

STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
BUREAU OF PUBLIC HEALTH
OFFICE OF ENVIRONMENTAL HEALTH SERVICES
PUBLIC HEALTH SANITATION DIVISION

Environmental Health Data System

Response to Request for Quotation

Technical and Cost Proposal

Presented to:

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

Submitted by:



A division of
Yahara Software, LLC

September 12, 2011

toll free: +1 877 423 6948 | phone: +1 608 821 1750 | fax: +1 608 821 1751
website: www.yaharasoftware.com

RECEIVED
27 SEP 29 A 10:49
PURCHASING DIVISION
STATE OF WV

TABLE OF CONTENTS

PROJECT SUMMARY	2
PROJECT DESCRIPTION & OBJECTIVE	2
PROJECT APPROACH.....	3
DELIVERABLES.....	4
PHASE #1: BASE SYSTEM	4
PHASE #2: CUSTOMIZED WV ENVIRONMENTAL HEALTH DATA SYSTEM	4
PHASE #3: INSTALLATION AND TRAINING	5
BUSINESS REQUIREMENTS.....	7
PROJECT MANAGEMENT	10
HYBRID METHODOLOGY	10
PRELIMINARY PROJECT PLAN.....	13
<i>Project Roles</i>	13
<i>Project Milestones</i>	13
QUALIFICATIONS & EXPERIENCE	15
TEAM INTRODUCTION.....	15
ABILITY TO MEET THE SCOPE OF SERVICES	17
DATA TRACKING SYSTEM DESIGN.....	18
REFERENCES	19
DATABASE FUNCTIONALITY	19
SECURITY	21
FINANCIAL PRODUCING/TRACKING	23
FORMS	25
SYSTEM HOSTING SERVICES.....	28
MAINTENANCE & SUPPORT SERVICES.....	29
PROJECT ORGANIZATION & LOCATION	29
PROJECT TEAM.....	29
TRACKASSIST SUPPORT SERVICES	30
INSURANCE REQUIREMENTS	31
BID	31



REQUIRED QUALIFICATIONS 32

ATTACHMENTS..... 33

PROJECT SUMMARY

Project Description & Objective

The State of West Virginia is seeking a Request for Quotations (RFQ) for professional services to develop an electronic data management system to apply performance management and quality improvement concepts in environmental health programs statewide. The goal in implementing this system is to improve effectiveness and efficiency of providing environmental health services that will prevent disease and improve health outcomes through the more effective delivery of public health programs, services, and enhanced partnerships.

The Office of Environmental Health Services (OEHS) has received funding from the Center for Disease Control and Prevention to develop and deploy a web-based environmental health database to track environmental health activities and service information. The use of environmental health service delivery is expected to enable data analysis in identifying and preventing common violations, guiding policy development and supporting targeted training and outreach services to reduce environmental health risks and improve health.

OEHS' objective is to re-engineer its environmental health reporting processes to systematically improve the standardization of data elements, data collection methods and assessment of performance that will lead to increased efficiency in program operations, guidance for policy and training efforts, and improved cross-jurisdictional cooperation. The software is to be customized to the State's requirements to support inspections, investigations, reporting, billing, and staff time management for the five district Public Health Sanitation Division (PHSD) offices and their local health departments (LHDs) located in areas throughout West Virginia.

PROJECT APPROACH

TrackAssist-Online is responding to this RFQ with an approach that will leverage our existing software solutions to address a large portion of the requirements defined by the RFQ. Our approach emphasizes involvement with stakeholders including both state and county staff to assist us in defining software needs and requirements. Only with full knowledge of what information is important to the state and counties and how the data will be used can a successful software program be developed. Therefore, TrackAssist-Online will draft a preliminary project management plan before the first on-site meeting with OEHS leadership when we can review, revise, and agree on the particular needs and uses of the data before initiating the customization of the software. However, this plan must remain flexible to allow the consideration of any issues that arise during the software development that need to be accommodated.

We also believe that software should be intuitive to the user and easy to use. In addition to simple routines for the searching and retrieving of data entered into the system, data associated with specific facilities will only be entered once in order to avoid errors and conflicts. Facility specific data will default in forms where appropriate.

TrackAssist-Online will employ an agile development approach to define and develop the balance of the business features as specified. Agile development utilizes iteration planning and development which will allow us to reveal to OEHS staff the user interface and workflow of the software early and often in the design and development process. Through feedback from the stakeholders during these iterations we will be able to efficiently direct development, respond to requested changes, and more readily be able to assess and make visible how those changes impact the software design and project schedule.

The final stabilization and deployment phase will include system testing, installing, and using the software in a controlled sandbox environment. Staff feedback from use of the software in the sandbox will be addressed before completing the final product for full deployment.

This proposal identifies the milestones of the project plan necessary to complete the requirements definition, design, development, stabilization, training, and deployment of a customized *Environmental Health Data System* for the State of West Virginia.

DELIVERABLES

Phase #1: Base System

Requirements	TrackAssist-Online Response
Vendor will deliver a Base System consisting of a customizable off-the-shelf data system that is to be configured to meet the needs of OEHS and complies with the Business Requirements of the RFQ.	TrackAssist-Online will deliver "TrackAssist" a Base System that is an off-the-shelf system for recording and tracking permits, inspections, investigations, maintenance, monitoring, reporting, and complaints for licensed facilities and properties, which will be customized over the course of the project to meet the existing and outstanding needs and Business Requirements of the RFQ.
Vendor will host, monitor, maintain and support the Base System and all associated applications for all users, which can be accessed on its secure (https) website.	TrackAssist-Online will provide these services.
Vendor will provide confirmation that the Base System code has been placed in escrow.	TrackAssist-Online will confirm.
Vendor will verify that OEHS has access to the Base System on the hosted website.	TrackAssist-Online will verify.

Phase #2: Customized WV Environmental Health Data System

Requirements	TrackAssist-Online Response
Vendor will develop a detailed project plan.	TrackAssist-Online will develop a work plan that addresses the steps necessary to modify the database fields and tables to support electronic forms and applications that are functionally equivalent to the current OEHS paper-based forms; establish a public portal; provide a structured query capability that OEHS and LHD staff may perform ad hoc queries of the data and prepare standard and ad hoc reports and letters; and internal accounting and tracking

	of system functionality. The plan will include project schedules, specific, measurable, and verifiable deliverables; and notations of required input/participation by State, OEHS and LHD staff.
Vendor will meet with OEHS leadership for at least one day within the first month of the contract to review the proposed work plan.	TrackAssist-Online including the project manager and key staff, will meet with OEHS leadership staff in the OEHS office in Charleston, West Virginia to review, discuss, and modify, as necessary, the project plan. The end result of the meeting will be approval of the project plan that includes a schedule, specific deliverables and required input/participation by the State, OEHS and LHD staff.
Vendor will execute the plan and customize the Base System.	TrackAssist-Online will complete the OEHS Environmental Health Data System according to the agreed upon specifications including all forms for reports, and permits in the RFQ.

Phase #3: Installation and Training

Requirements	TrackAssist-Online Response
Vendor will schedule and provide on-site installation and training of the WV Environmental Health Data System and software on OEHS and LHD supplied hardware at OEHS and LHD sites.	<p>TrackAssist-Online will provide the necessary installations and software training for the OEHS Environmental Health Data System at agreed upon times acceptable to OEHS and LHDs at OEHS Central and each of the five District Office areas.</p> <p>The training sessions will be scheduled for 6 hours per session. Each of the sessions will consist of:</p> <ul style="list-style-type: none"> • Live on-line demonstration of the database by an instructor • Overview of each section and screens within each section of the database • Demonstration of how data is entered into

	<p>the database</p> <ul style="list-style-type: none">• Demonstration of how reports are completed and submitted• Question and Answer session• Practice session where participants can work with the database with computers provided by DEP• User guides will be provided for OEHS and LHD staff <p>Sandbox</p> <p>Upon completion of the training session a "Sandbox" version of the database will be deployed and available for service providers to practice working with the database. Instructions for locating and working with the sandbox will be distributed at the training sessions and by email after completion of the training sessions.</p>
--	--

BUSINESS REQUIREMENTS

Software

Requirements	TrackAssist-Online Response
<p>1. Vendor will provide a permanent software license to OEHS for its West Virginia Environmental Health Data System</p>	<p>An exclusive software license for the West Virginia Environmental Health Data System (WV-EHDS) will be provided to OEHS.</p>
<p>2. Vendor will place all software source code(s) pertaining to the WV-EHDS in escrow. All source code(s) pertaining to the WV-EHDS will become property of the OEHS if vendor declares bankruptcy or ceases to exist.</p>	<p>All source code(s) pertaining to the completed WV data system will be placed in escrow and become the property of the OEHS if TrackAssist-Online declares bankruptcy or ceases to exist.</p>
<p>3. Vendor software for the WV-EHDS will link application(s), permit(s), inspection data, and official notices for each establishment or individual.</p>	<p>All pertinent and identified data fields by OEHS on forms and notices such as applications, permits, inspections and official notices will be linked to the property, establishment or individual data record. Data fields will be auto-filled to help eliminate duplication of data entry.</p> <p><i>TrackAssist-Online will also provide a data entry sheet specific to each property, establishment, or individual to be used when new data or data revisions are necessary, to avoid errors due to multiple entries and to update data revisions automatically.</i></p>
<p>4. Vendor software for WV-EHDS will allow for capturing of electronic signatures.</p>	<p>TrackAssist-Online will provide the capability to capture electronic signatures on hardware that supports handwritten signatures. Signatures will not be converted to text.</p>
<p>5. Vendor software for WV-EHDS will have the capability to link re-inspection dates to Microsoft Outlook calendars.</p>	<p>TrackAssist-Online includes programming for scheduling events and notifying property owners/users of pending events including inspections, maintenance, and/or monitoring</p>



	and link the event dates and events to the property record and Microsoft Outlook calendars.
6. Vendor software for WV-EHDS will have the capability of web-based entries for filing complaints by the general public.	TrackAssist-Online includes an environmental health compliant complaint tracking format that will be customized according to OEHS and programmed for a restricted and secure public portal. This feature will also log the complaints and alert the regulator of their receipt.
7. Vendor software for WV-EHDS will be capable of importing existing current data that is in versions of Microsoft Excel or Microsoft Access that are currently supported by Microsoft.	TrackAssist-Online works with of our clients to import and export data in XML, Access and Excel formats. TrackAssist™ has built-in capabilities to import from both Excel and XML and data can be exported to both of these formats.
8. Vendor software for WV-EHDS will be capable of exporting data in currently supported Microsoft Excel or Microsoft Access formats. Financial data must be able to be exported to CSV and currently supported Excel formats.	TrackAssist-Online has worked with our customers to develop automated processes that will synchronize data from other electronic data systems with TrackAssist™ These systems include Microsoft Access, Microsoft Excel, Microsoft SQL server, Oracle, AS400 and GIS systems. The data system will have the capacity to import and export data from supported current versions of Microsoft Excel and Access as well as exporting financial data to CSV. As a division of Yahara Software, TrackAssist-Online has access to skilled system integration experts who have designed, developed and supported custom data interfaces between a variety of applications and data platforms
9. Vendor software will run on a minimum of Microsoft Windows 7 based operating system.	TrackAssist-Online supports these platforms
10. Vendor software will be compatible with currently supported versions of Microsoft Outlook	TrackAssist-Online is compatible with supported versions of Outlook
11. Vendor software will be compatible at a minimum with Microsoft Internet Explorer, Version 7.	TrackAssist-Online supports these platforms
12. Vendor client software will be able to operate with 1GB of RAM memory.	TrackAssist-Online supports these configurations



