear Roberta:

HIM SERVICES

Medical Transcription

Coding Services

HIM Interim
Management

HIM Consulting

PartSourcing

Benchmarking

Oncology Abstracting

Assembly and
Analysis Services

Dolbey Dictation /
Voice Recognition
Systems

Thank you for allowing Diskriter the opportunity to respond to the State of West Virginia's RFQ WEH90034 in regard to Welch Community Hospital. As the current incumbent transcription services provider, we are confident that we have currently met and exceeded the goals of Welch Community Hospital with our credentialed HIM account professionals, U.S. based transcription employees, QA, IT, HR, and Client Support Services team. We look forward to earning your business with our proven, ethical, and tested model.

Diskriter is one of the most experienced and responsive Transcription Services companies in the nation tapping 62 years of healthcare solution experience. As you are aware, transcription services is a dynamic industry that has seen many companies come and go, merged, acquired, and sold. Many small companies over promise and under deliver. As a result of this myriad of issues, concerns about the quality, turnaround time, company focus, financial stability, and ownership of these organizations.

Diskriter has been the standard for others to emulate as our commitment to customer service and performance is echoed by our clients and our desire to build partnerships is ultimately reflected in our delivery of high quality transcription services.

By way of this correspondence please find Diskriter's RFQ response attached.

Thank you again for your time and efforts in allowing us to participate in this RFQ. I am providing you with my personal assurance that we will continue to exceed your expectations and our references will corroborate my assurance. In the interim, please feel free to contact me in you have any questions at 800-242-1622 ext. 317.

3257 West Liberty Avenue
Pittsburgh, PA 15216

800.242.1622 Ext. 317
412.344.9700 Ext. 317

jgabster@diskriter.com
www.diskriter.com

Sincerely,

Diskriter Inc.

Jon Gabster
Healthcare Account Executive

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, this Contract may be deemed null and void, and terminated 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 Alcohol 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



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
WEH90034

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1

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

*709014837 800-242-1622
 DISKRITER INC
 3257 WEST LIBERTY AVENUE
 PITTSBURGH PA 15216

SHIP TO
 HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV 24801 304-436-8710

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
06/05/2009				

BID OPENING DATE: 07/09/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR		961-72		
<p>OPEN-END BLANKET CONTRACT</p> <p>BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE</p> <p>THE STATE OF WEST VIRGINIA, DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR BEHAVIORAL HEALTH FACILITIES, WELCH COMMUNITY HOSPITAL, IS SOLICITING BIDS TO PROVIDE DICTATION/TRANSCRIPTION SERVICES AS PER THE ATTACHED 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)</p>						

RECEIVED

2009 JUL -6 P 12:51

PURCHASING DIVISION
STATE OF WV

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE



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 Department of Administration
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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 TWO (2) ONE (1) YEAR PERIODS.</p> <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>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>INQUIRIES: WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 6/22/2009. QUESTIONS MAY BE</p>						

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454 MCDOWELL STREET
WELCH, WV
24801 **304-436-8710**

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<p>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:</p> <p>ROBERTA WAGNER DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311</p> <p>FAX: (304) 558-4115 E-MAIL: ROBERTA.A.WAGNER@WV.GOV</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEN TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88 THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY</p>						

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<p>PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATION IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>REV 07/16/2007 VENDOR PREFERENCE CERTIFICATE</p> <p>THIS TEAM EXHIBIT HAS BEEN REPLACED BY THE ONLINE VERSION WHICH IS AVAILABLE HERE: HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VRC/VENPREF.PDF</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>						

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BID OPENING DATE: 07/09/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<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.:-----WEH90034-----</p> <p>BID OPENING DATE:-----7/9/2009-----</p> <p>BID OPENING TIME:-----1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 412 - 344 - 4834</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): JON GABSTER</p> <p>***** THIS IS THE END OF RFQ WEH90034 ***** TOTAL: _____</p>						

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Purpose: To obtain a contractor to provide Professional Medical Dictation/Transcription Services to Welch Community Hospital.

OPERATING ENVIRONMENT

Location: Agency is located at Welch Community Hospital, 454 McDowell Street, Welch, WV 24801.

Background: Welch Community Hospital is a 124 bed hospital, 59 of which are Long Term care beds. Acute care beds include: 8 Intensive care beds; 2 pediatric beds; 10 obstetrical beds and 45 medical/surgical beds. The hospital serves several counties in southern West Virginia, including McDowell, Wyoming and Mingo with a total market population of about 83,000.

