West Virginia
Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

wvOASIS

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Welcome, Lu Anne Cottrill

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | **Dept:** 0913 | **ID:** ESR03301700000004726 | **Ver.:** 1 | **Function:** New | **Phase:** Final

Modified by batch , 04/06/2017

Header 4

List View

General Information | Contact | Default Values | Discount | Document Information

Procurement Folder: 292907

Procurement Type: Central Master Agreement

Vendor ID: 000000187728

Legal Name: ALBERTSON CONSULTING INC

Alias/DBA:

Total Bid: $0.00

Response Date: 04/04/2017

Response Time: 17:26

SO Doc Code: CRFQ

SO Dept: 0913

SO Doc ID: PHB1700000001

Published Date: 3/31/17

Close Date: 4/6/17

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No. 1
Licensure/Records Management

Total of Header Attachments: 4

Total of All Attachments: 4

Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder : 292907

Solicitation Description : Addendum No. 1 Licensure/Records Management

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-04-06 13:30:00	SR 0913 ESR03301700000004726	1

VENDOR

000000187728

ALBERTSON CONSULTING INC

Solicitation Number: CRFQ 0913 PHB1700000001

Total Bid : $0.00 **Response Date:** 2017-04-04 **Response Time:** 17:26:11

Comments:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature on File **FEIN #** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Licensing Database Management Program	0.00000	LS	$59,800.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Concurrent User License(s) for thirteen (13) Board of Pharmacy Users of Licensure Records Product with Content Management Database System (including website redesign, administrative interface, and cloud-based program) for up to 20,000 various licenses, registrations, permits, and certificates.

Comments: We are bidding a one-time LS (Lump Sum) for (Item# 1) which is for the initial Big Picture Software License for (13) of the boards staff members. Bid also includes website Inegration into existing website, administrative interface program and database program for the various licenses and certificates currently residing in the existing WV Board of Pharmacy (database)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Implementation and Installation to Acceptance	0.00000	LS	$180,200.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Implementation and Installation to Acceptance; and First Year Maintenance and Support/Warranty/Hosting

Comments: Cost is for a LS (Lump Sum) payment for professional services for implementation & stand-up of the system, including implementation of cloud-based program. Importing of records/data, board staff training, (2) onsite visit and all other requirements set-fourth in the RFQ to meet the boards requirements. This Lump Sum bid also includes the "First Year" Support/Warranty/Hosting of the software.Cost is for a LS (Lump Sum) payment for professional services for implementation & stand-up of the system, including implementation of cloud-based program. Importing of records/data,

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year 2 Maintenance, Support/ Warranty/Hosting	0.00000	YR	$25,400.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Second Year Maintenance and Support/Warranty/Hosting

Comments: The cost reflects our 2nd year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year 3 Maintenance, Support/ Warranty/Hosting	0.00000	YR	$26,400.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Third Year Maintenance and Support/Warranty/Hosting

Comments: The cost reflects our 3rd year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Year 4 Maintenance, Support/ Warranty/Hosting	0.00000	YR	$28,400.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Fourth Year Maintenance and Support/Warranty/Hosting

Comments: The cost reflects our 4th year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Year 5 Maintenance, Support/ Warranty/Hosting	0.00000	YR	$30,400.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Fifth Year Maintenance and Support/Warranty/Hosting

Comments: The cost reflects our 5th year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support. The cost reflects our 4th year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Additional License - Per User	0.00000	EA	$4,500.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Additional License, Per User

Comments: Cost per each additional system user over the orginal quoted price for (13) Thirteen System UsersPer additional system user over the orginal quoted price for (13) Thirteen System Users

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Additional Professional Services Support Hours	0.00000	HOUR	$135.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description : Additional Professional Services Support Hours

Comments: Any additional "Support Hours" will be billed at $135.00 per hour.

RFQ Response for

Licensure/Records product & content Management System

Prepared for:

West Virginia Board of Pharmacy

In response to

CRFQ 0913 PHB1700000001

April 4th, 2017

By

Big Picture Software (a product of Albertson Consulting Inc.)

April 4th, 2017

Mr. David Potters Executive Director
West Virginia Board of Pharmacy
2310 Kanawha Boulevard East,
Charleston, WV 25311
(304) 558-0572

Dear Mr. Potters,

Thank you for the opportunity to present an Albertson Consulting Big Picture™ eLicensure & Content Management Database & Software for your needs. The Big Picture™ **eLicense Database & Content Management System** is a complete web-based regulatory licensing, digital information and content management solution that will allow licensees, users and administrators to collaborate in one unified web-based database/system.

Our unified online system facilitates a robust website, a powerful and flexible database interface and an administrative interface, so you are able to manage your day-to-day operations easily and efficiently. Our unified system leads to much lower support and operating costs long-term.

Our customers are not just numbers. They are partners with us in our business. It is critical to the success of our business that we execute every implementation and support contract successfully. We are excited about the opportunity to propose this solution and win your business long-term.

My signature on the bottom of this document confirms and is my word that we have read and fully understand the requirements within the RFQ. We will execute the project within the quoted price.

The cost proposal is valid for***180 days*** from the date of submission.

Regards,

Troy Rauschenberger

Troy Rauschenberger, Director of Government Markets
Big Picture Software
100 Main Street South
Minot, North Dakota 58701
troy@ebigpicture.com

Table of Contents

Introduction

Albertson Consulting (Big Picture™ Software) is honored by the invitation to respond to this Request for Quote (RFQ) for the **West Virginia Board of Pharmacy**. We realize and understand the necessity of the sensitive timeline set-forth in this RFQ and fully comprehend the scope of this RFQ.

We believe that the **West Virginia Board of Pharmacy** will require eLicensing database & content management system that not only meets the board's current requirements but also has the configurability and flexibility to meet the board's future requirements. This will require a vendor who is mission-aligned, accountable and reliable and who demonstrates the competency to fully execute the requirements contained within the RFQ.

When it comes to **configurability, we are the champions**. Other software vendors may claim that they have the ability to easily configure, add or modify record types or record fields. With other vendors, any of these modification requests will, in most cases, require that you call their support line and incur some support costs. With Big Picture™ Software, we enable the customer to easily add record types, modify fields and create custom templates and forms. Our intuitive user interface gives complete control to our customers which not only provides cost savings and reduces support calls, but also saves time by allowing the customer to make modifications at any time.

Not only is deploying and supporting the software easier when you host your site with us; there is also a substantial cost savings for your agency. No additional equipment or technical resources are necessary. When Big Picture™ Software hosts your application, we provide easy access for your staff and board members. Our web-based application is always accessible via the Internet. Over 99% of our customers host their sites with us, and we provide the experience, knowledge, security and added peace-of-mind that comes with a professional hosting service like ours.

Albertson Consulting (Big Picture™ Software) is pleased to present this proposal which will outline our past experience, expertise and in-depth understanding of the needs and requirements of boards like yours.

What We Offer

We are more than just a software licensing company. We pride ourselves on building long-term partner relationships with our customers – just ask any of them. We believe that every one of our customers is an asset to our continued growth and the ever evolving strength of our product. Software licensing for regulatory boards, such as your board, requires a licensure management database and software solution that has the maturity, sustainability and configurability to change as the boards' requirements change.

In our proposal, we offer the board a technology partner who will proactively respond to change, deliver on-time within budget and provide a level of continued customer service that we hope will surpass the board's expectations.

Corporate Experience

Albertson Consulting, the parent company of the COTS Big Picture™ Software, was established in 2000. Since its inception, Albertson Consulting has engaged in the business of software development, support and hosting. In 2003, we deployed our first Big Picture™ Software solution, and we have been licensing and supporting it for clients across the nation ever since. Customers consistently appreciate our ability to understand some of the many challenges they face with licensing requirements/regulations and legislative changes. Our licensure database management software provides a targeted approach and solution to all of these challenges. We produce excellent deliverables on-time and within budget.

In addition to mission alignment, Albertson Consulting brings a working knowledge of the business requirements and processes unique to the board's licensing needs. Our licensure database management software has been deployed to state regulatory boards, agencies and departments for over ten years. We have successfully worked with some of the largest associations of retired educators in the U.S. along with doing very specialized work for the National Air Transportation Association (NATA). Our customers, regardless of industry, utilize the same core database and components demonstrating the configurability of our software.

Albertson Consulting possesses over sixty years of cumulative experience in software database architecture, design and development. We specialize in delivering a world-class license management solution that improves business processes, increases efficiency and enhances overall board management.

Our goal is to provide a licensure database software solution that the board will continue to use for the next ten years and beyond like our other customers. Albertson Consulting will provide a world class licensure management database solution at an affordable price that will exceed the board's requirements. If the board selects Albertson Consulting, you will capitalize on our experience, expertise and ability to successfully execute on our deliverables.

What Makes Us Different

We realize that a handful of other software licensing providers have expressed interest and will likely submit competing proposals to provide a licensure management system. However, we believe that our proven deployment method offers the most configurable, scalable and timely installation to fulfill the **West Virginia Board of Pharmacy** licensing needs.