<p>field to connect wirelessly to the host system or to work off-line where a wireless connection is unavailable and synch to the host system later.</p>	<p>Features supported in offline mode will include scheduling inspections, viewing inspection history for scheduled facilities and filling out new inspection forms. Offline work will be able to be synchronized when connectivity is reestablished.</p>
<p>14. Vendor software will be able to generate reports (i.e., daily, monthly, quarterly, annually) based on activities of individual sanitarians and LHD offices</p>	<p>All defined reports will be supplied.</p>
<p>15. Vendor software will be able to generate and print invoices.</p>	<p>TrackAssist - Online will provide the invoicing functionality as defined in the RFQ.</p>
<p>16. Vendor software will be able to generate ad hoc reports.</p>	<p>TrackAssist - Online allows for ad hoc reporting.</p>

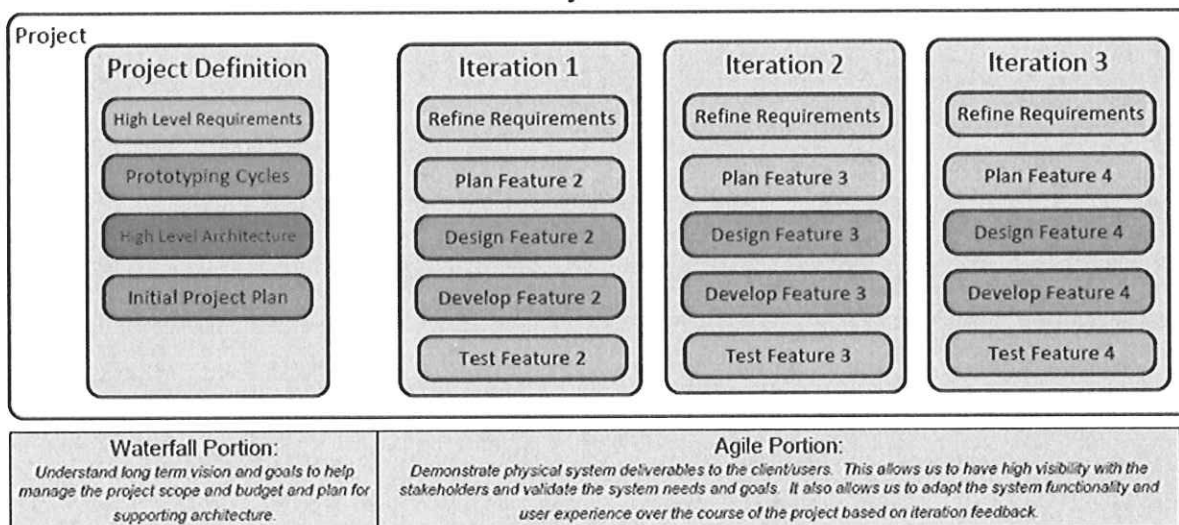
PROJECT MANAGEMENT

TrackAssist is a product that is both configurable and customizable to meet the specific needs of our clients. All of our projects involve some level of customization of our base product with direct input from our clients. TrackAssist-Online is a division of Yahara software and customization of the product is performed by the resources of Yahara Software who as a company has been developing custom software for over 17 years. Yahara follows a project management framework that is based in best practices recommended by the Project Management Institute (PMI) and has PMI members on staff. Yahara follows a hybrid project management process that utilizes techniques from both traditional waterfall project management and more recent agile development approaches to provide solutions to our clients on time and within budget.

Hybrid Methodology

Yahara utilizes a Hybrid Project Methodology for the Discovery, Design, Development, Deployment and Training of online interactive web solutions.

Yahara's Hybrid Process



This methodology is significantly more effective than a traditional Waterfall Model for two reasons. First, the Waterfall Model is unidirectional with client involvement traditionally at the beginning and end of the development process. Second, there is no feedback mechanism during development that validates the design of the functionality. The iterative

process addresses these flaws by using a shorter life cycle and continually allowing for feedback from first to last stage. Client involvement typically occurs at the functional level rather than at the system or potentially the module level of the application.

Put a different way, the iterative process breaks the entire project into smaller sub-cycles, called iterations. Each sub-cycle (iteration) delivers a subset of the overall system functionality to the end user. With this process, the client explicitly validates the design against requirements. More importantly, many mid-course corrections that result from imprecise requirements, incorrect design assumptions or clarifications in corporate goals can be made earlier when time and money penalties are minimized.

Illustration of Yahara's Agile Development Methodology

- At the start of the project the Customers and Business Analyst (BA) team produce a comprehensive requirement list for the entire initiative. These requirements are then organized into a list of user stories that group the requirements into functional feature sets that will be implemented in the software. The story list is used to prioritize story development, set schedules, and estimate the cost of the project. This is a fluid document and modified appropriately as we learn more. Over the term of the initiative, some stories fall off or are redefined and on occasion added.
- BA team, lead developers and project managers typically plan three week development iteration cycles.
- A collaborative website is utilized to manage the overall project iterations and the documentation for the entire project.
- Daily standup meetings are held for all team members. The goal is to update the team of accomplishments from the prior day, goals for the new day, and identify any obstacles in the way.
- Stories are not written too far in advance. A story might be written today for the next iteration that starts the following week. The team is always moving quickly to the next target date whether it is the BA, Quality Assurance (QA), or Developer.
- Stories include functional requirements, screen layouts, and a test plan. The stories are distributed to the developers at the beginning of iteration. The estimated completion time of each story is typically between 2 to 6 days of development. Developers usually receive three weeks' worth of work assigned to them at the beginning of an iteration. When the iteration begins, developer's voice concerns (if any) and stories may be re-estimated or incorporate more details for clarification.
- Work is assigned to developers based on skills, availability, and prior knowledge of a business function.
- Stories (or series of stories) are initiated with a Developer, BA and QA person meeting together to review the requirements.
- The ultimate responsibility for each story lies with the assigned Business Analyst. This requires the BA work closely with customers to define the story requirements.
- Quality Assurance is responsible for testing the story and performing regression testing to insure that the features developed in one story don't compromise or break something else. After a story passes Quality Assurance, the BA's and QA's obtain final sign off from the customer team. This is performed at the end of each iteration cycle.

Continuous Improvement

Due to the nature of our business, continuous improvement is critical to the ongoing success of our company. In addition to maintaining their professional certifications, all project team members participate in a daily standup meeting in which they describe their current initiative, the status, as well as any perceived challenge or risk. Employees share

this information for all active projects to encourage cross awareness, group problem solving, and team accountability.

Development code is reviewed on a regular basis as each developer is responsible for presenting his/her code to their peers. Objective criticism is encouraged and documented. Yahara maintains a set of development and infrastructure tools to reduce repetitive work. These tools are continually evolving based on previous project experience. These tools directly benefit future clients as they directly impact our development and deployment efficiency.

Yahara leverages its project development and cost management tools (webShadow and Target Process) to track client requirements, budgets, actual performance, issues and risks. This information is also made available to our clients via email and an online web portal. Weekly project status reports are circulated to facilitate communication with our clients as well as internal quality review. When a project/engagement is completed, a post mortem is performed to review project/team member expectations, performance, and business deliverables. Team members receive spot bonuses for exceeding client expectations. All clients are asked to periodically participate in surveys performed by Yahara's customer service staff and Microsoft. Surveys are reviewed by team members, Yahara's management or Microsoft.

This process is also required by Microsoft to maintain Yahara's Gold Partner status.

Documentation

The following is a typical list of documents that are provided to our clients during the course of a project:

Requirements Documents

- Lists the high level requirements for the application

Project Plan

- Defines project milestones and schedule

User Stories (organized by feature set)

- Mockups
- Business Requirements
- Test Script

Weekly Status Reports

- Summarizes effort performed during the previous week
- Discusses activities planned for the upcoming week
- Details any observed issues, risks and questions that need to be addressed

Meeting Minutes

- Details events that occur at meetings and assigned action items

Non Feature Related Deliverables

In addition to the software and documentation deliverables, Yahara provides the follow services to the majority of our clients

- ♦ Provide unit testing as required

- ◆ Work with the Client team to define all function and feature testing. Support Client team during the testing phase and address all results
- ◆ Provide a secure staging environment for all components during the design, development, and testing phases
- ◆ Provide Support for initial system deployment to a production service
- ◆ Provide Pilot and User Training Support
- ◆ Provide support to Client team members in the development of end user training materials

Preliminary Project Plan

The following is a high level project plan addressing activities and milestones for the project based on our current understanding of the requirements. Upon award, we will provide a more project specific workflow, schedule, and set of milestones. Phases may overlap. Below is a typical set of milestones and associated roles:

Project Roles

Business Analyst (BA)
Project Manager (PM)
Architect
Designer Creative/Technical
Developer
Client and/or Pilot User
Trainer
Support/Customer Service

Project Milestones

Project Kickoff – 1 Day

- *Meet with project stakeholders to better understand the high level goals of the project and any constraints (schedule, availability, logistics, etc.)*
- *Discuss Roles and responsibilities*
- *Review current functionality provided by the base product and perform initial gap analysis on existing features*

Set up Staging and Sandbox Environment – 1 week

- *Perform minor configuration changes*
- *Deploy staging and sandbox websites. The sandbox site is to be used for experimentation and may be overwritten. The staging site is for testing and its data will be maintained*

Definition and Discovery - 2-4 Weeks

- Complete gap analysis
- Requirements analysis and Business Feature Prioritization of features that require customization (BA/PM, Client, Designers, Architects, Trainer)
- Refine Project Plan (BA, PM, Client, Designers, Architects, Developers, Trainers)

Prototype/Design – 4-6 weeks

- User Experience Design for features requiring development (BA/PM, Client, Pilot User, Designers)
 - Wireframes
 - Prototype & Navigation
- System Architecture and Design for customized features (BA/PM, Designers, Architects)
 - Data Model
 - Security
 - Integration
 - Roles
 - Notification / Workflow

Customization Development efforts 12-16 weeks

- Development will be organized into iterations that are 2-3 weeks in length during each iteration the following activities will occur
 - Final Story Approval and Design (BA/PM, Client, Designers)
 - Creation of custom forms and reports
 - Development of customized features
 - Unit Testing
 - Deployments to staging environment for client review/feedback
 - Implement Feedback

Pilot testing and stabilization – 4-6 weeks

- Comprehensive system testing
- Pilot testing by select user group
- Record, prioritize and implement feedback
- Create installation package for client software
- Develop Training materials

Launch Production Site and support initial deployments of client tools - 1-2 Weeks

Ongoing Maintenance and Support – 3 Years

QUALIFICATIONS & EXPERIENCE

Team Introduction

TrackAssist-Online has extensive experience in providing web-based tracking systems to states, county, and tribal environmental health agencies. Our diversified team combines expertise and experience in:

- State and local government environmental health programs and administration
- Local, state, and national decentralized wastewater treatment system planning, design, maintenance and management
- State and local foodservice development and implementation
- Local foodservice education and training
- State and local drinking water protection and non-community water protection program
- State and local public health nuisance development and implementation
- State and local environmental health ordinance development
- National and state decentralized wastewater treatment policy development and review
- Software development, design, and deployment
- Software education and training

Our team members have participated in successful projects with entities including:

- Individual and small community wastewater projects
- SerSave Certified Food Safety Training
- County environmental health, planning and zoning departments
- State and federal agencies on a variety of planning, database, and education projects.

Team member Craig Gilbertson has over 26 years of combined experience in environmental health. Mr. Gilbertson brings over 18 years of experience supervising a county environmental health program for Cass County, Minnesota. Mr. Gilbertson has served on many statewide environmental health committees and organizations in Minnesota. In

In addition he has over 7 years of experience in the private sector working as an environmental planner. He specializes in rural wastewater infrastructure planning and design projects, and is a co-developer of *TrackAssist*. He has worked with commercial establishments, lakeshore clusters, and small unsewered communities with project organization, funding, and project administration for cost-effective and sustainable wastewater solutions.