PROCUREMENT SPECIFICATIONS

1.) General Requirements of the Vendor:

A. Vendor is to provide professional medical transcription services to Welch Community Hospital.

Diskriter acknowledges and agrees with this term. As the incumbent in providing transcription services for Welch Community Hospital, we have proven ourselves via our actions and results. Diskriter currently employs 335. This staff is divided between the two following divisions:

Our HIM Division of credentialed staff to include Remote transcriptionists, QA staff, transcription directors (RHIA's and RHIT's) and assistant directors, and recruiters. In particular, our minimum standard policy is that each MT must have at least 3 years experience typing basic-four acute care reports for acute care accounts and/or 3 years clinic experience if assigned to a clinic account. We will not place an MT on an account unless they have the experience. Our MTs go through rigorous prescreening testing through Career Step (a third party screening service that questions the prospective transcriptionist on grammar, punctuation, spelling, and the AHDI Book of Style questions) along with Offeror's own interview and question process. Our average MT experience is 12 years.

Technology and Support, which includes client support associates, system administrators, application developers, special projects mgrs. / R&D, and Administrative personnel. Staff credentials include members with RHIA's, RHIT's, CCS's, MCSE's, and CCNA's. We are capable of handling and supporting current workload and at any reasonable projections of future volume

B. Vendor shall provide all supplies, postage, shipping and dictation equipment necessary for transcribing and dictating, and be responsible for all cost associated with the providing of said services within their office location, including an toll-free telephone number or local telephone number to receive dictation, providing access for a maximum 30 users.

Diskriter acknowledges and agrees with this term.

C. Vendor shall provide references of at least three (3) hospital clients from whom the vendor has provided professional medical transcription services.

Diskriter acknowledges and agrees with this term. Please see attached reference document.

2.) Scope of Work

- A. The system shall allow for continuous 24 hour operation.

Diskriter acknowledges and agrees with this term.

- B. Dictation must be accepted 24 hours a day, seven (7) days per week, 365 days a year via a toll free telephone number or local telephone number.

Diskriter acknowledges and agrees with this term. Please also see response to item 2.R.1.a for further information regarding an enhanced dictation option specific to radiology, to be offered at no extra charge.

- C. The system will allow voice files and data files to be transferred to any PC.

Diskriter acknowledges and agrees with this term, provided that PCs are reasonably current in hardware and operating system (typically capable of running Windows XP or better).

- D. The system must be able to locate reports by work type, date transcribed, dictator and ID number.

Diskriter acknowledges and agrees with this term.

- E. The system shall allow dictators to prioritize their work.

Diskriter acknowledges and agrees with this term.

- F. The system shall provide the ability to listen to voice header information regarding a dictation such as: type of report, dictated by and dictated on.

Diskriter acknowledges and agrees with this term.

- G. The system shall provide the dictator the ability to insert and delete dictation.

Diskriter acknowledges and agrees with this term. Diskriter's dictation system is an industry-standard system with all typical insert / overwrite / review functions controlled by standard telephony operations.

- H. Vendor must provide a common document delivery software system for the facility and the outsourced vendor.

Diskriter acknowledges and agrees with this term. Diskriter provides a common environment for the bi-directional delivery of essential files (ADT, etc from client to vendor, and results and reports from vendor to client, relying on standard technology such as LAN-LAN VPNs) .

- I. Software utilized by vendor shall be Microsoft Word 2003 or higher for Windows XP or equal to be compatible with the facilities existing software.

Diskriter acknowledges and agrees with this term.

- J. Transcribed reports shall be provided to the hospital within twenty-four (24) hours. This includes but is not limited to history, physicals, operative reports, x-ray reviews, pathology reports, echocardiograms, letters and consults, etc. STAT report requests shall have a turn around time of no more than ninety (90) minutes, and discharge summaries are to be completed and returned within forty-eight (48) hours.

Diskriter acknowledges and agrees with this term.

- K. An accuracy rate of 98% is required. Vendor shall be responsible for all necessary quality control procedures in this regard. Quality control reports will be provided quarterly to the facility's Health Information Manager.

Diskriter acknowledges and agrees with this term.

- I. Vendor shall perform all work in a secure facility/area which ensures confidentiality of all reports.

Diskriter acknowledges and agrees with this term.

- M. Vendor shall adequately train all transcription staff in professional medical transcription to guarantee the production of work within the time frames and quality requirements set forth. All transcriptions will be performed within the Continental U.S.

Diskriter acknowledges and agrees with this term.

- N. Vendor must provide interface to hospital demographic information system (Easy Access or equal) to obtain patient demographic information.

Diskriter acknowledges and agrees with this term.

- O. Vendor must have a secure web portal for the downloading of encrypted WORD or equal, documents for easy access by Medical Record's staff, providing access for a maximum thirty (30) users.

Diskriter acknowledges and agrees with this term.

- P. Vendor's system must meet HIPPA (Health Insurance Portability Accountability Act) and shall be HL7 compliant for patient data download and transcribed report upload. Successful Vendor must sign WV HIPPA Business Associate Addendum.

Diskriter acknowledges and agrees with this term.

- Q. Vendor must provide all dictation and transcription services as required in items 2.) A. through P., for the quoted price per line which is defined as 65 text characters with spaces.