We believe our proposal is unique for several reasons:

- ACI provides over ten years of proven expertise in software licensing and database solutions
- Configurability
- Proven methodology of deployment with similar boards in West Virginia
- A deployment team that understands and possesses extensive experience in similar implementations
- Track record of on-time within budget deployments
- Outstanding customer care team
- An unequaled understanding that one software size does not fit all
- Innovative team of developers along with a quality management team that continues to exceed client expectations
- True 100% **web-based** licensure database management software solution that from conception was designed with the cloud in mind
- Working knowledge of WV State Treasury payment interface

Albertson Consulting is confident that while other respondents may be offering some of the same licensing components, we are proposing a licensing solution that will meet the West Virginia Board of Pharmacy current and future needs without additional costs. We are able to do this because of the architectural foundation of our software that allows our customers to easily make changes without having to continually pay for support or enhancement services.

In Closing

The **West Virginia Board of Pharmacy** needs a technology partner that not only can meet their required timeline for implementation, but who can also offer a product that instills complete confidence in the board and its staff. We strongly believe that the implementation methodology and robust software solution outlined in this proposal accomplishes both.

This proposal establishes our understanding of the technical requirements of the **West Virginia Board of Pharmacy** and how Albertson Consulting (Big Picture™ Software) aligns itself to meet the needs of the board outlined in this RFQ.

It is our sincere desire to have the opportunity to work with the **West Virginia Board of Pharmacy**, and we hope that the board can see the many benefits of choosing the Albertson Consulting Big Picture™ Licensing Management Software solution.

If you have any questions regarding the cost proposal, please contact ***Troy Rauschenberger, Director of Government Markets***, at troy@ebigpicture.com or you can call ***701-839-7523 Ext. 114.*** Thanks again for allowing Albertson Consulting the opportunity to present our cost proposal. We look forward to speaking with you.

Understanding of Scope

After reviewing the requirements for the RFQ, it is our understanding that the **West Virginia Board of Pharmacy** is looking for **vendor hosted** off-the-shelf web-based centralized **eLicense Database & Content Management System**. The **eLicense Database & Content Management System** will provide a unified database for all records, products and content management. The new licensure management software will also have the ability to process online applications and renewals, discipline and regulatory components and online services for license verification and change requests. The board also will require the vendor to host the software application for the **eLicense Database & Content Management System.**

Board will require redesign and integration into the boards pre-existing web-site. The website re-design will integrate online applications, renewals, disciplinary/regulatory components, inspections, documents, calendars, news and articles to communicate with constituents. The system will provide functionality to allow end-users/staff the ability to search license verification, update and change address of licensee along with staff functionality to search, sort, and export any data field within the database. The system will include functionality to print licenses and wallet cards along with certificates, receipts as well as the ability to process payments through the WV State Treasurer's Office system.

The system will also provide a secure cloud-based documentation program interface which will reduce the steps required to perform any actions of the end-user, either the licensee or board staff member. The contract with the vendor will provide software licensing, customization & implementation of the software to meet the board's requirements within this RFQ. The contract with the vendor will also provide a hosted solution and support, training of staff including a redesign and integration of the current website for functionality with the new system. Board will retain ownership of all the boards' data and license a copy of Big Pictures licensing software. The Big Picture licensure management /database software is supported 100% internally by our staff.

Database & Existing Records & Reports

The current database was copyrighted in 1999 by the West Virginia Office of Technology (the responsible division of which was referred to at that time as IS&C). Currently there are approximately 21 paradox ".db" files in the system which contain approximately 9 kb of data. All of the reports that are listed within the application were developed using crystal 8.5. Currently there are 99 pre-done reports that are within the application that would need to be converted, or dropped altogether and new ones redone. Also there are numerous ad-hoc reports that have been created for the Board over the years and those would have to be evaluated by and for the Vendor for conversion and/or replacement. The West Virginia Office of Technology ("OOT") support staff provided that they have a tool that is able to "brute force" the password on the tables and now have the protected password for the tables

The contract price will also include the data conversion of current records and reports. Currently the existing database consists of 649 in-state pharmacies, 606 mail order and non-resident pharmacies; approximately 7 chartable clinic pharmacies; 415 manufactures; 800 wholesale drug distributors; 148 third party logistics (“3PL”) providers; 1,335 controlled substances permits; 16 limited pseudoephedrine permits,; 4,942 pharmacists; 3,750 pharmacy technicians; 3441 pharmacy technician trainees; 6 nuclear technicians; 966 pharmacy interns; 138 consultant pharmacists; 8 collaborative practice pharmacists; and 1,480 immunizing pharmacists. Other board authorization statues include, but are not limited to, volunteer, inactive, expired, deceased, revoked, suspended and pending applicants. The Board also maintains records of all pending and completed disciplinary actions, with information appropriate for consumption made available upon it’s current website. Then board will also need to manage complaints regarding it’s members holding board authorizations and anticipates approximately 80 to 120 complaints/cases each year.

The Board currently manages approximately 17,700 various active board authorizations which a majority are renewed on a yearly bases. (Pharmacists and technicians being on a biannual renewal schedule). The proposal deliverables listed below will meet or surpass the board’s requirements listed in the RFQ within the quoted price. The board administrative staff currently consists of five (17) people made up of 8 licensing and clerical staff; 5 inspectors; 2 investigators; and 2 administrative staff devoted to the WV state prescription monitory program (PMP). There are currently (7) board members.

In addition, due to limitations with the old database, we have several basic excel spreadsheets that take up minimal space on our general shared drive for tracking of 3PL licenses, pharmacist immunization permits, and pharmacist collaborative practice credentialing approval.

The intent of the solicitation is to provide for a contract for required software licensing, the customization and implementation of the software to suit the Board’s business (including all necessary training as described *infra*), and hosting, support, and maintenance of the system once implemented and accepted. All data conversion is to be part of the implementation process. The Board will retain ownership of all data related to the project.

Software Ownership

Albertson Consulting retains all ownership rights to the software and grants a non-exclusive perpetual license for the board to use the software for its intended purpose as long as the annual support agreement fees are paid in full. All other ownership rights remain with Albertson Consulting including the exclusive right to make changes to the source code.

Albertson Consulting typically signs a three-way agreement where if Albertson Consulting for some reason becomes insolvent and declares bankruptcy, our hosting facility service provider will be given the right to step in and support the board in deploying this application on a virtualized environment that is completely under your control. This is the agreement we have in place for many of our hosted enterprise customers.

Data Conversion Service

Big Picture will be able to import electronic records that are delivered to our staff. Typically these records are in delimited text files. Often other types of files are delivered to our staff to import into our central repository. In the case where a customer is not capable of delivering their records, our staff may be able to pull the records out of the existing internal database system if it has ODBC connectivity or data dump capabilities that render textual files.

Implementation Costs & Terms

Albertson Consulting, Inc. (ACI) proposes to license one copy of the Big Picture™ Software for use by the **West Virginia Board of Pharmacy**. ACI retains the rights to the software. The Board cannot sell, give, maintain or distribute the software in any way to any other entity. The Board retains ownership of all data related to the project.

ACI retains all ownership rights to the software and grants a non-exclusive, perpetual license for the Board to use the software for its intended purpose as long as the annual support agreement fees are paid in full. All other ownership rights remain with Albertson Consulting, Inc. including the exclusive right to make changes to the source code.

Annual License/Support Plan: Includes, software version updates, system maintenance and support including up to 5 non-accumulating hours of development, assistance or issue resolution billable annually. Annual License/Support Plan fees apply no matter where the system is deployed.

Albertson Consulting Inc. prefers to enter into a multi-year contract and recognizes and agrees that all maintenance, enhancements and support beyond the Annual License/Support Plan and outside the initial scope of work, will be billed at **$135.00 per hour** commencing upon execution of the contract.

Deliverables for General RFQ Requirements

4.1 Mandatory Contract Item Requirements and Deliverables: Vendor shall provide Agency with the Contract Items and Services listed below on an open-end and continuing basis. Contract Items and Services must meet or exceed the mandatory requirements listed below.

Vendor Hosted System

Albertson Consulting Inc., pricing includes a vendor hosted solution for the board.

4.1.1 Website: Vendor must provide and design a comprehensive website as described in this subsection of the Solicitation, utilizing the Board's existing website content located at: http://www.wvbop.com/. It must allow Board Staff to add web pages, make changes to all informational web pages, and upload documents for public view. It must also create a system for the Board to manage Member applications, Member renewals, and status changes for all board authorizations and all Members and prospective Members. It must allow Members to securely access the website to perform the actions and functions below, without any cost from the Vendor to the Member. It must also allow for public access (also at no cost) to view records and documentation. In addition, the website must:

Website Redesign and Functionality Integration

Albertson Consulting Inc. will work with the board to develop an integrated website utilizing the Board's existing website layout and content. The website integration will allow the board to manage online applications, renewals, accreditation tracking, and certification of engineering companies. Other key functionality will include tracking, disciplinary/regulatory aspects and public access areas along with a secure online service access for licensees to verify, view change and update license information.

4.1.1.1 Provide detailed, real-time verification capabilities to provide an online lookup by the public of a Member's board authorization status at any time, including, at a minimum, the type of authorization held, whether active, inactive, closed, deceased, pending, or other such categories, and includes the ability for disciplinary orders to be viewed through the website.