Richard Otis is an Environmental Engineer with over 40 years of experience in onsite and cluster wastewater treatment systems with his primary focus on developing low-cost technological and institutional solutions to wastewater problems in unsewered areas in developed and developing countries. As a result of his work with state and local governments, health districts and small unincorporated communities, Dr. Otis realized the need for effective performance tracking of various environmental health programs in which states, counties and health districts assist the public in maintaining compliance with the programs. This realization led to the co-development of permit tracking and data management system with Mr. Gilbertson and the creation of *TrackAssist*[™]. Dr. Otis' pursuits include wastewater facilities planning and design; technology research and development; technology transfer through publications; design manuals, seminar presentations and training sessions for federal, state, municipal, and international organizations; and regulatory policy review and development of performance-based codes, permit tracking and data management systems.

Kevin Meech has over 15 years of software development and design experience with Yahara Software. In addition to his development work with TrackAssist-Online, he manages and provides technical assistance and oversight to Yahara's product development group. During his tenure at Yahara, Kevin has overseen the development of 10 commercial and service based software applications in 7 different vertical markets including entertainment, project management, environmental services, financial services, human resources, and health care.

As a division of Yahara Software, TrackAssist-Online has access to the resource of a company with over 15 years of software development experience. The software development team members have had the unique privilege to collectively participate on hundreds of project teams across a wide range of companies. They have supported and developed software solutions for Financial Services, Government Agencies, Healthcare, and Insurance.

Yahara Software is a Microsoft *Gold Certified Development Partner* for over 15 years with a well-earned reputation for quality, creativity, and integrity borne of years of success in the IT services industry. Key service offerings include:

- Custom Software Development
- Collaborative Product Development
- Interactive Web Solutions Leveraging Open Source CMS
- Project Management Tools and Collaboration

Yahara focuses on full life cycle product development. Yahara has worked with their clients to help envision, design, develop, deploy, integrate and support a wide range of software

applications and products. Yahara maintains a staff of highly skilled technical professionals to assure that projects are delivered to client specification on time and within budget. Yahara staff has the skills necessary to support all the areas required to successfully manage client expectations and deliver successful projects, including:

- Business Analysis and Requirements Gathering
- Project Management
- Software Application Design and Development on various platforms (Client-Server, Web, Mobile, Specialized Hardware Devices with Embedded Operating Systems, etc.)
- Integration & Customization
- Release Management
- Mentoring and Training
- Product Support
- Project Recovery

TrackAssist-Online has access to all of the 20+ highly skilled technical resources of Yahara Software. For this project our software development team members will consist of Kevin Meech who will serve as the lead software architect and release manager, Sean Spindler who will serve as a Database Analyst, Denise Starbuck who will serve as the and business analyst and Patrick Cullen who will serve as the lead developer. Other Yahara resources may collaborate with our team to utilize the best resources at the appropriate time during the project life cycle. Instead of providing one or two resources, TrackAssist-Online is able to provide our client with an entire "back office" of expertise as required with consultants such as BA's, Architects, DBA's, Senior Developers, and Testers.

Due to the nature of our business, continuous improvement is critical to the ongoing success of TrackAssist-Online. In addition to maintaining their professional certifications, all project team members participate in regular meetings in which they describe their current initiative, the status, as well as any perceived challenge or risk. Employees share this information for all active projects to encourage cross awareness, group problem solving, and team accountability.

Profiles for all team members have been provided as addendums to this proposal.

Ability to Meet the Scope of Services

TrackAssist-Online offers the Office of Environmental Health Services the skills, experience, and resources to develop a successful environmental health data system. We have extensive experience addressing the technical application challenges to database design, user interface, existing records migration, platform flexibility and ease of use and maintenance.

Service Capabilities:

- Database design
- Database automation
- Database customization
- Needs analysis
- Custom application design and development
 - Client/server
 - Web-based
- Development of system and application architectures
- Development of IT infrastructure architecture
- .NET technology initiatives
- Mobile and embedded development
- Integration and customization
- Project recovery

Data Tracking System Design

TrackAssist was developed by TrackAssist-Online in response to needs expressed by states and counties for an effective method to inventory and track onsite wastewater treatment systems. TrackAssist-Online developed a web-based inventory and tracking program that allows real-time updates and documentation of location, performance, maintenance, and operation of infrastructure and facilities by owners, departmental staff, or service providers. It also provides a portal for the public to report complaints. Recent clients include the Connecticut Department of Environmental Protection, Iowa Department of Natural Resources, Minnesota counties, and Native American tribes.

Program features are customized for the client and can include:

- On-line permit applications with a 24-hour, 7-days-a-week automatic permitting feature
- Customized electronic forms
- Real-time permit inventory and baseline information of reports, record drawings, and maintenance reports
- Public health compliance tracker
- Event tracker and scheduler



- Automatic reminders to staff, homeowners and facility owners of pending events such as inspections or scheduled maintenance
- Customized real time reports and report filters
- GIS planning tool to improve planning
- Reference Projects

References

Daniel Olson

Iowa Department of Natural Resources
 401 SW 7th Street
 Suite M
 Des Moines, IA 50309
 515.725.0346

Doug Morris

Crow Wing County Waste Management
 15728 State Highway 210
 Brainerd, MN 56401
 218.824.1294

Database Functionality

Requirements	TrackAssist-Online Response
1. Vendor solutions, including back-ups and disaster recovery solutions for the UW-EHDS will be hosted on the vendor's servers.	TrackAssist-Online has hosting and disaster recovery capabilities in a secure data center located in Madison WI.
2. Vendor system development, maintenance and support activities, including help dist activities, for the WV-EHDS will be conducted by vendor.	All of these tasks will be supported.
3. Vendor servers and ancillary equipment in primary and back-up facilities used to host the UV-EHDS will be owned by or under the total control of the vendor (i.e., the vendor alone is responsible for allocating resources to meet contractual obligations.	All hosted solutions are hosted on hardware that is owned and under our complete control. The secure datacenter we use is in the same facility as our main office.
4. Vendor will provide for three environments:	All of these environments will be provided.



<p>a. Live/Production environment b. Training environment c. Staging/Testing environment</p>	
<p>5. Vendor will guarantee that the WV-EHDS production, staging, test and training environments will be available a minimum of 99% of the time for the peak periods of Monday through Friday, 8:00 a.m. to 7:00 p.m., Eastern Standard Time (excluding recognized Federal Holidays), and a minimum of 90% of the time for all other non-peak periods.</p>	<p>TrackAssist-Online will guarantee this level of service.</p>
<p>6. Vendor will guarantee that the WV-EHDS live environment will be available for a minimum of 99.99% of the time for the peak periods of Monday through Friday, 8:00 a.m. to 7:00 p.m., Eastern Standard Time (excluding recognized Federal Holidays), and a minimum of 90% of the time for all other non-peak periods.</p>	<p>TrackAssist-Online will guarantee this level of service.</p>
<p>7. Unless otherwise specified, maintenance and technical support requirements are the same for all environments.</p>	<p>Technical support requirements are the same for all environments.</p>
<p>8. Vendor will have help desk support available via phone, e-mail, and on-line entry to OEHS and LHDs.</p>	<p>TrackAssist-Online will provide help desk support via phone, email and their online case management software.</p>
<p>9. Vendor will respond to unlimited trouble tickets at no additional charge to OEHS and LHDs for the entire term of the contract.</p>	<p>Support of unlimited trouble tickets is included in the pricing for this project.</p>
<p>10. Vendor will have live help desk support for OEHS and LHDs available from 8:00 a.m. to 5:00 p.m., Eastern Standard Time, Monday through Friday, except on recognized Federal Holidays for the entire term of the contract.</p>	<p>TrackAssist-Online will provide live support during these hours.</p>
<p>11. Vendor will have voicemail, e-mail, or on-line help available to OEHS and LHD staff during hours when live assistance is not available.</p>	<p>Track-assist provides off hours support with a guaranteed response time of 4 hours. Online help will be available.</p>
<p>12. Vendor will provide unlimited bug fixes for the life of the contract at no additional charge.</p>	<p>TrackAssist-Online will provide bug fixes for any features that are specified in the RFQ.</p>
<p>13. Vendor will backup WV-EHDS data daily and will secure the backup at an off-site location.</p>	<p>TrackAssist-Online performs daily backups and has offsite storage.</p>
<p>14. Vendor guarantees that the maximum</p>	<p>TrackAssist-Online will guarantee this.</p>



loss of data in the event of a catastrophic failure of the primary data center is limited to one business day's data.	
15. Vendor will have a business resumption/continuity of operations plan in place for the host site that is tested at a minimum of one time annually.	TrackAssist-Online will provide and annually test this service.
16. Vendor will reply to customer questions submitted by e-mail or telephone by the next business day. Vendor will respond to customer questions by e-mail or telephone.	TrackAssist-Online will provide this service.
17. Vendor will guarantee that the WV-EHDS live and production environments will be restored and available for data entry and inquiry within 24 hours of a catastrophic failure.	TrackAssist-Online will guarantee this.
18. Vendor will guarantee that the WV EHDS staging, test and training environments will be restored and available for use within 72 hours of a catastrophic failure.	TrackAssist-Online will guarantee this.
19. Vendor will develop all forms and reports so that additional sheets can be attached to it, including inspection report documents, scanned documents and images.	TrackAssist-Online supports attaching scanned documents and images to forms.
20. Vendor will allow for various levels of access, depending on the individual using it. LHDs will assign levels of access.	TrackAssist-Online supports a fully configurable role based permission system.
21. OEHS will have access to all levels of data.	TrackAssist-Online supports a fully configurable role based permission system that will allow for this.

Security

Requirements	TrackAssist-Online Response
1. System will retain an access log of when a user logs on, logs out, or his/her session times out. This text log will contain the user's account identifier (ID), date, time of logon/logout, and activity type (log in, log out, time out).	This level of auditing will be provided.
2. System will support strong password functionality that can be configured by the system administrator. These capabilities include the length of passwords,	This level of password support will be provided.

types of characters required (numbers, symbols, uppercase letters, lowercase letters), the password change interval in days, and the user password expiration notification in days.	
3. System will use Advance Encryption Standard (AES) or equal information technology industry standard of data security through strong encryption, minimum of 128-bit, in all external communication.	Strong encryption of data will be supported.
4. System will monitor and report any unauthorized access attempts to the system administrator.	This level of monitoring and notification will be provided.
5. System will support multiple user account status options to minimally include: 'Inactive or locked', 'Active', and 'Must change password upon next login'. System will provide an audit log of access changes.	These options are all provided.
6. System will alert users to expiring passwords based on the their user password expiration notification set by the administrator and prompt users to change their passwords in advance of expiration.	This level of notification will be provided.
7. System will allow users to change their own passwords after successfully logging onto the application and enforce strong password functionality.	Users are able to change their passwords.
8. System will support an audit log of access changes, e.g., who granted user access what type of access, user name, date of creation, and modification.	These activities will be logged in an audit log.
9. Vendor will provide "back out" procedures in the event a version of the application needs to be uninstalled by OEHS or LHD staff.	TrackAssist-Online will support uninstallation.
10. System will store all passwords in Advance Encryption Standard (AES) or equal information technology industry standard encryption format.	Passwords are stored encrypted using a salted hash key.
11. System will not use schema owner or privileged user (SYS, SYSTEM) to connect to the database.	Database connectivity is supplied using dedicated SQL Server security accounts; no privileged user accounts are utilized.
12. System will use least privileged user to connect to database. The user utilized to connect to the database for configuring strong password parameters will not be the same user connecting to the database for other administrative processes and will not be the same user connecting to the database for update, or the user connecting to the database for query, etc.	TrackAssist-Online supports a fully configurable role based permission system that will allow for this.
13. System will be tested to mitigate the Top 25	The system will be tested to