Diskriter acknowledges and agrees with this term.

- R. The system must meet the following requirements:

1. **VOICE PROCESSING SYSTEM EQUIPMENT OVERVIEW**

- a. The system shall be a digital recording system that will service 30 total system users.

Diskriter acknowledges and agrees with this term. Diskriter's digital recording system will easily accommodate the 30 total system users via telephony access, as well as any reasonable projection of further capacity as may be required in the future. In addition to standard telephony dictation input as has been provided heretofore, Diskriter suggests and offers the provision of a particular dedicated dictation station in Welch's radiology area, for the exclusive use of the radiologist, which will, in Diskriter's considered professional opinion, enhance the radiology workflow significantly, and which will be provided by Diskriter at no additional expense to Welch (subject to the provision by Welch of providing a standard suitable secure network connection).

- b. The primary functionality of the system will be for dictation and transcription purposes; however, listen access through security levels will be required. Secondly, the system must automatically assign specific work types to Transcriptionist prior to a user defined delinquency status (ex. H&P's within 24 hours) being violated. This will ensure that the facility improves its overall report delinquency totals.

Diskriter acknowledges and agrees with this term.

- c. The system must allow specific users to generate productivity reports, assign jobs, and perform job inquiries from any touch tone telephone.

Diskriter acknowledges and agrees with this term. Job inquiries can be made (with appropriate security permissions) from any Touch-Tone™ telephone. Specific users can route and assign jobs, un-route jobs, and generate a large variety of reports, including custom reports, from their workstations.

2. **SYSTEM OPERATIONS-GENERAL DICTATION VOICE ACCESS**

- a. The vendor must have a unique dictator profile database.

Diskriter acknowledges and agrees with this term.

- b. The dictator database (dictation profile) must manage the way the system responds to each user.

Diskriter acknowledges and agrees with this term.

- c. The vendor's unique dictator database must control the following dictation activities for each user:

1. User logon (Valid ID and Password).
2. Prompt language.
3. User priority level.
4. Open jobs.
5. Inactivity logoff.
6. Message delivery.
7. Message auto-play.
8. Initial activity (dictation, listen).
9. VOX recording.
10. Prompts (short or brief).
11. Rewind increment.
12. Feature conformation tones.
13. Listen access (enable/disable).
14. Listen mode accessible work types.
15. Listener messaging.
16. Job voice information header.
17. Listen review order (FIFO/LIFO).
18. Listen query default (patient, physician, and subject)

Diskriter acknowledges and agrees with these terms.

- d. The system's prompts must be interruptible for user bypass once system proficiency is obtained.

Diskriter acknowledges and agrees with this term.

- e. The system's prompts must be concatenated.

Diskriter acknowledges that this particular requirement can be interpreted in various ways. However, all prompts and resulting inputs on Diskriter's system are subject to combination and concatenation, as well as

interruption by the dictating clinician when appropriate. The system is designed to accommodate a wide range of dictating clinician preferences, including concatenation of input information by either length-matching or use of an input delimiter (the # key) at the individual clinician's preference.

- f. The system's dictation prompts must match departmental and user operation requirement by prompting the following users in appropriate manner:

GENERAL STAFF - "Please enter Physician I.D. and Work Type, and Patient Number."

Diskriter acknowledges and agrees with this term.

- g. The system must allow users to control the speed dictation when rewinding and listening to dictation while in dictation mode.

Diskriter acknowledges and agrees with this term.

- h. The system should allow users to insert and delete specific sections of dictation.

Diskriter acknowledges and agrees with this term. Diskriter's dictation system is an industry-standard system with all typical insert / overwrite / review functions controlled by standard telephony operations.

3. **SYSTEM OPERADON-GENERAL TRANSCRIPTION VOICE ACCESS**

- a. The system must have a unique Transcriptionist database (transcription profile). The transcription database must manage the way the system responds to each Transcriptionist.

Diskriter acknowledges and agrees with this term.

- b. The system's unique transcription database must control the following transcription activities for each Transcriptionist:

1. User logon (Valid I.D. and Password).
2. Prompt language.
3. Self assignment (enable/disable).
4. Skip job.
5. Job interrupt.
6. Intercom reception.
7. Transcription Messaging.
8. Flag jobs.
9. Inactivity logoff.
10. Prompts (short or brief).
11. Backspace increment.
12. Feature conformation tones.
13. Transcriptionist hang-up (return/interrupt).
14. Job voice information header.

Diskriter acknowledges and agrees with this term.

- c. The system must automatically replay instruction prompts after a user defined time setting for the aid of first time users.

Diskriter acknowledges and agrees with this term.

- d. The system's prompts must be interruptible for user bypass once system proficiency is obtained.

Diskriter acknowledges and agrees with this term.

- e. The system's prompts must be concatenated.