Big Picture™ Licensure Verification Module

The Licensure Verification Module allows visitors to the public website to get real-time verification of certifications and licenses that the Board has in the database. If the individual has disciplinary documents available in a public discipline folder in the integrated document repository, they can be made available if the board desires.

4.1.1.2 For the application and renewal portion, be able to support:

4.1.1.2.1 name/address changes;

4.1.1.2.2 payment processing through an interface with the West Virginia State Treasurer's payment application system, "E-Gov", for payment processing for electronic revenue;

4.1.1.2.3 uploads of various documents and storage of those documents with associated records in the associated database;

4.1.1.2.4 placement of the incoming data in a chronological sequence; and

4.1.1.2.5 for any functionality which allows for the Member to change data, inclusion of the additional functionality which allows Board staff to review, revise, and approve such changes before the change takes effect and is reflected in the database or on the website.

4.1.1.3 Provide within the application and renewal system a status capacity so that users can see and print the application or renewal status and supporting documentation themselves from the website.

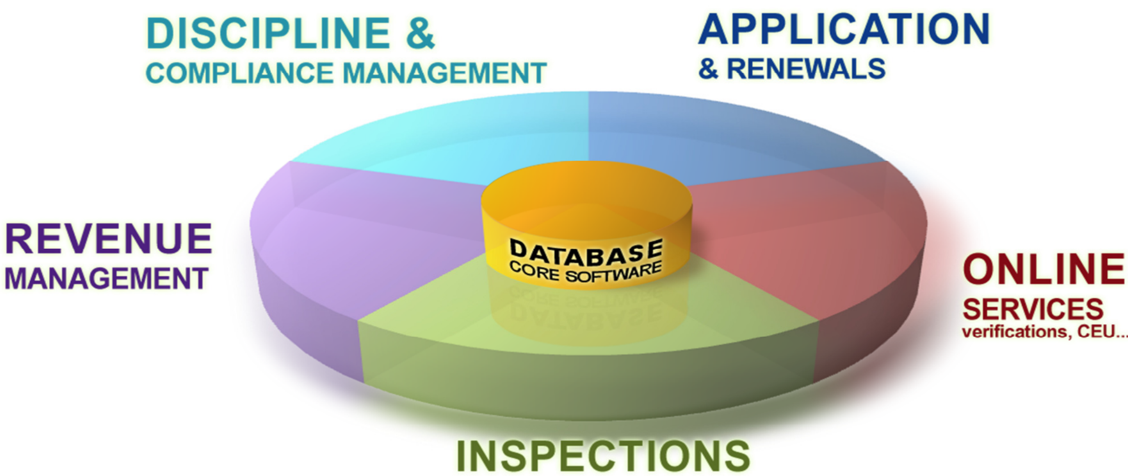
4.1.1.4 The applications and renewal system must have the capability to allow Board staff to see and print any Member forms (including applications, reports and supporting documentation from the Member's access on the website).

4.1.1.5 Allow Board Staff and Members to place the documents for any Member or group of Members in chronological sequence, and allow for future deletion according to the Board's document retention policy. In other words, if the Board would like to delete all renewals for the period beginning July 1 to June 30 of any given year, the files could be pulled together in one screen and deleted;

4.1.1.6 Provide Members the ability to provide a change of address online at any time.

Big Picture COTS Software Solution Overview

Our cloud-based COTS software solution allows state boards and agencies to manage licensee information in a real-time, secure online environment. The web-based database is available from any Internet-connected PC, allowing immediate access to licensee information anytime, anywhere. Below are some of the various modules used during a typical deployment of our solution.



- Easy-to-use clean unified interface
- New easier to use record navigation
- Online application
- Quick full export

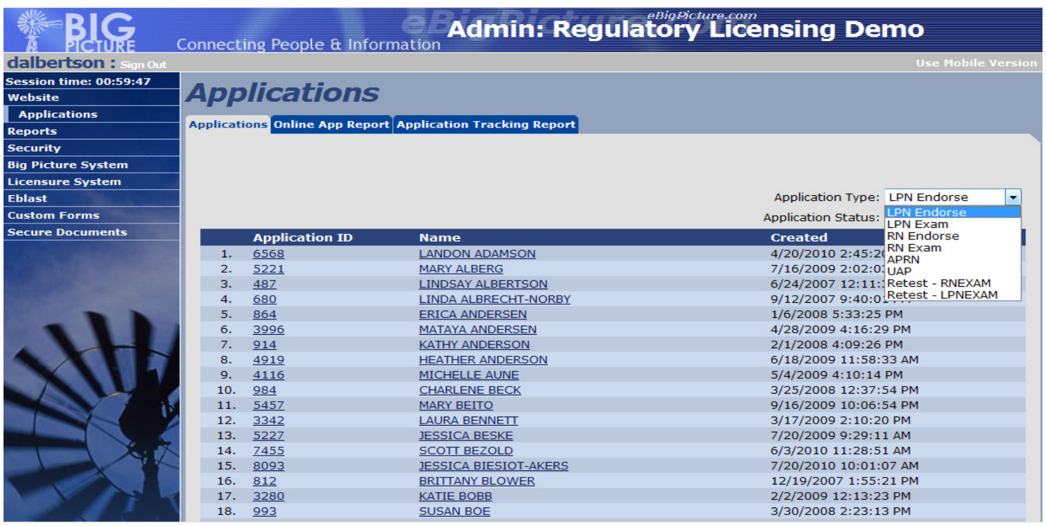
Big Picture™ Applications Option

The board will benefit by moving the licensure process to an online environment which will provide increased efficiencies by allowing licenses and public to access board information such as license verification, license status, disciplinary actions etc., via the board's public website. Licensees will also be able to take advantage of the online license renewal and applications which will allow the licensee to complete their license renewal or new application beyond regular office hours of the board, ultimately increasing customer satisfaction.

Application Module

Allows system administrators to receive and process applications for licensure for all license classes through the State regulatory board website or received by mail or in person. The online application process begins with an applicant selecting the corresponding license type form they wish to submit for processing. The application screen provides some verbiage describing the process and the requirements to complete the process. They are prompted to enter some verifiable pieces of information such as name, address, SSN, and/or birth date. The applicant is then presented with various questions about their submission, followed by a payment processing screen.

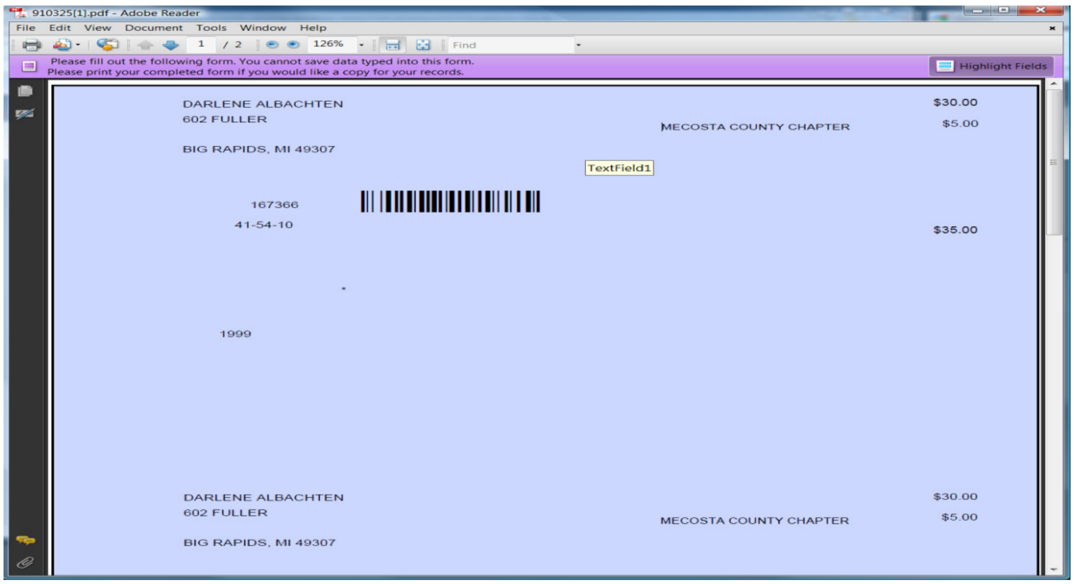
In the administrative area, web submitted applications will appear in a pending status until they are reviewed and everything is approved at which time the applicant will be inserted into the production database. In some cases, the application can be written to a PDF and stored in the repository.



The licensing module can be set-up for an **unlimited amount of license types or classes**, allowing the applicant to select the correct application for submission. Application fees will correspond with each application type and will be calculated accordingly with the application is processed.