<p>Most Dangerous Programming Errors as developed by SANS (SysAdmin, Audit, Network, Security) Institute/Mitre Corporation that can be found at the following link to the 2010 CWE.SANS (Common Weakness Enumeration) Top 25 Most Dangerous Programming Errors: http://cwe.mitre.org/top25.</p>	<p>confirm that it mitigates these issues.</p>
<p>14. System will be tested to mitigate the Open Web Application Security Project (OWASP) Top Ten Web Application Vulnerabilities-current version that can be found at: https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project.</p>	<p>The system will be tested to confirm that it mitigates these issues.</p>
<p>15. These will not be any structured query language (SQL), either static or dynamic, executed on any web page. All Queries, inserts and updates will be handled by passing parameters to stored procedures.</p>	<p>TrackAssist does not use any SQL in web pages. SQL is predominantly in stored procedures or in a compiled data layer architected so that it is not vulnerable to SQL injection attack.</p>

Financial Producing/Tracking

Requirements	TrackAssist-Online Response
<p>1. Vendor will develop WV-EHDS capable of generating and tracking accounts receivable for each application entered.</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be supplied.</p>
<p>2. Vendor will develop WV-EHDS capable of generating and tracking accounts receivable for each inspection entered.</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be supplied.</p>
<p>3. Vendor will develop WV-EHDS capable of generating and tracking accounts receivable for other fees charged and entered.</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be supplied.</p>
<p>4. Vendor will develop WV-EHDS capable of changing fee schedules as necessary. These will be individualized for OEHS and each LHD.</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be supplied.</p>
<p>5. Vendor will develop WV-EHDS capable of generating invoices to all facilities.</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be supplied.</p>
<p>6. Vendor will develop WB-EHDS capable of generating receipts for all monies collected.</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be supplied.</p>
<p>7. Vendor will allow for Ad Hoc financial</p>	<p>All financial tracking and invoicing requirements specified in RFQ will be</p>



reports.	supplied.
8. Receipts will be numbered sequentially and receipt numbers will not be repeated.	All financial tracking and invoicing requirements specified in RFQ will be supplied.
9. Each LHD will have a separate number system that identifies it. Vendor will use the county numbering system shown in Attachment A-1 & A-14, as part of the receipt number.	All financial tracking and invoicing requirements specified in RFQ will be supplied.

Forms

Requirements	TrackAssist-Online Response
<p>Vendor will develop electronic versions of existing paper-based forms. The electronic forms must include the following, which will be visible and legible on any document printed. All forms developed for the data system must have the following:</p> <ul style="list-style-type: none"> • All fields contained on the paper-based form except where changes are indicated • DHHR logo or "West Virginia Department of Health and Human Resources: and include the West Virginia State Seal, Attachment A2. • Permit numbers that follow the coding requirements set forth in the DHHR Manual of Environmental Health Procedures, Attachment A1, and Coding Requirements, Attachment A3. • Form number (i.e., SG-91, SF-6) that corresponds with that document. • The capability to attach photos, scanned files, PDF files, and additional files to the form. • Software will link "applications", "permits(s)", "complaints", "inspection data" and other applicable forms for each establishment or individual. 	<p>TrackAssist-Online has project experience developing electronic web-based forms from existing county and state forms as well as new customized forms as specified by our clients. For the State of West Virginia's Environmental Health Data System (data system) all forms developed will either match the existing paper forms or be customized to meet the OEHS or LHD requirements with the required form identification number. All electronic forms that are developed will be provided with the ability to attach additional files, such as PDFs, JPEGs etc. All permits developed for the data system will be provided with coding as specified in the DHHR Manual. All forms, permits, applications, complaints will be linked to a facility or parcel with a unique identifier as specified by OEHS.</p>
<p>The following electronic forms will be developed:</p> <p><u>Permit to Operate Forms</u></p> <ol style="list-style-type: none"> 1. Application for a Permit to Operate/Registration (SG-49) 2. Application for a Permit to Operate a Food Service Establishment (SF-5) 3. Application for a Permit to Operate a Temporary Food Service Establishment (SF-5B) 4. Application for a Permit to Install or 	<p>TrackAssist-Online will develop and deploy an electronic General Application for a Permit to Operate/Registration (SG-49) that allows the applicant to select the type of facility by incorporating the dropdown list as detailed in the RFQ. Upon selecting the type of facility from the dropdown menu additional dropdown menus, data entry fields, and expandable comments boxes will be provided on applications as specified by OEHS in the RFQ. In addition, TrackAssist-Online will provide the capacity for the OEHS's data system administrator to customize the dropdown menu lists by adding new or deleting antiquated facility</p>



<p>Modify an Onsite Sewage Disposal System (SS-182A)</p> <ol style="list-style-type: none"> 5. Subdivision Approval Application (ES-76) 6. Application for Permit to Install or Modify and Individual Sewer System with Surface Discharge (SS-188) 7. Surface Discharge Site Evaluation Report (SS-188A) 8. Individual Water Well Application for a Permit to Construct, Modify or Abandon (SW-256) 9. Registration for Water Haulers (EW-79A) 10. Application for Sewage Tank Cleaning Permit (SS-181) 11. General Operational Permit (SG-91) 12. Food Service Permit (SF-6) 13. Sewage On-Site Permit (SS-183) 14. Individual Water Well Permit (SW-257) <p><u>Inspection Report Forms</u></p> <ol style="list-style-type: none"> 15. General Sanitation Inspection (SG-52) 16. Food Service Inspection Report (SF-1) 17. Tattoo Inspection Report (SG-56) 18. Child Care Inspection Report (SG-50) 19. Body Piercing Studio Inspection Report (SG-87) 20. Manufactured Home Community Inspection Report (SG-94) 21. Recreational Water Facilities Inspection Report (SR-152) 22. Water Hauler Truck Inspection Report (WE-79B) 23. Emergency Shelter Inspection Report (SG-67) 24. Nuisance Investigation Report (SG-51) 25. Sewage Tank Cleaning Truck 	<p>types. We provide this feature for dropdown menus lists throughout our forms, permits, and applications where possible to give the client the ability to customize without adding future programming costs.</p>
---	--



<p>Inspection Report (SS-179)</p> <p>26. On-Site Sewage System Survey (SS-182C)</p> <p>27. On-Site Sewage Disposal System Inspection Report (SS-177)</p> <p>28. Home Aeration Unit Installation Report (SS-190)</p> <p>29. Water Well Construction Inspection (SW-263)</p> <p>30. Official Notice (SG-54)</p> <p>31. Official Visit Report (SG-66)</p> <p><u>Sanitarian Reports</u></p> <p>32. Sanitarian's Daily Report (SG-66)</p> <p>33. Sanitarian's Monthly Activity Report (SG-61)</p>	
--	--

SYSTEM HOSTING SERVICES

TrackAssist-Online provides hosting services on servers co-located at SupraNet Communications in a high availability data center which is located in the same building as our main development office in Madison, WI. We provide 24 x 7 monitoring and back-up to ensure reliability and recovery in the event of a system malfunction or client error. Emergency support is provided with a 2 hour service level agreement (SLA) and Clients will be given a special dial-in number.

Infrastructure and Data Center Facilities

- Full T3 Internet Connections from AT&T, Level3, and Sprint
- Peering with Charter Business Networks and the Madison Internet Exchange Peering Point
- Building capacity of OC-12 fiber-optic SONET rings from CenturyTel, TDS Metrocom; OC-48 Fiber connection from Charter Business Networks; OC-3 connection to TDS Telecom
- 35-45% total network utilization at Peak times
- 24x7 Monitoring
- 100KW Natural Gas generator
- 250KW Diesel generator
- 150KVA of total UPS transitional power (Uninterruptable power supply)
- Anti-static tile floor
- Enterprise air conditioning system (37 tons of total cooling)
- 2-stage dry pipe fire suppression system
- Guaranteed Service Level Agreement (SLA)

Security Capabilities

- Dedicated hardware firewall
- Segregated Web and Database Servers
- Managed Switching (redundant switching and load balancing available in request)
- Monitored by a 24X7 security system managed by ADT
- Magnetic card security system
- Biometric scanner for escorted security area

- 24 x 7 Video surveillance and motion detector security systems

Back-up, Disaster Recovery, Change Management Capabilities

- Client Defined Back-up Plan
- Client Defined Disaster Recovery Plan
- Client Defined Change Management Procedure
- Engage – web based issue tracking and change log
- Enterprise Back-up to include scheduled electronic transfer to Disaster Recovery location
- Two DR Sites available for co-location

Email Hosting

Web / IMAP and POP3 email hosting is available.

MAINTENANCE & SUPPORT SERVICES

TrackAssist-Online will provide the analysis, architecture, development, and support as defined herein to designated Board personnel. Online, email and telephone support will be provided during all defined development initiatives and for a period of three (3) years after product acceptance.

PROJECT ORGANIZATION & LOCATION

Project Team

Primary Project Contact

Kevin Meech

kevinm@yaharasoftware.com

(608) 821-1722

Name	Title	Role(s)	Phone	Email
Craig Gilbertson, RS	Environmental Planner	Business Analyst	(218) 252-2382	cgilbertson@yaharasoftware.com
Richard Otis, PhD	Environmental Engineer	Sr. Consultant	(608) 233 5458	rotis@yaharasoftware.com
Kevin Meech	Chief Architect	Project Manager, Technical Design Consultant	(608) 821 1722	kevinm@yaharasoftware.com
Sean Spindler	Database Analyst	Database Design, Business Analyst	(608) 849 1029	seans@yaharasoftware.com
Patrick Cullen	Lead Application Developer	Development Lead	(608) 821 1725	patrickc@yaharasoftware.com
Eric Thomas	Business Administration	Contracts, Resource Allocation	(608) 821 1721	erict@yaharasoftware.com

See attachment A for detailed profiles.

TRACKASSIST SUPPORT SERVICES

TrackAssist-Online provides technical support for *TrackAssist*TM24/7/365 for information technology personnel for technical problems with calls received from technical and program staff.

- System Support will be readily available during regular business hours on a daily basis to assist with problem analyses and provide instructions for troubleshooting problems. Regular business hours are defined as 7:00am to 7:00pm Central Time Monday through Friday
- The help desk will provide a guaranteed callback time minimum. All support calls will be returned within two hours.
- The help desk will provide a published escalation policy for problems that cannot be resolved by first-line help desk personnel.
- Emergency contacts will be available during all non-business hours with a four (4) hour response time seven (7) days a week.

- Emergency After Hours Support: For all emergency issues, contact the Yahara technical staff by leaving a message in the afterhours emergency support mailbox: +1 (608) 821 1750 then press 9. All emergency issues will be responded to within two (2) hours of original contact time.
- Friendly Service: TrackAssist-Online guarantees that Client will be treated with respect and professionalism throughout its relationship with TrackAssist-Online. Further, TrackAssist-Online agrees to always give its best effort to resolve client issues in an expeditious and professional manner.

Through Yahara Software, TrackAssist-Online leverages a set of collaborative web tools designed to facilitate issue and risk identification and any required mitigation. The tools

INSURANCE REQUIREMENTS

Requirements	TrackAssist-Online Response
For bodily injury (including death): \$500,000 per person, to a minimum of \$1,000,000 per occurrence.	Yahara maintains this coverage.
For property damage: to a minimum of \$1,000,000 per occurrence.	Yahara maintains this coverage.
For professional liability: to a minimum of \$1,000,000 per occurrence.	Yahara maintains this coverage.
Workers Compensation.	Yahara maintains workers compensation coverage.