Diskriter acknowledges that this particular requirement can be interpreted in various ways. However, all prompts and resulting inputs on Diskriter's system are subject to combination and concatenation, as well as interruption by the dictating clinician when appropriate. The system is designed to accommodate a wide range of dictating clinician preferences, including concatenation of input information by either length-matching or use of an input delimiter (the # key) at the individual clinician's preference.

- f. The system must allow certain Transcriptionist to self assign jobs by:

1. Physician (author).
2. Patient.
3. Work type.
4. Job number.
5. Department.
6. Priority level.
7. Special designator.
8. User defined work category.

Diskriter acknowledges and agrees with this term.

- g. The system must allow all Transcriptionist to perform job inquires from their transcription stations.

Diskriter acknowledges and agrees with this term.

- h. The system must allow each Transcriptionist to access his or her productivity statistics from the transcription voice terminal.

Diskriter acknowledges and agrees with this term.

- i. The system must allow Transcriptionist to control the speed of dictation, without distorting the voice, at a rate of +/-50%.

Diskriter acknowledges and agrees with this term.

- j. The system must have help prompts that are activated by the user.

Diskriter acknowledges and agrees with this term.

4. **SYSTEM OPERADON-GENERAL LISTEN ACCESS**

- a. The system must have a unique listener data base (listener profile).

Diskriter acknowledges and agrees with this term.

- b. The listener database must manage the way the system responds to each listen only user. The system's unique listener database must control the following listen activities for each listen only users:

1. User logon (Valid I.D. and password).

2. Prompt language.
3. Prompts (brief/long).
4. Accessible work types.
5. Inactivity logoff.
6. listener Messaging.
7. Job voice information header.
8. Listen review order (FIFO/UFO).
9. Listen query default (patient, physician, subject).
10. Rewind increment.

Diskriter acknowledges and agrees with this term.

- c. The system must automatically replay instruction prompts after a user defined time setting for the aide of first time users.

Diskriter acknowledges and agrees with this term.

- d. The system's prompt must be interruptible for user bypass once system proficiency is obtained.

Diskriter acknowledges and agrees with this term.

- e. The system's prompts must be concatenated/linked.

Diskriter acknowledges that this particular requirement can be interpreted in various ways. However, all prompts and resulting inputs on Diskriter's system are subject to combination and concatenation, as well as interruption by the dictating listener when appropriate. The system is designed to accommodate a wide range of user preferences, including concatenation of input information by either length-matching or use of an input delimiter (the # key) at the individual user's preference.

- f. The system must automatically move to the next voice file upon completing the delivery of a voice file, unless the user desires to review the current file once again.

Diskriter acknowledges and agrees with this term.

- g. The system must have help prompts that are activated by the user.

Diskriter acknowledges and agrees with this term.

5. **SYSTEM OPERATIONS-DATA REPORT MANAGEMENT AND INQUIRES**

- a. The system must have a report database.

Diskriter acknowledges and agrees with this term.

- b. The system must allow all generated reports to be archived to the systems hard drive.

Diskriter acknowledges and agrees with this term.

- c. The system must allow reports to be queued for output.

Diskriter acknowledges and agrees with this term.

- d. The system must allow users to define their management reports.

Diskriter acknowledges and agrees with this term.

- e. The system must allow users to define the data management headers of all user defined reports.

Diskriter acknowledges and agrees with this term.

- f. The system must allow inquiries to be printed.

Diskriter acknowledges and agrees with this term.

- g. The system must log the following data about each job:

1. Job number.
2. Author number.
3. Author name.
4. Department number.
5. Department name.
6. Work type number.
7. Work type name.
8. Statue.
9. Dictation station.
10. Dictation date.
11. Dictation time.
12. Transcription date.
13. Lengths in pages.

- h. The system must be able to automatically print reports based on user defined data and time settings.

Diskriter acknowledges and agrees with this term.

6. **SYSTEM SUPPORT-SYSTEM TRAINING**

- a. On-site training for all system users.

Diskriter acknowledges and agrees with this term.

- b. System training must be administered by a system vendor employed customer support and training specialist.

Diskriter acknowledges and agrees with this term.

- c. Support and training specialist should be responsible for the orchestration of all training activities.

Diskriter acknowledges and agrees with this term.

- d. Visual support material to assist users in gaining optimum system operation skills.

Diskriter acknowledges and agrees with this term.

- e. Supply system operation manuals.

Diskriter acknowledges and agrees with this term.

- f. Support and training specialist should meet with department heads to determine system and user setup parameters.

Diskriter acknowledges and agrees with this term.

- g. Support of individual user or group training sessions for all system users.

Diskriter acknowledges and agrees with this term.

- h. Remote support at anytime after initial training.

Diskriter acknowledges and agrees with this term.

3.) Delivery, Installation, Service, Support and In-service Training:

- a. Delivery/setup of services is required no later than 30 days of issuance of Purchase Order.