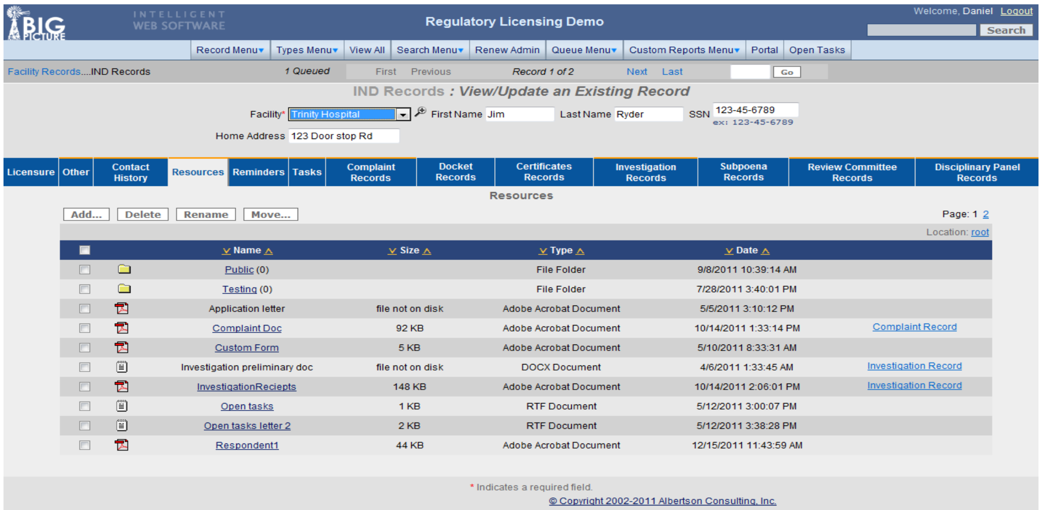
The application module is **100% configurable** to any **business process** or **workflow** requirement that the Board currently follows or anticipates utilizing in the future. Refunds issued for either in person receipting or fees originating online require supervisor approval. After a licensee has selected the license type form, the application screen provides verbiage describing the process and the requirements to complete the submission of the application (per board's workflow/requirements process). The applicant is prompted to enter verifiable information such as name, address, social security number and/or birth date etc. The applicant is then presented with various questions about their submission, followed by a payment processing screen

After **payment** is **authorized**, a customer receipt and number is generated which can be printed by the applicant. Once the application is submitted the data is reviewed and processed. All documentation that was uploaded during application is inserted into the licensee database automatically along with a PDF of the application that can be automatically pushed to the integrated online document repository.



As applications of various types are submitted for approval, tasks are created automatically by application type and assigned for processing to the appropriate administrator or analyst. Upon completion of workflow tasks by assigned analyst, the application process is completed.

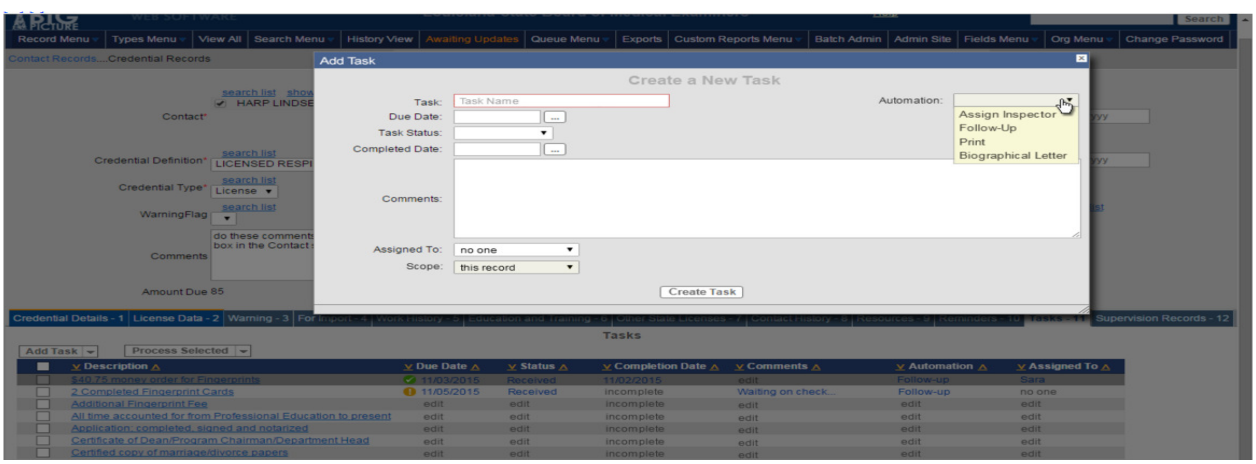
A complete **history** is tied to the applicant’s record; any data fields that have been captured during the application process are retrievable within the database through searches, queries or reports. Any future correspondence such as letters, emails, notifications or updates can be generated directly from the database. Correspondence received from the applicant will also be saved and can be retrieved from the database.

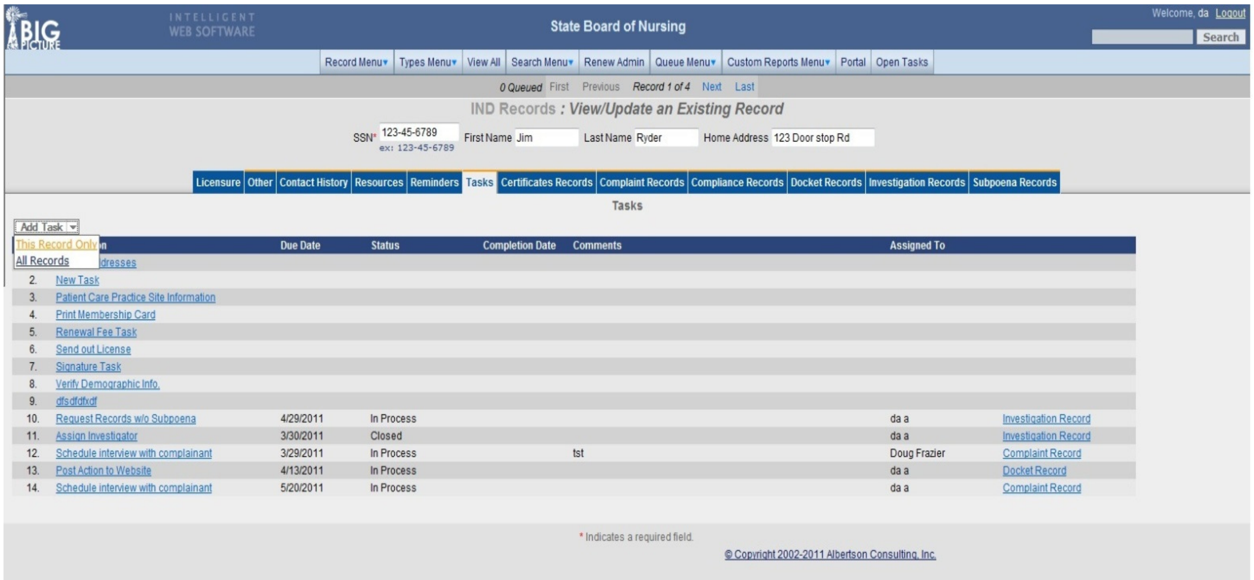


Application **status** for applicants is also available with licensing of this option. This software runs off of the integrated database and the Tasks tool in the administrative interface. (See screenshots below for additional views of sample application screens)

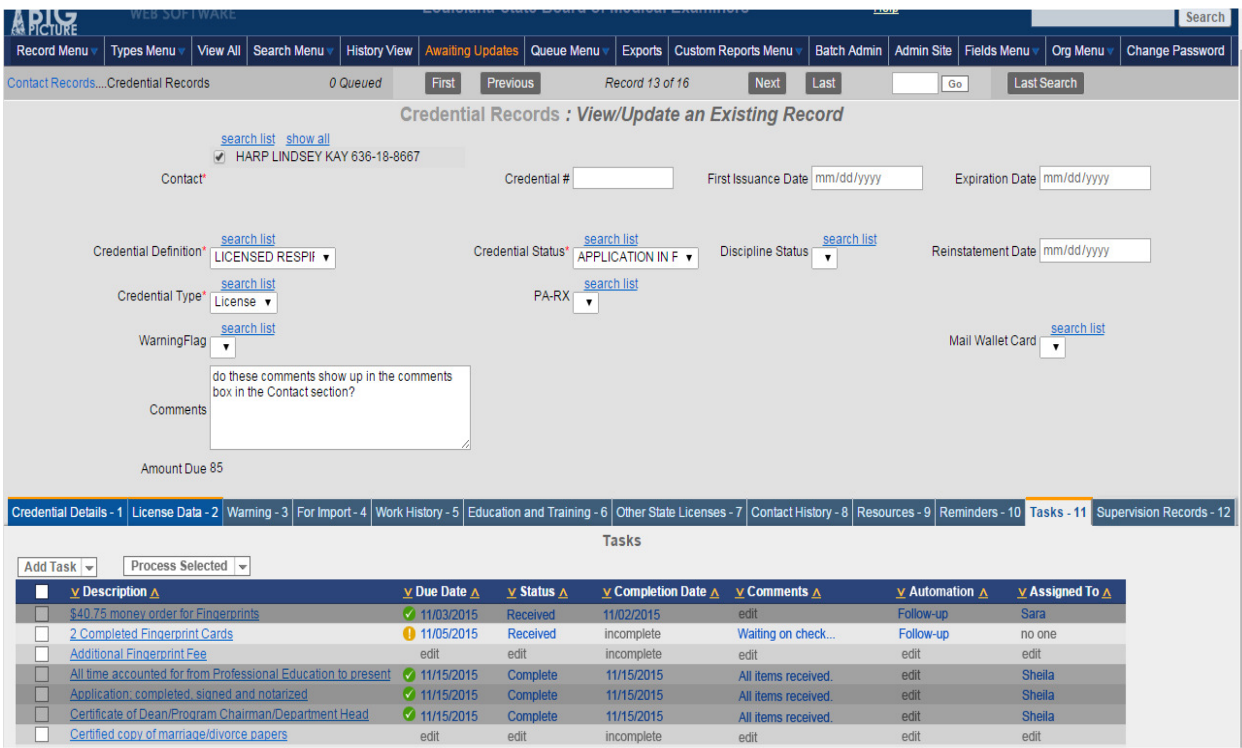
Task Tracking

Tasks can be configured to be automatically generated for any submission. Tasks are editable in the Administrative area for each submission type. They then show up for every record entered in the system. A Due Date is entered for each task in the Checklist / Workflow. Once a task list has been generated by a user, a new record is created for in the system Tasks are automatically created per the rules in the administrative area. When a user logs into the system they will be presented a list of outstanding tasks associated their user id. Also, there are additional widgets that can be configured in the user portal interface to ensure that all upcoming and past due tasks are attended to appropriately. Supervisors can also review outstanding tasks from their user portal interface for all staff.