See attachment G to view a copy of the certificate of liability insurance.

BID

The official bid sheet is in attachment C. The TrackAssist-Online bid includes costs for a perpetual license to the base software and all defined phase 2 customizations. The bid also includes costs for putting the source code in escrow as well as hosting, backup, maintenance and application support for the 3 year term of the contract. All travel and other related expenses are also included where appropriate as part of the line item bid pricing.

REQUIRED QUALIFICATIONS

Requirements	TrackAssist-Online Response
<p>The firm must show experience with</p> <p>The firm must show experience with the development, customization, and deployment of the database at a minimum of three separate examples to government entities. The firm must list three references with database projects from government entities</p>	<p>State of Iowa Department of Natural Resources (includes all counties within Iowa).</p> <p>The project included the development, customization, and deployment of TrackAssist to Iowa DNR and all counties within Iowa. The project allows each county to have an individual database that is hosted by the state of Iowa.</p> <p>Dan Olson, Director of Iowa’s onsite program (515.205.4697) IDNR.</p> <p>Crow Wing County Minnesota- Customization and deployment of TrackAssist within Crow Wing County’s Land Department, Division of Planning and Zoning including the county’s sanitary management district.</p> <p>Doug Morris, Waste Management Director - 218.824.1294</p>
<p>The firm must demonstrate the capacity to complete the project within one (1) year after the project has started.</p> <p>The firm should show experience with working with county planning and zoning, environmental services and/or environment health departments in Minnesota.</p>	<p>TrackAssist is an existing product that supports the vast majority of the requirements specified in the RFP. TrackAssist™ is typically configured and customized to some degree for all of our clients so that it best fits their needs. With the resources of Yahara Software at its disposal, TrackAssist-Online has access to over 20 IT professionals that are skilled in software design and development as well as data migration and system information.</p>

	<p>TrackAssist-Online can have the TrackAssist deployed into sandbox environments in less than 1 month. We anticipate that the requirements gathering, design and development of the customized components required along with the data migration and integration with exiting systems can be completed within 5-6 months. After all these tasks are completed, TrackAssist-Online would recommend a 6-8 weeks pilot phase that would culminate in acceptance of the application giving an overall timeline of 8-9 months.</p>
<p>The firm must demonstrate the ability and capabilities to host the database.</p>	<p>TrackAssist-Online is currently supporting <i>TrackAssist</i> as a hosted application for a number of our clients. More details on our hosting environment can be found in the section of this document titled System Hosting Services"</p>

ATTACHMENTS

1. Attachment A – Project Team Profiles
2. Attachment B – Data Entry Forms/Report Samples
3. Attachment C – Bid Sheet
4. Attachment D – RFP Addendum No 3 Signatures
5. Attachment E – Purchasing Affidavit
6. Attachment F – Agreement Addendum

ATTACHMENT A

PROJECT TEAM PROFILES



Yahara™
SOFTWARE

Kevin Meech
Yahara Software LLC
Senior Consultant and Application Architect

*Yahara Software, LLC • 1102 Stephenson Lane, Suite 100 • Waunakee, WI 53597
877-423-6948 toll-free • 608-849-9945 phone • 608-849-9241 fax • sales@yaharasoftware.com*

Yahara Software Resource Profile

Education

Graduate Studies, Environmental Toxicology, University of Wisconsin-Madison

Bachelor of Science, Biology & Chemistry, University of Wisconsin-Whitewater

Computer Science Studies, Lakeland College

Certifications

Microsoft Certified Solution Developer (MCSD):

Designing and Implementing Distributed Applications with Microsoft Visual C++ 6.0; Analyzing Requirements and Defining Solution Architectures; Designing and Implementing Databases with Microsoft SQL Server 2000

Technical Experience

Programming: C/C++, C#, SQL, Transact SQL, .NET, DAO, OLEDB, XML, DHTML, ASP+, ASP.Net, COM+, Visual Basic, VB.Net SOAP, JAVA, JavaScript, PeopleSoft, Pascal, Delphi, AJAX

Data Bases: MS SQL 6.5, 7.0, 2000, 2005, Oracle 9 & 10, MSDE, MS FoxPro, DMS/32, MS Access, MySQL

Computing Platforms: Intel-based PCs & Servers, DEC Alpha, HP-1000HP, Apollo 735, Concurrent 3252

Operating & Networking Systems: Windows 2000/2003/XP, IIS, Linux, UNIX, Novell, Apache

Professional Background

Kevin has been with Yahara Software since 1996 and has over 15 years of software development and design experience. Prior to joining the company, Kevin held a number of analytical, software development and resource management positions with the City of Whitewater, RMT, Inc. and EnChem, Inc.

Kevin oversees all of Yahara's technical resources and projects and serves as a client manager for a number of Yahara's largest and longest standing clients. He participates on a day-to-day basis with of Yahara's product development group both as a manager and a technical resource. In his tenure at Yahara, Kevin has overseen the development of 14 commercial and service based software applications in 7 different vertical markets including Entertainment, Project Management, Environmental Services, Financial Services, Human Resources, Education and Health Care.

Kevin has participated in and led a number of development teams to successful completion of projects spanning a wide range of technologies and development languages. Kevin's specific areas of technical expertise include application usability, application architecture and design patterns, component design and development, Web-enabled application design and development, database design and system integration.

Project Background

Product Manager and Lead Architect on a web based application for a leading national financial services company. This application is used by their clients to simulate scenarios and projects related the the feasibility and costs of offering an Employee Stock Option Program. The application was a n-tier .Net web application with a SQL server backend and a windows service that performed the simulations.

Product Manager and Lead Architect for a web-based application for an national Engineering and Consulting firm. This product is highly modular and customizable and is sold to State and County government . The product is used by Environmental Protection and Public health agencies to track, inventory, permits, inspections, maintenance an monitoring of Onsite waste treatment systems in their jurisdiction. This product is continually customized and enhanced as more customers are supported

Project Manager and Technical Subject matter expert for the requirements gathering phase of a project to convert an existing VB6 client application to a .Net web based solution. The application is used by Technical colleges to develop their curriculums and collect data required for accreditations. Created requirements and recommendation documents along with estimates for the development phase of the project. The development phase of this project is currently underway

Product Manager and Lead Architect on a web based enrollment tracking system for tracking enrollment sin a safe driver program targeted and teenage drivers. This application features a interface that is available to the public to enroll in the program as well as an internal administrative application to allow the program sponsors to track and process the enrollments based on their internal business processes.

Product Manager for two different applications that collect and report on Patient Satisfaction Surveys. Both applications processed scanned patient surveys into a database where statistical analyses were performed on the data. Health Care Facility administrators are able to log onto a web based system to view their survey results and to compare them with other participating facilities and national bench marks.

Performed businesses analysis and gather requirements for an application focused on doing feasibility studies for companies who desire to offer Employee Stock options plans. Provided design and implementation alternatives for converting a standalone client application that had previously been developed to a web-based easily accessible solution.

Application designer and developer for a claims processing system for a medical malpractice insurance provider. The application was a client server based application written in C# on the .Net 2.0 framework that leveraged a number of open source tools including nHibernate (object relational mapper) and NxBRE (customizable rules engine). The backend database was Oracle. In addition to day to day design and development Kevin led up and effort to prototype application functionality using the Windows Presentation Framework release with .Net 3.0.

Business analyst for a project with a state government agency to gather and document requirements for a state-wide database system. This included meeting with representatives from multiple counties to gather requirements and prepare a requirements documents that was used to evaluate of the shelf as well as custom developed solutions.

Collaborated with a client in the commercial lighting industry to gather requirements and perform hardware and software platform research for a proposed touch-screen lighting control device that could be used to control various different lighting and audio-visual systems in a commercial setting. Developed prototype applications and requirements documents and propose architecture alternatives

Project Manager, lead designer and participated in the development of a web-based HR package. This package supports on-line employee reviews and performance based compensation calculations. The application is designed to run as a hosted solution and is written using ASP and VB COM components with an SQL-Server backend.

Lead product architect, project manager and designer for both the client-server and web-based versions of Yahara Software's Project Cost and Accounting system webShadow. This application utilizes a wide array of technologies including VC++, COM, ActiveX, MSMQ, MTS, VBScript, Javascript, HTML, IIS, Crystal Reports and SQL Server.

Project Background (cont.)

Project Manager, lead designer and development manager on a product for controlling and programming a network of lighting devices. Created user interface application in 32-bit Visual C++ using MFC and the Windows SDK. Wrote multiple DLLs for storage of device information and channeling network communication. This suite of application is used for lighting control in theme parks around the world.

Served as Program Manager and lead designer for an intranet-based order processing system that utilized an IIS and SQL server back end. HTML, VBScript and JavaScript were also utilized

Made enhancements to a 32-bit application which is used for reviewing brain wave activity collected by a QNX based product. This product was written in C++ using Visual C++ 4.0x and MFC. The application consisted of a main executable and a DLL, which controlled data transfer between the Windows and QNX platforms. Communication was based on MFC Winsock classes using TCP/IP and Telnet.

Designed and implemented a synchronization engine to synchronize contact information between CRM system and Outlook.

Taught classes in COM, 3-tier architecture, OLE Automation, Database Normalization and Data Access Technologies.

Patrick Cullen
Yahara Software LLC
Lead Application Developer

*Yahara Software, LLC • 8000 Excelsior Dr, Suite 400 • Madison, WI 53717
• 608-821-1721 phone • 608-821-1751 fax • eric@yaharasoftware.com*

Yahara Software Resource Profile

Education

Bachelor of Arts, Mathematics, University of Wisconsin-Eau Claire

Technical Experience

Programming: C#, Delphi, Visual Basic, Transact SQL, .NET, COM+, DCOM, OLE COM

Data Bases: MS SQL 6.5, 7.0, 2000, 2005, MSDE

Computing Platforms: Intel-based PCs & Servers

Operating & Networking Systems: Windows 2000/2003/XP, IIS, Exchange

Professional Background

Patrick has been in the IT industry over 11 years , with over 7 years of software development experience. Prior to joining the company, Patrick worked in the Minneapolis, MN area as a Application Developer, IT Consultant and Software Trainer.

In his current role with Yahara, Patrick provides data analysis and application development.

Project Background

Created new module for a web-based finance application. Ensure calculation accuracy and reliability for the new module. Provide reporting capabilities for offline viewing of data.

Performed data analysis and import of text files, generated from test equipment, into a MS SQL database. Created reports to view the interpreted data.

Managed and executed development for an n-tier order management system, which created and processed over 500 orders per day, generating over \$400 million in revenue per year. Maintained system reliability at all times while constantly modifying system to meet business needs.

Created and maintained all SQL Server stored procedures and tables to support COM objects and client application. Utilized SQL to replace static reports with interactive modules.

Coordinated code promotion and validation in development, testing, and staging/user acceptance environments for each bi-monthly release, per SDLC requirements.

Provided support, documentation and technical training for solutions developed.

Automated repetitive tasks, created new modules to manage data in batches, re-wrote code for scalability. Created threaded NT services for processor-intensive data processing.

Created a file attachment system to store files with orders. Replaced SQL-based data import with client-side import using OLE COM.

Created custom client-side data filtering components.

Added new modules and processes to analyze existing data for forecasting, enabling quick and accurate response to client inquiries.

Duplicated complex COM procedures in SQL to quickly retrieve all possible orders for use in forecasting. Kept SQL and COM code in sync as business needs change.