Diskriter acknowledges and agrees with this term. Interfaces creation will be dependent upon cooperation from HIS vendor and specification agreement.

- b. Vendor must provide in-service training within 30 days of the issuance of Purchase Order. Training must be provided by the successful vendor.

Diskriter acknowledges and agrees with this term.

4.) Reports:

- a. USAGE REPORTS: Every four (4) months, the contractor will submit a report (written or electronic) indicating all sales generated by this contract. The report shall list usage by facility/customer name, by line item, showing the quantities purchased, and total dollar amounts. The report shall be delivered (FAXED) to the WV DHHR, Purchasing Division, Building 3, Room 232, Charleston, WV 25305. Fax: (304) 5582892

Diskriter acknowledges and agrees with this term.

5.) General Terms and Conditions:

By signing this Request for Quotation, the Vendor agrees to provide knowledgeable and experience personnel who have the ability and capability of performing the specified services in a professional manner throughout the term of the contract. Signature also affirms that Vendor agrees to all terms and conditions stated herein.

- A. **Conflict of Interest:** Vendor affirms that it, its officers or members or employees presently have no interest and shall not acquire any interest, direct or indirect, which would conflict or compromise in any manner or degree with the performance or its services hereunder. The Vendor further covenants that in the performance of the contract, the Vendor shall periodically inquire of its officers, members and employees concerning such interests. Any such interests discovered shall be promptly presented in detail to the Agency.

Diskriter acknowledges and agrees with this term.

- B. **Prohibition Against Gratuities:** Vendor warrants that it has not employed any company or person other than a bona fide employee working solely for the vendor or a company regularly employed as its marketing agent to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract.

For breach or violation of this warranty, the State shall have the right to annul this contract without liability at its discretion or to pursue any other remedies available under this contract or bylaw.

Diskriter acknowledges and agrees with this term.

- C. **Certifications Related to Lobbying:** Vendor certifies that no federal appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any

cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers, including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements, and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

Diskriter acknowledges and agrees with this term.

- D. **Vendor Relationship:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed. Neither the Vendor, nor any employees or contractors of the vendor, shall be deemed to be employees of the State for any purposes whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all Wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns.

Vendor shall not assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Agency.

Diskriter acknowledges and agrees with this term.

- E. **Indemnification:** The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to labor and wage laws.

Diskriter acknowledges and agrees with this term.

- F. **Governing law:** This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations, Federal, State and local Government.

Diskriter acknowledges and agrees with this term.

- G. **Compliance with laws and Regulations:** The vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

Diskriter acknowledges and agrees with this term.

- H. **Subcontracts/Joint Ventures:** The Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the vendor is totally responsible for payment of all subcontractors.

Diskriter acknowledges and agrees with this term.

- I. **Term of Contract & Renewals:** This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period Vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

Diskriter acknowledges and agrees with this term.

- J. **Non-Appropriation of Funds:** If the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Agency shall give the vendor written notice of such nonallocation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

Diskriter acknowledges and agrees with this term.

- K. **Contract Termination:** The State may terminate any contract immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this Request for Quotation and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State shall issue the Vendor an order to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

*The contract may also be terminated by the State with thirty (30) days prior notice.

*** If this term in mandatory in initiating contract with Diskriter, Diskriter requests that this stimulation read: The contract may also be mutually terminated by either party with (30) days prior notice.**

- L. **Changes:** If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements.

As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract or to state that there is no impact. In the event that price will be impacted by the change, the Vendor shall provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

Diskriter acknowledges and agrees with this term.

- M. **Invoices:** The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract.

Diskriter acknowledges and agrees with this term.

- N. **Liquidated Damages:** According to West Virginia State Code §5A-3-4(8), Vendor agrees that liquidated damages shall be imposed at the rate of \$10.00 per calendar day for failure to provide deliverables in accordance with time lines for the services. This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue to any other additional remedy to which the State or Agency may have legal cause for action including further damages against the Vendor.

Diskriter acknowledges and agrees with this term.

- O. **Record Retention (Access & Confidentiality):** Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.

Vendor shall have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors or individuals permitted access by Vendor.

Diskriter acknowledges and agrees with this term.

- P. **Insurance Requirements:** The Vendor, as an independent contractor, is solely liable for the acts and omissions of its employees and agents. Proof of insurance shall be provided by the Vendor at the time the contract is awarded naming the State of WV/DHHR as a certificate holder. The Vendor shall maintain and furnish proof of coverage of liability insurance for loss, damage, or injury (including death) of third parties arising from acts and omissions on the part of the Vendor, its agents and employees in the following amounts:

- a) For bodily injury (including death): \$500,000.00 per person, minimum of \$1,000,000.00 per occurrence.

Diskriter acknowledges and agrees with this term. Please refer to attached insurance document.