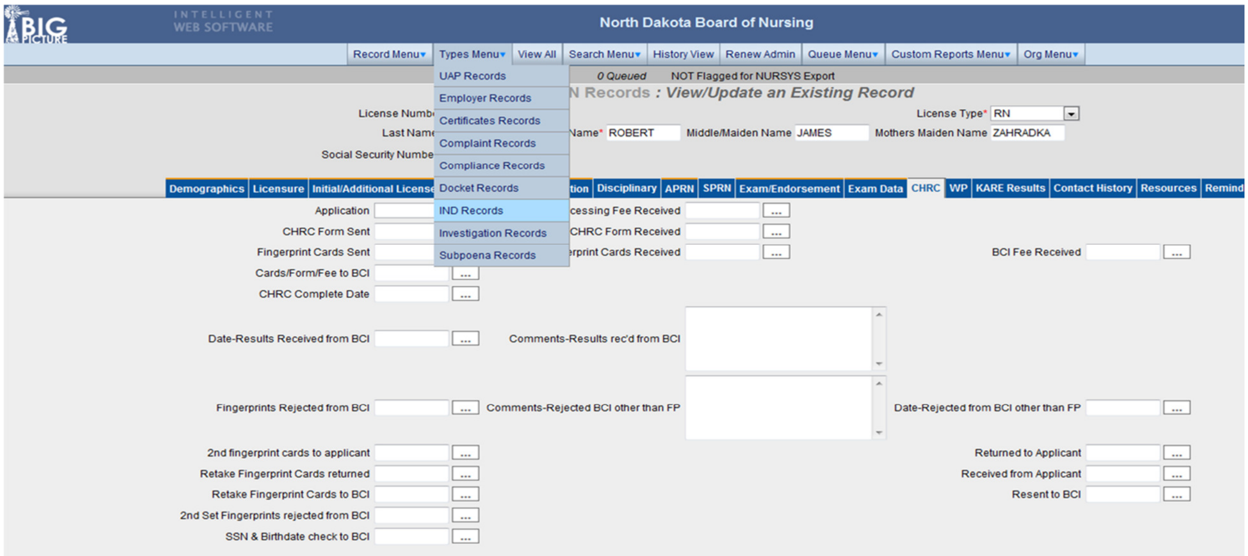


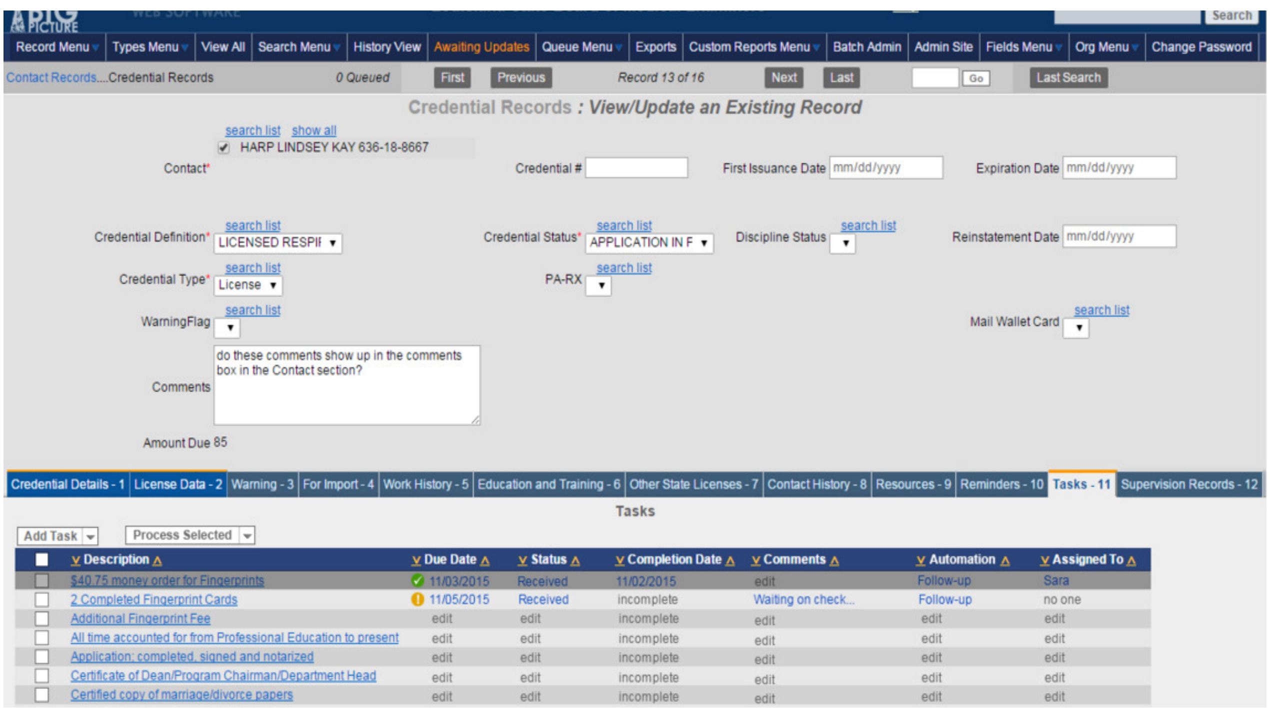


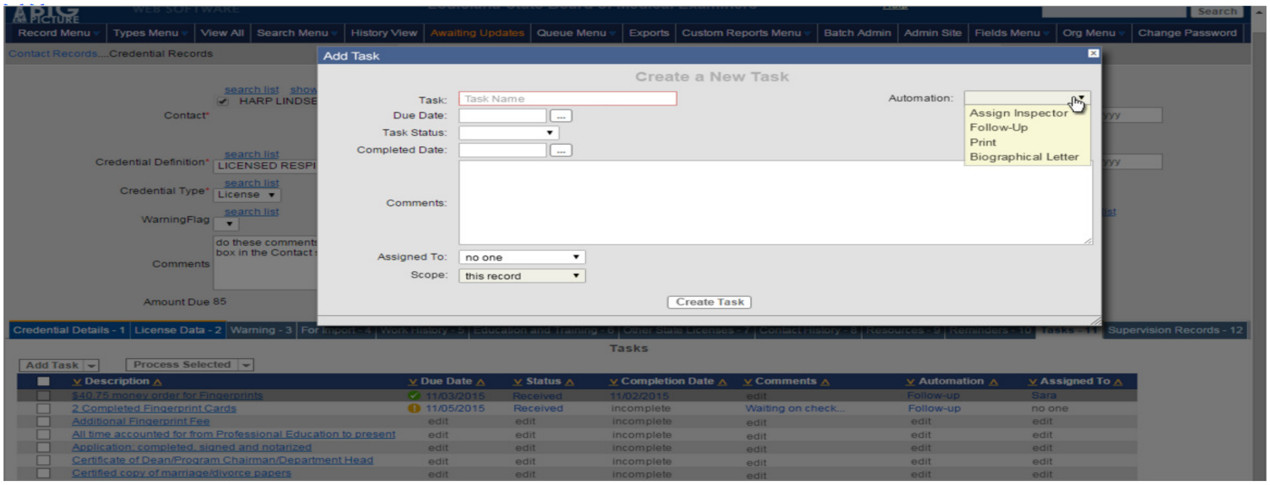
- Tasks can be configured to be distributed either on a serial basis or parallel basis.
- Serial tasks depend on the completion of the prior task in the list.
- Parallel tasks are distributed to users regardless of prior task completion status. Multiple individuals in the system can have tasks assigned.