Sean Spindler
Yahara Software LLC
Database and Business Analyst

Yahara Software, LLC • 1102 Stephenson Lane, Suite 100 • Waunakee, WI 53597
877-423-6948 toll-free • 608-849-9945 phone • 608-849-9241 fax • sales@yaharasoftware.com

Yahara Software Resource Profile

Education

Graduate BBA, Business, University of Wisconsin-Madison

Technical Experience

Databases: Oracle 7.1– 10gR2, Microsoft SQL Server 7—SQL2005, Access, Solomon

Development Tools & Applications: Microsoft .NET, T.O.A.D., SQL Server Studio, WinCVS, Tortise SVN, Crystal Reports 10, System Architect, SilverStream 3.1-4.0, Cognos PowerPlay, FrontPage 2000, HTML, PowerBuilder, EAS, TimeSheets Professional, Excel, PCDocs

Computing Platforms: Intel-based PCs & Servers, DEC Alpha

Operating & Networking Systems: Windows (XP, 2000, NT, 98/95), OpenVMS

Training: SQL and PL/SQL (1995), Administer the Oracle DB (1996), Fast Track to PowerBuilder (1997), FrontPage 98 (1999), Oracle8 Backup & Recovery (1999), Oracle 8i New Features (2001), Oracle 9i Advanced Replication (2002), IOUG Conference (1997, 2000, 2004), Crystal Reports 10 Intro/Advanced (2005), Oracle 10g Database Administration II (2006)

Professional Background

Sean has over 13 years experience in Information Systems. He is experienced in the design of both logical and physical relational databases, systems integration, business analysis, application development, project management, testing and implementation, and is versed in both OLTP (online transaction processing) and DSS (decision support) systems.

Sean was an Oracle Database Administrator with PIC Wisconsin (insurance) for over 12 years, and joined Yahara Software in July of 2007.

Sean has extensive experience in database administration on Windows & OpenVMS platforms. At Yahara, Sean has successfully created various SQL data merge processes for various clients. For a large UW agency, he successfully analyzed, upgraded and consolidated 22 Windows Server 2003 Oracle database instances running on 8 machines into 3 databases on two machines. He was the database and business analyst for an online dashboard data warehouse effort for a large bicycle manufacturer.

At PIC Wisconsin, Sean successfully maintained and managed the database for 100% uptime during business hours. He also played an integral part on design, development and integration teams throughout the years which resulted in successful completion of many projects and initiatives. Sean's specific areas of technical expertise include database management, database design and development, and system integration.

Project Background

Yahara Software

Created a SQL Server data merge process for an in-house client management system into a vendor system. Involved analysis of both structures, mapping fields together, and converting the appropriate records to meet the application needs. The final merged result is used for online queries of contact information.

For a large University of Wisconsin agency, Sean successfully analyzed, upgraded and consolidated 22 Windows Server 2003 Oracle database instances running on 8 machines into 3 databases on two machines. Roughly a dozen applications were positively impacted by this consolidation, as uptime was increased 20% (now at 100% business hours uptime) and much complexity of rules and logic was centralized into a common database. This effort has saved the client hundreds of hours of maintenance time, reduced complexity, and now provides a stable and effective environment for development, testing and production systems.

Sean managed a web based analytics Dashboard project for a large bicycle manufacturer on SQL Server 2005. Involved analyzing their existing point of sale systems and running ETL process against them to merge into a data warehouse environment. Sean gathered requirements as functionality was requested, and would communicate the final needs to the development team. Sean created the data access layer by returning a large number of metrics quickly and accurately. Worked closely with various in-house customers as well as additional consulting companies to define and refine the final product..

PIC Wisconsin

Performed gap and business analysis between two legacy medical malpractice insurance Policy systems in an Oracle database environment. Designed and created a process to convert data between the two systems, located in WI and AL. Programmed the conversion procedure to extract, transform & load the data into the new source database. This included over 20 years of historical financial and policy data.

Worked with a team of business directors and IT business analysts to design and develop a client load process to run on a daily basis in an Oracle environment. This merged and transformed corporate & individual information for Insured, Claim and Financial information.

Served as a database administrator and PL/SQL developer on a team for a process workflow and claims processing system in an agile development environment. Integrated and implemented a custom Event Manager / Workflow system with existing applications (Underwriting, Claims and Billing) to collaborate work. Created and maintained the database process to tear down and rebuild an Oracle database for continuous integration in the development environment. This would synchronize structure and test data for up to 16 schemas in the Oracle database so each developer would have their own database copy.

Performed business analysis, gathered requirements, developed, tested and implemented a major system enhancement for an automated renewal process to be implemented into a custom legacy system. Requirement of no front-end application changes. Successfully implemented the changes with backend database processes in a short 6 week period, saving the business one FTE annually due to process improvement.

Successfully implemented a vendor billing package into an existing in-house policy management system. Was the lead developer and analyst for initial data migration and ongoing conversion. Teamed with developers, consultants, end users and testers. Designed and wrote procedures to move data between the two systems.

Integrated SunGard EAS accounts payable system with in-house claim and billing systems for outgoing payments, and Litigation Advisor (CSC) attorney billing system with the claims system for automating payment of attorney bills.

Worked with one other analyst as a data warehousing team to design the logical data model and program the loading procedures. Included extensive business requirement analysis with VP's and department managers. Involved data review and testing to produce accurate historical information with an initial deadline of under 3 months. Once implemented, would program regular enhancements to the data models and PL/SQL loading programs to capture additional information.

Served as the business analyst and developer for the Patients Compensation Fund. Designed and created electronic data transfer files and loading programs for regulatory reporting. Managed the process and enhanced the procedure as requirements changed over the years.

Denise Starbuck
Yahara Software LLC
Business Analyst and Project Manager

*Yahara Software, LLC • 1102 Stephenson Lane, Suite 100 • Waunakee, WI 53597
877-423-6948 toll-free • 608-849-9945 phone • 608-849-9241 fax • sales@yaharasoftware.com*

Yahara Software Resource Profile

Education

Bachelor of Science, Management Information Systems, George Mason University

Technical Experience

Programming: PowerBuilder, SQL, Visual Basic, Java

Data Bases: SQL Server, Oracle, Informix

Software: MS Project, Rational ROSE, Visio, SmartDraw, Cognos, Documentum

Professional Background

Denise, who started with Yahara Software in 2008, has over 9 years of software development and design experience. Prior to joining the company, Denise was a Project Manager with Catavo, a mid-size consulting company, a consultant for PricewaterhouseCoopers and an Advanced Systems Engineer for EDS. She has also worked in a consulting role for organizations including BP, Department of Veterans Affairs and Department of Defense.

Denise provides project support to the Yahara team both as a business analyst and as a project manager. Denise has worked in all facets of the software development life cycle. While she began her career doing full life cycle development including design and development, in later years she moved into analyst and project management based roles.

Project Background

Served as a business analyst on an insurance accounting system. Researched and documented complex processes within their accounting systems for review by an oversight agency.

Served as project manager on several web based products. All projects were completed on time and within budget. Project team size normally consisted of project manager and two to three consultants.

Served as senior consultant on web based ordering system. Denise was specifically responsible for the design and development of communication to a third party system. Responsibilities included writing requirements, design documentation, coding, testing and implementation.

Served as development team lead on an intranet executive information system. Developed project plan, gathered requirements, completed database design, coded and tested for the project.

Served as technical lead for multiple releases of a client server application. In this role Denise performed requirements analysis, system design, development, testing and documentation review. She worked closely and effectively with customers during all phases of the life cycle gaining strong customer and communication skills.

TrackAssist - Online



8000 Excelsior Drive, Suite 400, Madison, WI 53717
toll free: +1 877 423 6948
phone: +1 608 821 1750 | fax: +1 608 821 1751
website: www.yaharasoftware.com

Resource Profile

Craig D. Gilbertson **Environmental Planner**

Education

Bachelor of Science, Environmental Studies, Bemidji State University

Registrations

Environmental Health Specialist, MDH

Individual Sewage Treatment Designer 1, MPCA

Professional Associations

Minnesota Environmental Health Association; Past President, Environmental Health Professional of the Year, for Onsite Wastewater Work, 1997

Minnesota Onsite Wastewater Association; Education Co-Chairman

National Environmental Health Association; Technical Chairman Onsite Wastewater Treatment Systems

National Onsite Wastewater Recycling Association; Board Member

Project Background

Crow Wing County Sanitary Management District

SepticAssistant is being used to record the inventory of the onsite systems, track system performance, input and track inspections. It has provided the District with a planning tool with customized reports to help evaluate current and future wastewater infrastructure needs.

Cass County/SW Leech Lake Inventory and Management Project

The project consisted of the development of management strategies and an inventory all onsite treatment on riparian lots systems in three townships, Leech, Shingobee, and Turtle Lake on the SW area of Leech Lake in Cass County. To input, store, and retrieve the important baseline information *SepticAssistant*[™] was customized and deployed to Cass County. *SepticAssistant*[™] is used by Cass County Environmental Services for planning, inventorying, and tracking system's maintenance and operating permits in the county.

State of Connecticut Database Development and Deployment

SepticAssistant[™] provides customized fields for inputting, storage, and retrieval of inventory information of the permitted facilities. Permittees are to complete and submit the required operation and monitoring report forms through the database via the internet for their facility. In addition, *SepticAssistant*[™] tracks the reporting submittal compliance of the permittee for DEP.

Professional Background

Mr. Gilbertson is an environmental planner with TrackAssist-Online. He brings over 7 years of previous experience as an environmental planner with Ayres Associates a civil engineering firm and over 18 years of experience as the deputy director of the Cass County Environmental Services Office. He specialized in rural wastewater infrastructure planning and design projects including: development of the web based database *SepticAssistant*, working with commercial establishments, lakeshore clusters, and small unsewered communities with organization, funding, and project administration of cost-effective and sustainable wastewater solutions. Mr. Gilbertson has been a member of the advisory board to the Minnesota Pollution Control Agency that establishes rules for Minnesota's onsite program and ran Cass County's onsite program.

Project Background (cont.)

State of Iowa Database Development and Deployment

The project consisted of developing a customized version of SepticAssistant for all counties in Iowa and Iowa DNR, providing training to users, and assisted with efforts to transfer county onsite data into *SepticAssistant*[™]. The customization of the database was based on input from IDNR, a committee of county sanitarians, and site visits with interviews to twelve county offices in Iowa. *SepticAssistant*[™] now helps provide assurance of system treatment and performance, and gives the sanitarians the ability to evaluate their local program. In addition, *SepticAssistant*[™] gives IDNR's their goal of development of a data management system to be used by local county boards of health to track maintenance and performance monitoring of onsite treatment systems installed.

Leech Lake Band of Ojibwe Database Development and Deployment

The project consisted of the customization and deployment of *SepticAssistant*[™], the web-based GIS/database program to assist the Leech Lake Band of Ojibwa's Department of Resource Management with planning, inventorying, compliance inspections and tracking system maintenance to manage and sustain the onsite wastewater treatment infrastructure three communities on the Leech Lake Reservation.

Fond du Lac Band of Chippewa Indians Database Development and Deployment

The project consisted of the customization and deployment of *SepticAssistant*[™], the web-based GIS/database program to assist the Fond du Lac Environmental Program with planning, inventorying, and tracking system maintenance to manage and sustain the onsite wastewater treatment infrastructure on the Fond du Lac Reservation.

Association of Minnesota Counties Model Onsite Wastewater Ordinance

The project consisted of the development of model ordinances to assist Minnesota's counties in the development of effective rules to meet the new minimum state rules for the regulation of onsite and cluster systems. Three models were developed; Conventional Program, Performance Program, and Alternative Local Standards Program. Each was written to be flexible so that a county may select and customize a model to compliment the county's specific needs and available administrative resources were included in the final publication.