- b) For property damage and liability: Minimum of \$1,000,000.00 per occurrence.

Diskriter acknowledges and agrees with this term. Please refer to attached insurance document.

- Q. **License Requirements:** Successful Vendor must present evidence of certification or licensure with the West Virginia Workers Compensation and Unemployment Funds, a copy of its W. Va. Business Certificate and any other licenses it may be required to hold by the nature of its operation.

Diskriter acknowledges and agrees with this term.

- R. **Debarment and Suspension:** Successful Vendor must certify that no entity, agency or person associated with the Vendor is currently debarred or pending suspension from conducting business with any governmental unit.

Diskriter acknowledges and agrees with this term.

- S. **Purchasing Affidavit:** West Virginia Code §SA-3-10a requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the bid quotation.

Diskriter acknowledges and agrees with this term.

T. Bid Quotation:

**WEH90034 Dictation/Transcription Services
 COST PROPOSAL**

Estimated Quantity of lines of Transcription*	Description of Service	Cost Per line (65 text characters entered)**	Annual Estimated Cost
791,300	Transcription Reports provided within 24 hours	\$.1564	\$ 123,759
81,500	Discharge Summaries provided within 48 hours	\$.1564	\$ 12,746
7,200	STAT Reports provided within 90 minutes.	\$.1564	\$ 406
		Grand Total	\$ 136,911

** Estimated Quantity of Lines of Transcription services is only an estimate and is neither a guarantee of a minimum nor maximum quantity to be purchased during the life of this contract. Actual Usage Volumes will be dependent upon the facility's requirements.*

*** A Line of Transcription is defined as 65 text characters entered.*

Please note that the two definitions of a Line of Transcription cited in this RFQ (e.g. page 3 as edited, Paragraph Q "... for the quoted price per line which is defined as 65 text characters with spaces.", and the second footnote immediately above, "A Line of Transcription is defined as 65 text characters entered") differ materially from the line calculation methodology currently provided by Diskriter to your facility. Your current line counting methodology is by GROSS (visible, countable) line, in accordance with your specifications at the time we began transcribing for you. Our quoted price of \$0.1564 above is, as required by the RFQ, for a 65-character NET line, as defined in the RFQ. For the sake of comparison only, the equivalent GROSS line rate (consistent with the billing methodology previously specified) is \$0.1299 per gross (visible, countable) line.

Bid Evaluation: *The contract will be awarded to a responsive and responsible vendor providing the services at the lowest cost in accordance with the specifications herein.*

ATTACHMENT
P.O.# WEH90034

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder

Agreed

Randy Roberts 6-29-19
Signature Date

PRESIDENT
Title

DISKROTEN INC
Company Name

Signature Date

Title

Agency/Division

AGREEMENT ADDENDUM

WV-96
Rev. 10/07

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: DISKINTER, INC

Signed: Randy Abaker

Title: PRESIDENT

Date: 10-29-09

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.

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: _____ Signed: _____
for: _____ Title: _____

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

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:

West Virginia Code §5A-3-10a provides that: 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.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code**. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code** and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the **West Virginia Code** may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

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.

Vendor's Name: DISKRETEK INC
Authorized Signature: [Signature] Date: 6-29-09

West Virginia Department of Health & Human Resources FEDERAL PROGRAM PARTICIPATION ACKNOWLEDGMENT, AUTHORIZATION, CONSENT, AND RELEASE

No person who is currently excluded, debarred, suspended, or otherwise ineligible to participate in federal health care programs or in federal procurement or non-procurement programs shall be hired by the West Virginia Department of Health and Human Resources.

I am am not currently excluded, debarred, suspended, or otherwise ineligible to participate in federal health care programs or in federal procurement or non-procurement programs.

Randy A Baker
Signature

6-29-09
Date

I authorize and consent to a background check by the West Virginia Department of Health and Human Resources specifically to determine whether I am currently excluded, debarred, suspended, or otherwise ineligible to participate in federal health care programs or in federal procurement or non-procurement programs. If hired, I also agree to periodic conduct of additional such background checks during the course of employment by the West Virginia Department of Health and Human Resources.

I release any persons and the West Virginia Department of Health and Human Resources and its agents, officials, representatives, employees, officers, or related personnel both individually and collectively, from any and all liability for damages of any kind that may result because of compliance with this acknowledgment and authorization.

For positive identification purposes, the following information is required when conducting a background check. This information is confidential and will not be used for any other purposes (please print):

Name BAKER SR RANDY A
last name first name middle initial

Maiden/Other Names _____
(This should include other married names by which you have been known.)

Current Address 3259 WEST LIBERTY PETERSBURGH PA
street/box# city state

NOTE: Your social security card must be presented for verification purposes.