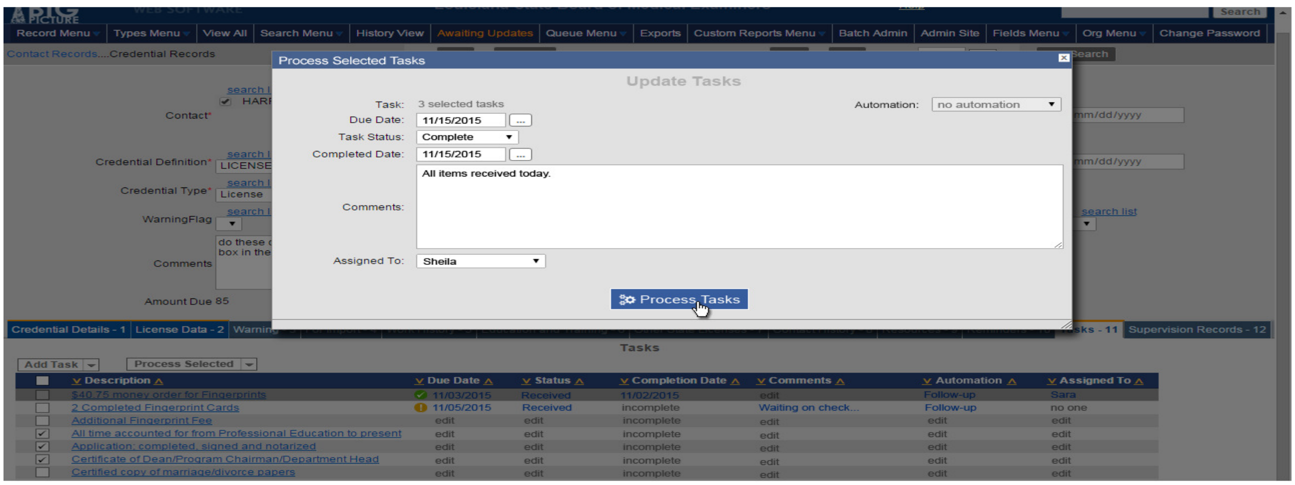


Tasks are editable by the administrative team/staff for each record type. This workflow engine is utilized with Inspections, Discipline, and Application Processing to ensure that all tasks associated with these items are successfully managed. Tasks can be added *ad-hoc* to a specific record in the database interface.






Record Menu
Types Menu
View All
Search Menu
History View
Awaiting Updates
Queue Menu
Exports
Custom Reports Menu
Batch Admin
Admin Site
Fields Menu
Org Menu
Change Password
Contact Records....Credential Records
Add Task
Create a New Task
Task:
Task Name
Due Date:
Task Status:
Completed Date:
Comments:
Assigned To:
no one
Scope:
this record
Create Task
Automation:
Assign Inspector
Follow-Up
Print
Biographical Letter
Contact*
Credential Definition*
LICENSED RESPI
Credential Type*
License
WarningFlag
Comments
Amount Due 85
Credential Details - 1
License Data - 2
Warning - 3
Supervision Records - 12
Tasks
Add Task
Process Selected
Description
Due Date
Status
Completion Date
Comments
Automation
Assigned To
2 Completed Fingerprint Cards
11/05/2015
Received
incomplete
Waiting on check...
Follow-up
no one
Additional Fingerprint Fee
All time accounted for from Professional Education to present
Application: completed, signed and notarized
Certificate of Dean/Program Chairman/Department Head
Certified copy of marriage/divorce papers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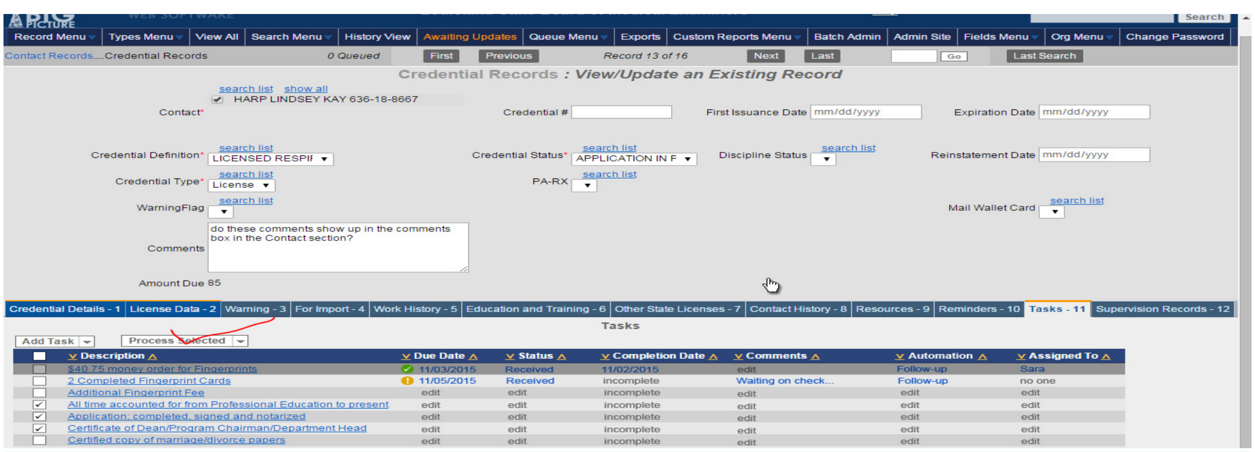
Exports
Custom Reports Menu
Batch Admin
Admin Site
Fields Menu
Org Menu
Change Password
Contact Records....Credential Records
Process Selected Tasks
Update Tasks
Task:
3 selected tasks
Due Date:
11/15/2015
Task Status:
Complete
Completed Date:
11/15/2015
Comments:
All items received today.
Assigned To:
Sheila
Automation:
no automation
Process Tasks
Contact*
Credential Definition*
Credential Type*
WarningFlag
Comments
Amount Due 85
Credential Details - 1
License Data - 2
Supervision Records - 12
Tasks
Add Task
Process Selected
Description
Due Date
Status
Completion Date
Comments
Automation
Assigned To
$40.75 money order for Fingerprints
11/03/2015
Received
11/02/2015
Follow-up
Sara
2 Completed Fingerprint Cards
11/05/2015
Received
incomplete
Waiting on check...
Follow-up
no one
Additional Fingerprint Fee
All time accounted for from Professional Education to present
Application: completed, signed and notarized
Certificate of Dean/Program Chairman/Department Head
Certified copy of marriage/divorce papers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Contact Records....Credential Records
0 Queued
First
Previous
Record 13 of 16
Next
Last
Go
Last Search
Credential Records : View/Update an Existing Record
search list
show all
HARP LINDSEY KAY 636-18-8667
Contact*
Credential #
First Issuance Date
Expiration Date
Credential Definition*
LICENSED RESPII
Credential Status*
APPLICATION IN F
Discipline Status
Reinstatement Date
Credential Type*
License
PA-RX
WarningFlag
Mail Wallet Card
do these comments show up in the comments box in the Contact section?
Comments
Amount Due 85
Credential Details - 1
License Data - 2
Warning - 3
For Import - 4
Work History - 5
Education and Training - 6
Other State Licenses - 7
Contact History - 8
Resources - 9
Reminders - 10
Tasks - 11
Supervision Records - 12
Tasks
Add Task
Process Selected
Description
Due Date
Status
Completion Date
Comments
Automation
Assigned To
$40.75 money order for Fingerprints
11/03/2015
Received
11/02/2015
Follow-up
Sara
2 Completed Fingerprint Cards
11/05/2015
Received
incomplete
Waiting on check...
Follow-up
no one
Additional Fingerprint Fee
All time accounted for from Professional Education to present
Application: completed, signed and notarized
Certificate of Dean/Program Chairman/Department Head
Certified copy of marriage/divorce papers

Big Picture™ Renewals Option

Our Online Renewals Option Module is very similar to the applications option but allows administrators to receive and process renewal requests through the front end website. Just like applications, a robust structure already exists and both utilize the revenue collection system previously mentioned.