Richard J. Otis, PhD, P.E., DEE

Credentials

Board Certified Environmental Engineer,

American Academy of Environmental Engineers, Diplomat- Wastewater 1998- Present;

Adjunct Professor

University of Wisconsin Civil & Environmental Engineering, 2008-present

Registered Professional Engineer,

WI, 1974; FL, 1984; MD, 1983; MN, 1996

Education

Doctorate, Civil and

Environmental Engineering,
University of Wisconsin-Madison, 1997

Master of Science, Civil and

Environmental Engineering,
University of Wisconsin-Madison, 1973

Bachelor of Science, Geophysics

(With Distinction), University of Minnesota, 1968

Employment History

Otis Environmental

Consultants, LLC
President, 2005-present

Ayres Associates Inc

Vice President-Applied Technologies, 1985-2007

RSE, Incorporated

President, 1977-1985

University of Wisconsin-Madison

Academic staff, 1971-1980

Dr. Otis is an environment engineer with over 40 years experience in onsite and cluster wastewater treatment systems with the primary focus on developing low-cost technological and institutional solutions to wastewater problems in unsewered areas in developed and developing countries. His activities include wastewater facilities planning and design; technology research and development; technology transfer through publications; design manuals, seminar presentations and training sessions for federal, state, municipal, and international organizations; and onsite wastewater regulatory programs, performance-based codes, permit tracking and data management systems.

Related Experience

Development of Database Program for Automated Onsite Wastewater Treatment Systems Inventory and Permit Tracking

Dr. Otis conceptualized and led the development of a customized web-based "cradle to grave" database software program that allows real-time updates and documentation of decentralized treatment system performance, maintenance, and operation by owners, departmental staff, or service providers. Features include on-line applications and permitting; real-time permit inventory and baseline information; system performance tracking; automatic maintenance reminders; interactive database; and GIS planning tool. Over 100 deployments of the program have been made in states, counties, and Native American tribal lands

National Decentralized Water Resources Capacity Development

Dr. Otis served on the project's Steering Committee. This project was initiated in 1996 with funding from USEPA to implement and coordinate a national training, research, and development agenda in response to growing needs for cost-effective water resource management in rural and suburban areas. The Project Steering Committee developed a research and training needs for which proposals are solicited each year. The Committee provides oversight of all the projects funded.

Middle East Peace Process – US EPA Side Agreement for Wastewater Planning and Design

As one of the ten side agreements to the Middle East Peace Process, Dr. Otis worked with EPA to organize and teach workshops, which included field investigations with local engineers in Egypt, Tunisia, Jordan, Israel, and the West Bank. For follow up, Dr. Otis reviewed the engineers planning and design for a small unsewered Palestinian community.

Professional Associations

National Onsite Wastewater Recycling Association,
President, 2010-present,
Board Member, 1991-1999,
2004-2008
Technical Practices Committee,
Chair, 1991-2002

Water Environment Federation,
Small Community Infrastructure
Committee, 1996-present,
Chair, 1999-2002,
Program Committee, 1998-2001,
Task Force on Alternative Sewers,
1983-1986, 2000 – present;
Task Force on Natural Systems,
1994-1995, 2000-2001,
2006-present

Engineers Without Borders-USA,
Professional Mentor,
El Salvador, 2008
Kenya, 2008-present

Awards

Consulting Engineers Council of Wisconsin
1986 Engineering Excellence
Award for U.S. EPA Small
Diameter Gravity Sewers
Research Project

American Consulting Engineers Council
National Engineering Excellence
Honor Award for the "Florida
HRS On-Site Sewage Disposal
System Study," 1994

American Society of Civil Engineers
Outstanding Civil Engineering
Achievement Award Runner-Up
for the Florida HRS On-site
Sewage Disposal System Study,
1995.

U.S. House of Representatives

Testimony on behalf of the Water
Environment Federation, before the
Subcommittee on Investigations &
Oversight of the House Committee
on Public Works, 1992

Technology Assessment of Alternative Sewers in Developing Countries, The World Bank

The World Bank sponsored a project, which involved design and implementation of "simplified sewers" for use in small communities in developing countries. Operating systems in Brazil were inspected. Results of assessments were presented in the following publications:

**Design of Small Bore Sewer Systems*, United Nations Development Programme, TAG Technical Note No. 14, May 1985.

**Simplified Sewerage: Design Guidelines*, United Nations Development Programme, Water and Sanitation Report No. 7, May 1994.

Design Manuals and Technology Assessments, Environmental Protection Agency (EPA)

Dr. Otis has been principal contributing author on seven wastewater treatment design and technology assessment manuals for US EPA.

These manuals include:

"Onsite Wastewater Treatment and Disposal Systems", EPA, 1980

"Technology Assessment of Intermittent Sand Filters." EPA Office of Research and Development, 1985

"Alternative Wastewater Collection Systems", EPA, 1991

"Wastewater Treatment/Disposal for Small Communities" EPA, 1992

"Constructed Wetlands or Treatment of Municipal Wastewaters" EPA, 2000

"Onsite Wastewater Treatment Systems" (revised onsite treatment manual), EPA, 2002

"National Voluntary Standards for Management of Onsite/Decentralized Wastewater Treatment Facilities", EPA, 2003.

National Decentralized Water Resources Capacity Development

Dr. Otis served on the project's Steering Committee. This project was initiated in 1996 with funding from USEPA to implement and coordinate a national training, research, and development agenda in response to growing needs for cost-effective water resource management in rural and suburban areas. The Project Steering Committee developed a research and training needs for which proposals are solicited each year. The Committee provides oversight of all the projects funded.

ATTACHMENT B

DATA ENTRY FORMS/ REPORT SAMPLES

The following pages present a series of mocked-up screen shots meant to provide a simplified example of how establishment, property, or individual records would be entered into the database and the how the entered data would be used to auto-fill subsequent applications, permits, inspections, etc.

The first screen shot is of a "data entry sheet", which appears when a user wants to enter a new record. If a record for the property or establishment does not exist in the database, the user would enter the property, establishment, and owner record first (see below). Next, the user would select the particular form, either a permit application or inspection report from the drop down menus located below the property information.

Property/Establishment/Owner Data Entry Sheet

Data Entry Form

Property/Establishment Information

Name of Establishment

Phone

Fax

Property Mailing Address

Hours of Operation

Applicant Name

Age >= 18 Yes

Applicant Phone

Applicant Fax

Applicant Mailing Address

Applicant Email

Ownership

Ability to search by property, establishment or individual will be available

Person Directly Responsible

First Name

Last Name

Mailing Address

Phone

Fax

Email

Select a Permit Form to Continue

- Operate Temporary Food Service Establishment
- General Operational Permit
- Food Service Permit
- etc

Select an Inspection Form to Continue

- Tattoo Inspection
- Child Care Inspection
- Body Piercing Studio Inspection
- etc

In this example, the user selects an "Application for a Permit to Operate a Food Establishment" from the "Permit Application" dropdown menu. These are dynamic forms that will open different menu options based on selections made by the user to provide a complete record of the application while hiding unnecessary options. When this form opens, the property, establishment and owner information (shown in blue below) is auto-filled from the data entry form. Dropdown menus and radio buttons are used to enter the necessary information to complete the requirements. (Note that each of the screen shots show only an upper portion of the record.

Permit Application Selection from Dropdown Menu

Application For A Permit To Operate A Food Establishment

Food Establishment

Name: Jane's Diner

Phone: 304-565-8970

Fax: 304-565-88971

Mailing Address: 113 Main St Morgantown WV 26501

Hours of Operation: 6 am - 2 pm Daily

Applicant

Name: James Jones

Age >= 18: Yes No

Phone: 304-565-2001

Fax: 304-565-2005

Mailing Address: 2001 Gateway Blvd Morgantown WV 26501

Email: jjones@dnercorp.com

Permit to be issues to: Applicant
Corporation
Partnership
Other Legal Entity

Ownership: Individual
Association
Corporation
Partnership
Other Legal Entity

Type of Establishment

Mobile Stationary

Permanent Temporary

Restaurant - includes fast food, catering, commissary, concession stand, bed & breakfast inn, camp, feeding site etc

Retail Food Store - grocery store, convenience store, meat market etc

Retail Food Store Specialty Department - deli, bakery, seafood etc

Institution - child care center, hospital, jail, nursing home, personal care home, school etc

Bar or Tavern

Vending Machines

Food Bank/Food Pantry


Fields in blue default values from the Property Data Entry Screen



The user may select other applications and inspections from the dropdown lists, which would be auto-filled similarly. These documents are automatically filed electronically with this property/establishment record.

A paper form can be printed for the applicant that would match the current paper forms used by OEHS. This would be done by clicking on the "print" button at the top of the application form above. A mock-up of the printed application form is below.

(Abbreviated Printed Form)

Permit Report	
West Virginia Department of Health & Human Resources Permit To Operate A Food Establishment	
	
Food Establishment	Name: Jane's Diner Phone: 304-565-8970 Fax: 304-565-8971
Mailing Address:	113 Main St. Morgantown WV 26501
Location:	113 Main St Morgantown WV 26501
Hours of Operation:	6 am - 2 pm Daily
Applicant	Name: James Jones Age >= 18 <input checked="" type="radio"/> Yes <input type="radio"/> No
Phone:	304-565-2001 Fax: 304-565-2005
Mailing Address:	2001 Gateway Blvd Morgantown WV 26501
Email:	jjones@dinercorp.com
Permit Holder:	Permit to be issued to: <input checked="" type="checkbox"/> Applicant <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other Legal Entity
Ownership:	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Association <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other Legal Entity
<i>Name, Title and Address of each person comprising legal ownership (Owners, Officers, Local Resident Agent etc.)</i>	
James Jones, Owner, Manager, 2001 Gateway Blvd Morgantown WV 26501	
Person Directly Responsible for Establishment (Manager, Person-In-Charge)	
Name	James Jones Title: Owner, Manager Phone: 304-565-2001
Mailing Address:	2001 Gateway Blvd Morgantown WV 26501
Immediate Supervisor of Person Directly Responsible (Zone, District, Regional Supervisor)	
Name:	Title: Phone:
Mailing Address:	
Type of Establishment:	<input type="checkbox"/> Mobile or <input checked="" type="checkbox"/> Stationary <input checked="" type="checkbox"/> Permanent or <input type="checkbox"/> Temporary (<= 14 days)
<input checked="" type="checkbox"/> Restaurant - includes fast food, caterer, commissary, concession stand, bed & breakfast inn, camp, feeding site etc.	
<input type="checkbox"/> Retail Food Store - grocery store, convenience store, meat market etc. Number of Checkout Stations:	
<input type="checkbox"/> Retail Food Store Specialty Department - deli, bakery, seafood etc.	
<input type="checkbox"/> Institution - child care center, hospital, jail, nursing home, personal care home, school etc	
<input type="checkbox"/> Bar or Tavern	<input type="checkbox"/> Vending Machine(s) <input type="checkbox"/> Food Bank/Food Pantry