Social Security # 207-421972

Date of Birth 05-23-56
month/day/year

Driver's License Number 17595448

State of Issue PA

Randy Baker
Signature

6-29-09
Date

Home Address _____
Home Phone Number _____
Fax Number _____
Phone Number _____

Emergency Contact Name _____
Emergency Contact Address _____
Emergency Contact Phone Number _____



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
 WEH90034

PAGE
 1

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

*709014837 800-242-1622
 DISKRITER INC
 3257 WEST LIBERTY AVE
 PITTSBURGH PA 15216

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV 24801
 304-436-8710

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/26/2009				

BID OPENING DATE: 07/09/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS 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.: WEH90034						
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 _____ TELEPHONE _____ DATE _____

TITLE _____ FEIN _____ ADDRESS CHANGES TO BE NOTED ABOVE



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

Request for Quotation

RFC NUMBER
WEH90034

PAGE
2

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

VENDOR

*709014837 800-242-1622
 DISKRITER INC
 3257 WEST LIBERTY AVE
 PITTSBURGH PA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV
 24801 304-436-8710

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/26/2009				
BID OPENING DATE: 07/09/2009		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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.</p> <p style="text-align: center;"> <i>Randy A. Bowen</i> SIGNATURE <i>DISKRITER INC.</i> COMPANY <i>6-29-09</i> DATE </p> <p>REV. 11/96</p> <p style="text-align: center;">END OF ADDENDUM NO. 1</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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
WEH90034

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3

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 804-558-0067

VENDOR

*709014837 800-242-1622
 DISKRITER INC
 3257 WEST LIBERTY AVE
 PITTSBURGH PA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV
 24801 304-436-8710

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/26/2009				

BID OPENING DATE: 07/09/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR		961-72		
BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE						
***** THIS IS THE END OF RFQ WEH90034 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

NAME AND ADDRESS IN SPACE ABOVE LABELLED 'VENDOR'

Q.1. Who is the current vendor?

A.1. Diskriter, Inc.

Q.2. What is the rate?

A.2. \$0.1325 per transcription line

Q.3. Do they charge any fees?

A.3. No.

Q.4. Are there any extensions remaining on the existing contract?

A.4. No.

Q.5. Has the vendor been given all possible extensions?

A.5. Yes.

Q.6. Has the vendor won previous contracts?

A.6. No, only as our current vendor.

Q.7. How many years in total has the current vendor been providing medical transcription services for Welch Community Hospital?

A.7. Less than 1 year.

Q.8. Scope of Work, Paragraph E. In what way do the dictators need to prioritize their work? For example, are you referring to prioritizing by type of report (operative reports, x-ray reviews, pathology, etc), by turnaround time, etc?

A.8. Dictators would need to designate STAT and reports requiring 24 hr TAT and could be done by work type.

Q.9. Scope of Work, Paragraph N. What is the name of the hospital system used for retrieving demographics?

A.9. E-Z Access, a PATCOM product.

Q.10. Scope of Work, Paragraph R, #1.c., Is access via the Web-based platform acceptable for performing these tasks? Our telephone system is primarily for dictation purposes, while generating reports and job inquiries is done on the Internet. Assigning jobs is a tasks provided by our service. Is this acceptable?

A.10. Yes.

Q.11. Scope of Work, Paragraph R, #2.c., Can you explain more about the following features and the capability required?

6. Message delivery

A. The "welcome" message when accessing the dictation system.

7. Message auto-play?

A. Same as #6

12. Feature conformation tones.

A. Change to "Feature confirmation tones".

13 Listen access (enable/disable)

A. A user's access to listen can be enabled or disabled in the profile database.

14. Listen mode accessible work types

A. The work types that a user is permitted to listen to.

15 Listener messaging

A. User receives message signifying listening mode.

16. Job voice information header

A. Job had identifying information to user.

18. Listen query default

A. Listener can listen by job #, patient ID# (medical record#), work type, dictator.

Q.12. Scope of Work, Paragraph R, #3.c., Can you explain more about the following features and the capability required?

6. Intercom reception

A. Delete

11. Backspace increment

A. Amount of backspacing of recording can be customized per transcriptionist.

12. Feature conformation tones

A. Change to "Feature Confirmation tones".

13. Transcriptionist hang-up

A. User can continue from point of interruption.

14. Job voice information header

A. Job had identifying information to user.

Q 13. Scope of Work, Paragraph R., #4.b., Can you explain more about the following features and the capability required?

2. Prompt language

A. Listener hears voice prompts.

3. Prompts (brief/long)

A. Delete

6. Listener Messaging

A. User receives message signifying listening mode.

7. Job voice information header

A. Job had identifying information to user.

8. Listen query default

A. Listener can listen by job #, patient ID# (medical record #), work type, dictator.

Q 14. Scope of Work, Paragraph R., #5.g., Can you explain more about the feature and capability of 8. Statue?

A.14. Change to "Status". This refers to the job completion status.