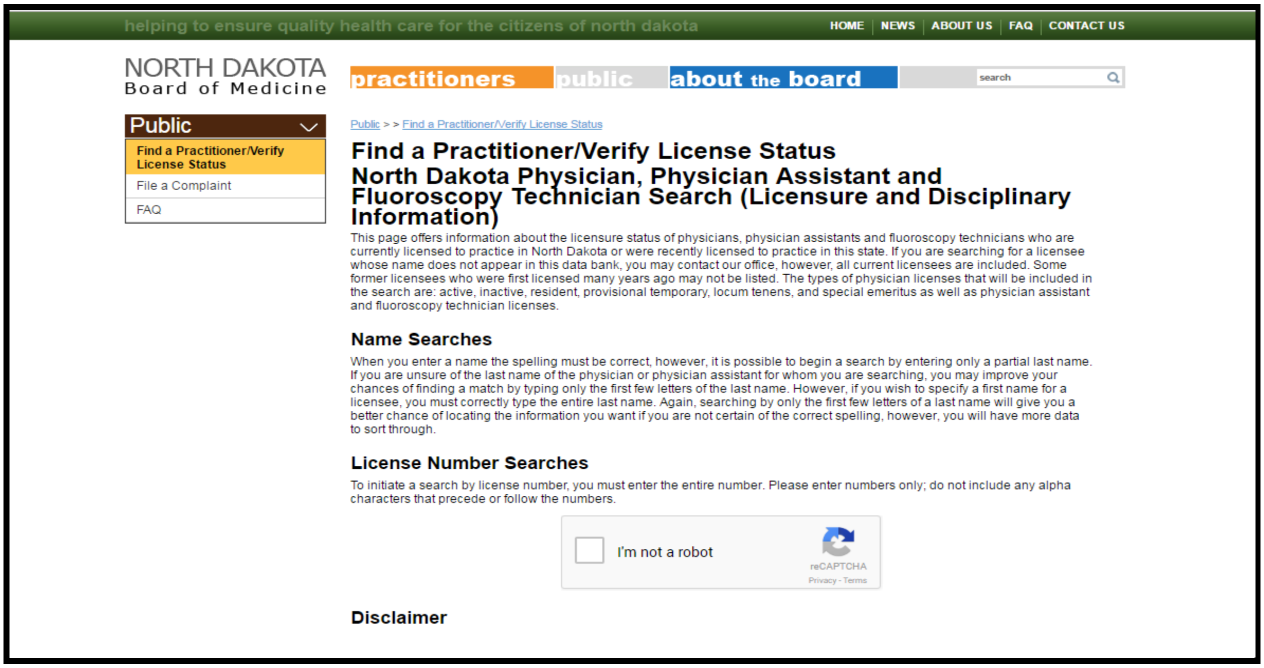
	Product	Cost Amt	Begin Date	End Date
1.	ADDRESS CHANGE FEE	$1	01-JAN-10	31-DEC-20
2.	BILL OF RIGHTS SIGN	$10	01-JAN-10	31-DEC-20
3.	FROM IN ACTIVE ALREADY PAID $75	$25	01-JAN-10	31-DEC-20
4.	FROM OUT OF STATE ALREADY PAID $35	$65	01-JAN-10	31-DEC-20
5.	INACTIVE IN STATE PHARMACIST LATE RENEWAL	$100	02-MAR-10	01-DEC-10
6.	INACTIVE IN STATE PHARMACIST RENEWAL	$75	01-DEC-09	01-MAR-10
7.	INTERN PHARMACIST RENEWAL	$100	01-DEC-04	31-DEC-15
8.	INTERN PHARMACIST RENEWAL 5	$0	01-DEC-04	31-DEC-15
9.	INTERN PHARMACIST RENEWAL PRE OTHER	$10	01-DEC-04	31-DEC-15
10.	IN STATE PHARMACIST LATE RENEWAL	$125	02-MAR-10	01-DEC-10
11.	IN STATE PHARMACIST RENEWAL	$100	01-DEC-09	01-MAR-10
12.	LAW BOOK PRICE	$35	01-JAN-10	31-DEC-20
13.	LEGAL EXPENSES REIMBURSED	$0	01-JAN-10	31-DEC-20
14.	LIFETIME	$0	01-DEC-09	31-DEC-20
15.	LISTS FOR SALE	$35	01-JAN-10	31-DEC-20
16.	MISCELLANEOUS RE-IMBURSEMENTS	$0	01-JAN-10	31-DEC-20
17.	MISSION STATEMENT SIGN	$10	01-JAN-10	31-DEC-20
18.	MONEY UNSOLICITED FOR NO SERVICE	$0	01-JAN-10	31-DEC-20
19.	NEW TECHNICIAN	$35	01-JAN-10	31-DEC-20
20.	NSF CHECKS THAT ARE REPLACED	$0	01-JAN-10	31-DEC-20
21.	OUT STATE PHARMACIST LATE RENEWAL	$60	02-MAR-10	01-DEC-10
22.	OUT STATE PHARMACIST RENEWAL	$35	01-DEC-09	01-MAR-10
23.	OUT STATE PHARMACY	$175	01-JAN-10	01-JUN-10
24.	OUT STATE PHARMACY LATE	$225	02-JUN-10	31-DEC-10
25.	PHARMACIST LATE FEE	$25	01-JAN-10	31-DEC-20
26.	PHARMACY LATE FEE	$225	02-JUN-10	31-DEC-10
27.	PHARMACY PERMITS	$175	01-JAN-10	01-JUN-10
28.	POSITIVE ID REQUIRED	$10	01-JAN-10	31-DEC-20
29.	RECIPROCITY FEES	$150	01-JAN-10	31-DEC-20
30.	REINSTATEMENT OF A PHARMACIST LICENSE	$0	01-JAN-10	31-DEC-20
31.	REINSTATEMENT OF A TECHNICIANS REG	$0	01-JAN-10	31-DEC-20
32.	TECHNICIAN LATE FEE	$10	01-JAN-10	31-DEC-20
33.	TECHNICIAN LATE RENEWAL	$45	02-MAR-10	01-DEC-10
34.	TECHNICIAN RENEWAL	$35	01-DEC-09	01-MAR-10
35.	TECHNICIAN RENEWAL INACTIVE	$35	01-JAN-10	31-DEC-20
36.	TECHNICIAN RENEWAL IN ACTIVE LATE	$45	01-MAR-09	30-NOV-10
37.	TECHNICIAN RENEWAL IN TRAINING	$10	01-DEC-09	01-MAR-10
38.	WHOLESALER LATE FEE	$50	01-JAN-10	31-DEC-20
39.	WHOLESALE LICENSE	$150	01-JAN-10	31-DEC-20
40.	WHOLESALE RENEWAL	$150	01-JAN-10	01-JUN-10
41.	WHOLESALE RENEWAL LATE	$200	02-JUN-10	31-DEC-10

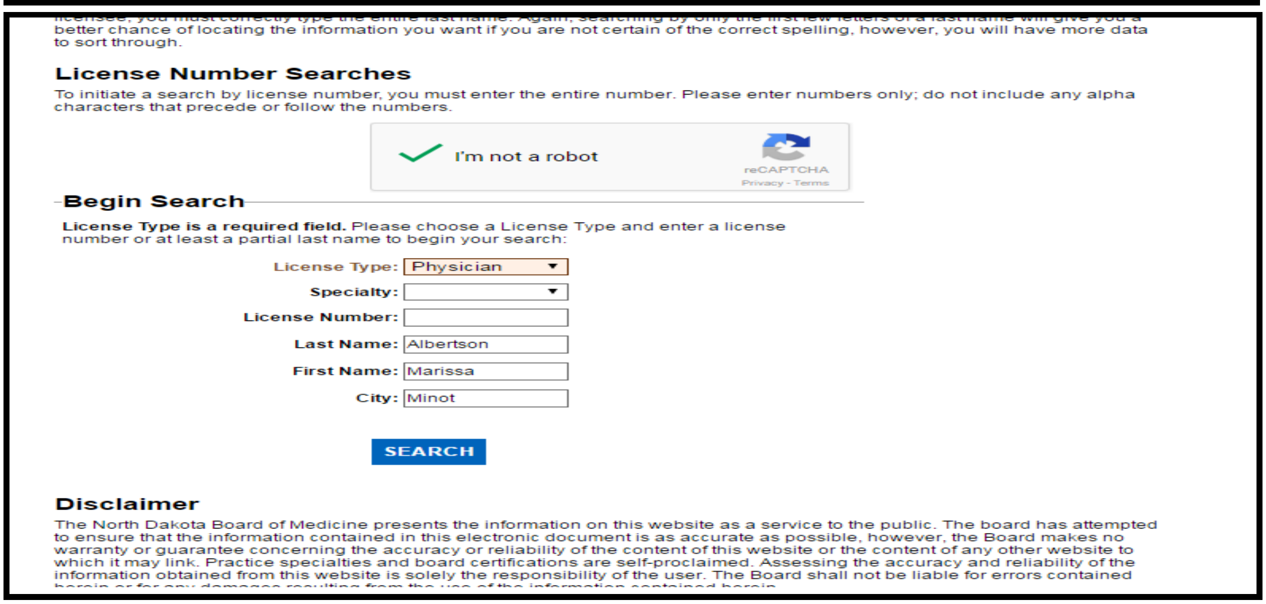
Applications and renewals both utilize a payment gateway to finalize the transaction. We have integrated our software to various payment gateways including the WV State Treasurer's Office "E-Gov" payment gateway. Licensees have the ability to check license status through the website with both the application and renewal process and can also update information such as name, address, etc. online via the board's website. Licensee can also upload any supporting documents, certifications, continuing education at time of application or renewal. All data uploaded is synched with the central database real-time at the point of submission from the web portal