ATTACHMENT C

BID SHEET

**EHS12035
 BID PRICE SHEET (ADDENDUM #2 - REVISED VERSION)**

DELIVERABLES (includes all requirements as described in specifications)	Deliverable Due Date	Annual Usage	Unit Bid Price	Bid Price (Annual Usage x Unit Bid Price)
<p>PHASE #1:</p> <p>Vendor will deliver a base system consisting of a customizable-off-the-shelf environmental health data system that will be configured to meet the needs of OEHS and complies with all of the Business Requirements of this Request for Quotation. Delivery of the base system includes:</p> <ul style="list-style-type: none"> • Hosting the Base system • Monitoring • Maintenance and support of the system and all associated applications for all users <p>Deliverables for Phase #1 include:</p> <ul style="list-style-type: none"> • Confirmation that Base System code has been placed in escrow • Verification that OEHS has access to the hosted web site where the environmental health Base System resides 	<p>Year 1 Month 1</p>	<p align="center">1</p>	<p align="center">175,000</p>	<p align="center">175,000</p>
<p>PHASE #2:</p> <p>Vendor will deliver a customized environmental health data system that meets the needs of OEHS and complies with the Business Requirements of this Request for Quotation. Delivery of the customized WV Environmental Health Data System includes:</p> <ul style="list-style-type: none"> • Develop detailed project plan • On-site meeting with OEHS leadership at OEHS office location for review and approval of project plan • Execute approved project plan <p>Deliverables for Phase #2 will be agreed upon by OEHS and vendor based on vendor's project plan which is basis for this phase of the project.</p>	<p>Year 1 Months 1 - 12</p>	<p align="center">1</p>	<p align="center">262,500</p>	<p align="center">262,500</p>

<p>PHASE #3 - INSTALLATIONS: Vendor will schedule and provide on-site installation(s) of WV Environmental Health Data System and software on OEHS and LHD supplied hardware at the following OEHS central and district office locations. Installations will take place during on-site training sessions.</p>	<p>Deliverable Due Date</p>	<p>Estimated Annual Installations¹</p>	<p>Unit Bid Price²</p>	<p>Bid Price (Estimated Annual Installations x Unit Bid Price)</p>
<p>Charleston, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>2</p>	<p>1500</p>	<p>1500</p>
	<p>Year 2-Month 1 - 12</p>	<p>6</p>	<p>1000</p>	<p>1000</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1000</p>	<p>1000</p>
<p>Beckley, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>4</p>	<p>1500</p>	<p>1500</p>
	<p>Year 2-Month 1 - 12</p>	<p>12</p>	<p>1000</p>	<p>1000</p>
	<p>Year 3-Month 1 - 12</p>	<p>15</p>	<p>1000</p>	<p>1000</p>
<p>Fairmont, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>12</p>	<p>1500</p>	<p>1500</p>
	<p>Year 2-Month 1 - 12</p>	<p>14</p>	<p>1000</p>	<p>1000</p>
	<p>Year 3-Month 1 - 12</p>	<p>14</p>	<p>1000</p>	<p>1000</p>
<p>Kearneysville, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>6</p>	<p>1500</p>	<p>1500</p>
	<p>Year 2-Month 1 - 12</p>	<p>6</p>	<p>1000</p>	<p>1000</p>
	<p>Year 3-Month 1 - 12</p>	<p>13</p>	<p>1000</p>	<p>1000</p>
<p>St. Albans, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>41</p>	<p>1500</p>	<p>1500</p>
	<p>Year 2-Month 1 - 12</p>	<p>11</p>	<p>1000</p>	<p>1000</p>
	<p>Year 3-Month 1 - 12</p>	<p>12</p>	<p>1000</p>	<p>1000</p>
<p>Wheeling, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1500</p>	<p>1500</p>
	<p>Year 2-Month 1 - 12</p>	<p>11</p>	<p>1000</p>	<p>1000</p>
	<p>Year 3-Month 1 - 12</p>	<p>6</p>	<p>1000</p>	<p>1000</p>

<p>PHASE #3 – TRAINING SESSIONS: Vendor will schedule and provide on-site training sessions of WV Environmental Health Data System and software on OEHS and LHD supplied hardware at the following OEHS central and district office locations.</p>	<p>Deliverable Due Date</p>	<p>Estimated Annual Training Sessions¹</p>	<p>Unit Bid Price²</p>	<p>Bid Price (Estimated Annual Training Sessions x Unit Bid Price)</p>
<p>Charleston, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1,750</p>	<p>1,750</p>
	<p>Year 2-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
<p>Beckley, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1,750</p>	<p>1,750</p>
	<p>Year 2-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
<p>Fairmont, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1,750</p>	<p>1,750</p>
	<p>Year 2-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
<p>Kearneysville, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1,750</p>	<p>1,750</p>
	<p>Year 2-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
<p>St. Albans, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1,750</p>	<p>1,750</p>
	<p>Year 2-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
<p>Wheeling, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>	<p>1,750</p>	<p>1,750</p>
	<p>Year 2-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>1,250</p>	<p>1,250</p>
<p>TOTAL BID PRICE</p>			<p>484,000</p>	<p>484,000</p>

¹Actual annual installations and training sessions for Phase #3 are unknown. Annual installations and training sessions are estimated. Bidders "Unit Bid Price" per central and district office location under this phase must be the final unit cost per installation and training session per office location charged to OEHS under this contract whether one or more than one is provided.

²Bidders must complete the Unit Bid Price and Total Bid for each Phase deliverable (separate bids per central and district office location as indicated under Phase #3).

Bidders must complete, sign, and date the vendor section below:

Vendor Name: YAHARA SOFTWARE LLC Phone: 608-821-1722

Contact Person: KEVIN MEECH Fax: 608-821-1751
(Please Print)

Contact Person Email: KEVINM@yaharasoftware.com

Authorized Vendor Representative: ERIC L THOMAS
(Please Print)

Authorized Vendor Signature: *Eric L Thomas* Date: 9/27/2011

IMPORTANT: BIDDERS WILL NOT ALTER, MODIFY, OR ADD INFORMATION TO THIS BID PRICE SHEET

ATTACHMENT D

ADDENDA ACKNOWLEDGEMENT



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
EHS12035

PAGE
1

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

VENDOR
*B04140553 608-821-1721 YAHARA SOFTWARE LLC 8000 EXCELSIOR DR MADISON WI 53717

SHIP TO
HEALTH AND HUMAN RESOURCES BPH ENVIRO HLTH SERVICES 350 CAPITOL STREET, ROOM 313 CHARLESTON, WV 25301-1757 304-558-8582

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/22/2011				

BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 3						
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.: EHS12035						
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 ✓ E.T.						
NO. 2 ✓ E.T.						
NO. 3 ✓ E.T.						
NO. 4						
NO. 5						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Eric R Thomas</i>	TELEPHONE 608-821-1721	DATE 9/27/2011
TITLE PRESIDENT	FEIN 75-3062275	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
 EHS12035

PAGE
 2

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

VENDOR

*B04140553 608-821-1721
 YAHARA SOFTWARE LLC
 8000 EXCELSIOR DR
 MADISON WI 53717

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH ENVIRO HLTH SERVICES
 350 CAPITOL STREET, ROOM 313
 CHARLESTON, WV
 25301-1757 304-558-8582

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/22/2011				

BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <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>Eric T. Thomas</i> SIGNATURE ..YAHARA SOFTWARE LLC COMPANY 9/27/2011 DATE </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: center;">END OF ADDENDUM NO. 2</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Eric T. Thomas</i>	TELEPHONE 608-821-1721	DATE 9/27/2011
TITLE PRESIDENT	FEIN 75-3062275	ADDRESS CHANGES TO BE NOTED ABOVE

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

ATTACHMENT E

PURCHASING AFFIDAVIT

ATTACHMENT G

CERTIFICATE OF LIABILITY INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/28/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. 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).


PRODUCER Associated Insurance Agency Inc 4851 Larson Beach Road PO Box 499 McFarland WI 53558-0499	CONTACT NAME: Ann Kale
	PHONE (A/C, No, Ext): (608) 273-2111 FAX (A/C, No): (608) 273-2107
INSURED Yahara Software, LLC 8000 Excelsior Drive, Suite 400 Madison WI 53717	E-MAIL ADDRESS: akale@techinsure.com
	PRODUCER CUSTOMER ID #: 00006237
INSURER(S) AFFORDING COVERAGE	
INSURER A: QBE - General Casualty	NAIC # 24414
INSURER B:	
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

COVERAGES CERTIFICATE NUMBER: 2011-2012 REVISION NUMBER:

THIS IS TO CERTIFY THAT 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. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			CFB0354982	6/3/2011	6/3/2012	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMPOP AGG \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			CBA0354982	6/3/2011	6/3/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB DEDUCTIBLE RETENTION \$	OCCUR CLAIMS-MADE					EACH OCCURRENCE \$ AGGREGATE \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory In NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	CWC0354982	6/3/2011	6/3/2012	<input checked="" type="checkbox"/> WC STATUTORY LIMITS E.L. EACH ACCIDENT \$ 100000 E.L. DISEASE - EA EMPLOYEE \$ 100000 E.L. DISEASE - POLICY LIMIT \$ 500000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Description of exclusions added by endorsement are listed on the policies' declaration pages. Copies are available upon request.

CERTIFICATE HOLDER State of West Virginia Department of Administration 2019 Washington Street East Charleston, WV 25305	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/28/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. 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).

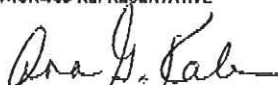
PRODUCER Technology Insurance Group, Inc. 6441 Enterprise Drive, #214 Madison WI 53744	CONTACT NAME: Ann Kale PHONE (A/C No. Ext.): (608) 273-2111 E-MAIL ADDRESS: akale@techinsure.com	FAX (A/C No.): (608) 273-2107
	INSURER(S) AFFORDING COVERAGE	
INSURED Yahara Software, LLC 8000 Excelsior Drive, Suite 400 Madison WI 53717	INSURER A: Indian Harbor Insurance Co.	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES **CERTIFICATE NUMBER:** PL **REVISION NUMBER:**

THIS IS TO CERTIFY THAT 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. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below			N/A			<input type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability			MTP0032870	9/15/2011	8/15/2012	\$1,000,000 each claim / \$1,000,000 policy period eqg.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 Description of exclusions added by endorsement are listed on the policies' declaration pages. Copies are available upon request.

CERTIFICATE HOLDER State of West Virginia Department of Administration 2019 Washington Street East Charleston, WV 25305	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
--	--

ATTACHMENT F

AGREEMENT ADDENDUM

RFQ No. EHS12035

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 exceed 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: YAHARA SOFTWARE LLC

Authorized Signature: Eric L. Thomas Date: 9/27/2011

State of Wisconsin

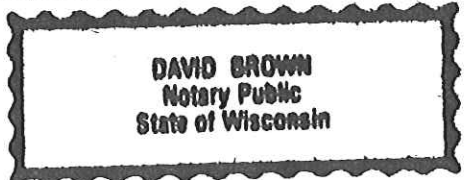
County of Dane, to-wit:

Taken, subscribed, and sworn to before me this 27th day of September, 2011.

My Commission expires 9/6/2015, 2015.

NOTARY PUBLIC David Brown

AFFIX SEAL HERE



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.

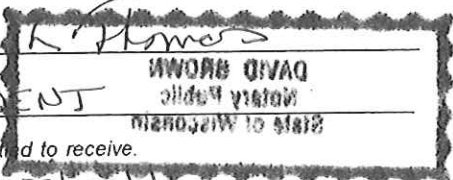
- 1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation 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: YAHARA SOFTWARE LLC Signed: Eric K. Thomas
 Date: 9/27/2011 Title: PRESIDENT



*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.
NOTE: Items 1, 2, 3, 4, 5, 6 above are NOT applicable.

ATTACHMENT
P.O.# EHS 12035

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

Agreed

Eric Thompson 9/27/2011
Signature Date

PRESIDENT
Title

YAHARA SOFTWARE LLC
Company Name

Signature Date

Title

Agency/Division

AGREEMENT ADDENDUM

WV-96
7/10/07

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: YAHARA SOFTWARE LLC

Signed: [Signature]

Title: PRESIDENT

Date: 9/27/2011