Q 15. Is there a form for the bid besides what was in the initial fax with those pages to be signed. If so can you direct me to the location of the form.

A. 15. Vendor is required to have an authorized representative to sign at least one page of the bid quotation. Bid specifications/forms are available from:

Roberta Wagner
 Purchasing Division
 2019 Washington Street, East
 P.O. Box 50130
 Charleston, WV 25305-0130
 Fax: (304) 558-4115
 Email: roberta.a.wagner@wv.gov

Q. 16. There is a fee of 150 dollars to do business in West VA? Do we need to fill this out prior to sending in the bid.

A. 16 The Vendor Registration & Disclosure Statement is not required to submit a bid, but is required prior to award of a purchase order. The fee is \$125.00 annually to conduct business with the State of West Virginia. Please see the following website: <http://www.state.wv.us/admin/purchase/vrc/pforms.htm>

Q 17 Are the lines that are quoted for work annual?

A. 17. All work volumes are estimates only for bidding purposes only. The annual volume may be more or less than this estimate and shall not constitute a guaranteed volume of annual work.

DISKRITER REFERENCE ACCOUNTS



Name of organization:	Welch Community Hospital
Location:	454 McDowell St Welch, WV 24801
Facility size:	Licensed for 108 beds
Scope of Service	This is a full service account including Radiology
Phone number	304-436-6642
Contact person:	Shirley Riffe, RHIT HIM Director
E-mail address of contact person:	Shirley.C.Riffe@wv.gov
# of Lines in 12 Month Period	581,181
Years of Services:	10 Months

Name of organization:	Kane Regional Centers - 4 Facilities
Location:	300 Kane Boulevard Pittsburgh, PA 15243
Scope of Service	This is a full service account
Phone number	(412-422-6956
Contact person:	HIM Director
E-mail address of contact person:	meheld@county.allegheny.pa.us
# of Lines in 12 Month Period	502,147
Years of Services:	10 Years

Name of organization:	Sparrow Health System
Location:	1210 W Saginaw Lansing, MI 48915
Facility size:	Combined total of 744 beds
Scope of Service:	This is a full service account
Phone number	(517) 364-6410
Contact person:	Diana Henthorne-Stoddard, RHIA Director, HIM and Chief Privacy Officer
E-mail address of contact person:	diana.henthorne_stoddard@sparrow.org
# of Lines in 12 Month Period	12 Million
Years of Services:	8 ½ - Since September 2000

Name of organization:	Virtua Health - 8 Facilities
Location:	175 Madison Avenue Mt. Holly, NJ 08060
Facility size:	Combined total of 1,262 beds
Scope of Service	This is a full service account
Phone number	(609) 267-0700 x44138
Contact person:	Ellen Crane HIM Director of System Administration and Transcription
E-mail address of contact person:	ecrane@virtua.org
# of Lines in 12 Month Period	11.7 Million
Years of Services:	5 ½ - Since September 2003

- YELLOW SHADED ITEMS REPRESENT COUNTY, STATE, GOVT REFERENCES

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
6/24/2009

PRODUCER Phone: 412-734-4900 Fax: 412-734-5725
eubert & Associates, Inc.
310 Ohio River Blvd
Pittsburgh PA 15202

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
Diskriter, Inc.
3257 West Liberty Avenue
Pittsburgh PA 15216

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: Chubb Group of Insurance Cos.	10052
INSURER B: The PMA Insurance Group	39675
INSURER C:	
INSURER D:	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC	35868475	12/1/2008	12/1/2009	EACH OCCURRENCE	\$1,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
						MED EXP (Any one person)	\$10,000
						PERSONAL & ADY INJURY	\$1,000,000
						GENERAL AGGREGATE	\$3,000,000
						PRODUCTS - COM/OP AGG	\$3,000,000
A		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	73544667	12/1/2008	12/1/2009	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
						BODILY INJURY (Per person)	\$
						BODILY INJURY (Per accident)	\$
						PROPERTY DAMAGE (Per accident)	\$
						AUTO ONLY - EA ACCIDENT	\$
						OTHER THAN AUTO ONLY: EA ACC	\$
						AGG	\$
A		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$0	79825821	12/1/2008	12/1/2009	EACH OCCURRENCE	\$5,000,000
						AGGREGATE	\$5,000,000
							\$
							\$
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	2008001791359	12/1/2008	12/1/2009	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
						E.L. EACH ACCIDENT	\$500,000
						E.L. DISEASE - EA EMPLOYEE	\$500,000
						E.L. DISEASE - POLICY LIMIT	\$500,000
A		OTHER Errors & Omissions	35868475	12/1/2008	12/1/2009	\$1,000,000	Aggregate
						\$1,000,000	Per Claim
						\$25,000,000	Deductible

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER

State of WV/DHHR
Welch Community Hospital
454 McDowell Street
Welch WV 24801 usa

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

[Signature]

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IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s) authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.