Online Services

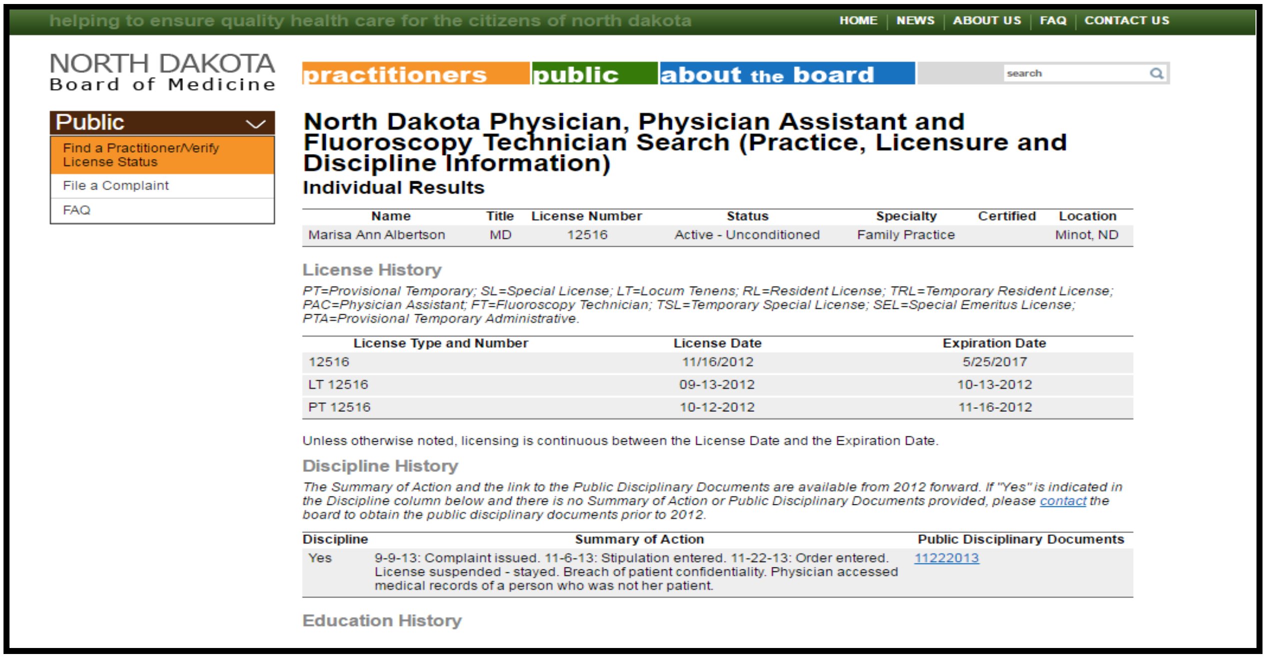
Licensure Verification/Online Form Submission/Public Queries

Online services such as online license verifications and online complaint forms allow licensees and public users the ability to search out licensees. During deployment, the system will be configured for your search criteria and to display necessary data details. Other online services will be configured to facilitate license renewal and application and complaint submission to your specifications including uploading of supporting documentation.





The software enables visitors to the public website to get real-time verification of certifications and licenses that the Board has in the database. If the individual has disciplinary documents available in a public discipline folder in the integrated document repository, they can be made available if the Board desires.



Many of the components mentioned above will be utilized in the deployment of the final product. In the end, it will be a "one-stop" site for all actions and programs offered by the board. It will have a public feature that allows for a search engine to look up items such as physician disciplinary information, Physician specialty and will allow board members the ability to access information and documents based on the profile. In addition to those features, it will have offer online license application process including the ability to pay on-line and upload CEU or other necessary documents.

System Access Controls

The software provides a security configuration during implementation which defines user roles and permissions that allow the board staff to perform tasks or other actions within the system.

The core component of the database controls the security and access rights to the entire system. It is role-based security built on groups. Users are grouped by their roles and have access to perform different tasks within the system based on their group

The security system allows administrators the ability to configure what users are allowed in the system and based on which group they are in they will have a completely different user experience. Group permissions dictate everything from fields, ability to modify records, views, portal widgets and which record types are available.

The security section also allows administrators to setup tighter security by limiting access not only at a user account level but also at an IP address level so administrators can limit access to the database or administrative access to only be allowed from certain IP addresses or ranges. It also allows administrators the ability to filter and view access to the system. These restrictions can be put in place for both the Database interface and the Administrative interface separately

User Roles & Permissions

As part of our system configuration, we will produce a custom security specification during the implementation stages of the software. This specification includes user roles and permissions which define who can perform every action within the system. Big Picture will specify and configure the system per the board's requirements for multiple user roles. Big Picture is a security and user role based application. Each system user will have their own unique login credentials and Big Picture will configure the various user roles per the board's instructions to maintain and enforce which users are authorized to perform updates, overrides and/or view only.

4.1.2 Content Management Database System and Document Management: The Content Management Database System must handle all Board authorization types (as outlined in the Current Operating Environment in Section 1 above) required by the Board and meet the following requirements, at a minimum:

4.1.2.1 Must be housed in a secure location. The Board's preference is for a Windows-based server (or Equal) for the application;

4.1.2.2 The enterprise solution (content management, software/application licensing, web design, etc.) shall be provided by a single Vendor;

4.1.2.3 The Vendor and system must provide secure functionality for a redesign and integration of the Board's current website and data system, new database, online applications, licensure and renewal applications and processing of such, plus provide documents, calendars, news and articles to meet the Board's requirement to communicate its mission to its constituents;

4.1.2.4 Must provide for document repository capacity and indexing capability to store application, renewal, and historical documents and images. Storage of all documentation, information and materials must be capable of taking the place of current paper historical files of individuals and entities holding a Board authorization, and remains the property of the Board. The system must also provide for searching, sorting, and exporting records for staff to manage record changes;

4.1.2.5 Must enable access controls to protect documents from unauthorized viewers;

4.1.2.6 Must allow for scanned document uploads for any required documentation (in Adobe .pdf format or Equal);

4.1.2.7 Must provide the Board branding into screens, web pages, reports, documents, printed permits to practice, certificates, letters, e-mail correspondence, etc.;

4.1.2.8 Must allow Board Staff to manually enter applications and documents submitted to the Board directly;

4.1.2.9 Must provide the functionality to automatically generate an e-mail confirmation for all Board-required applications, reports, and document submissions;

4.1.2.10 Must have a reminder system that supports recurrence and notification to multiple parties and includes disciplinary compliance monitoring;

4.1.2.11 Transactional contact history must record multiple contact types including email, telephone, in-person meetings, and written correspondence;

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4.1.2.11 Transactional contact history must record multiple contact types including email, telephone, in-person meetings, and written correspondence;

4.1.2.12 Must have a portal dashboard that can allow for staff access security levels based upon the Board's determination of their need to know;

4.1.2.13 Must provide for Disciplinary and Complaints case management and reporting. This system should have the capacity for up to 200 complaints per year;

4.1.2.14 Must provide for compliance management and reporting. System must be able to store documents, video, and audio files with each case;

4.1.2.15 Must provide for Continuing Education data collection, management, and reporting, allowing for continuing education information to be entered at all times throughout the year and printable in a log-form format provided by Board Staff. Continuing education information must be kept on file and accessible by the members holding board authorizations for at least the past 4 years;

4.1.2.16 Must have printing capabilities for Board authorizations of all types, wallet cards of Board authorizations of all types, certificates, reports, payment receipts, and correspondence/envelopes with mail mergers, all of which should be simple to use, meaning requiring no more than one point-and-click action, if possible, but otherwise minimizing the number of steps required to produce a printed document;

4.1.2.17 Must provide for the ability to scan, upload, store, archive and retrieve documents and tie them to an individual's or firm's relevant record;

4.1.2.18 Must provide file naming mechanism to ensure standardization;

4.1.2.19 Must provide for storage and relationship of a Member to his/her/its employment, education, examination, discipline, and other data for management and reporting purposes, and provide for storage and relationship of an individual Member employer to his/her/its individual Member employee [including employee type, such as pharmacist, pharmacy technician, pharmacy technician trainee, Pharmacist-in-Charge (PIC), intern, consulting pharmacist, immunizing pharmacist, collaborative practice pharmacist, and others);

4.1.2.20 Must provide an audit trail for all scanned, uploaded, stored, archived and retrieved documents;

4.1.2.21 All changes to data, including audit trail of the user making the change(s), must be stored in a transactional record so historical audit reports can be displayed and generated. The system must record and display the user making the change(s);

4.1.2.22 Must provide for complete Board Staff user content management over reports/exports, modules, and front-end user screens, which will allow Board Staff to pick fields from the database to create reports and build templates for reusable reports;

4.1.2.23 Must have ability for Board Staff users to perform data-mining searches and save those searches for later use;

4.1.2.24 Must be able to store and provide Board authorization data for management and reporting purposes;

4.1.2.25 Must provide the capability to search, sort, export, and/or create reports to enable Board Staff to manage each Member's status at any juncture of the application or renewal process, for example, the reports should include but are not limited to: quarterly reports of newly licensed, registered, permitted, or certified individuals or entities; total number of board authorizations by type; quarterly revenue reports of fees received by member type; reports of all board authorization holders by type and state and/or county of residence for the current fiscal period, etc.;

4.1.2.26 Must be able to generate custom inspection reports and be able to provide a roster of Board authorization applicants;

4.1.2.27 Must store and report on the history of a record utilizing a User ID and time stamp of when a record was updated and saved;

4.1.2.28 Must have functionality that allows Board Staff to create and manage workflow for automatic and ad-hoc generated tasks. Task management, user assignment, and workflow modules must be customizable by the Board Staff;

4.1.2.29 Must allow for online payments for all fees collected and must allow for revenue collections, i.e., processing of payments, from the online applications for Board authorizations (including initial applications, renewals, and all other online services) by interfacing with the West Virginia State Treasurer's "E-Gov" payment application system for payment processing of electronic revenue, but also be able to allow the Board Staff to process manual payment, all in one interface, for posting to the Board's revenue account in the State of West Virginia's accounting system;

4.1.2.30 Must have the capability to create an infinite number of compliance form letters to inform a Member of his/her/its current status with the Board;

4.1.2.31 Must have the capability to allow a Member to log-in to his/her/its record and print a copy of any correspondence generated by the Board or a current permit to practice;

4.1.2.32 Must provide the ability for a Member to save an application in process and log back in later to pick up where he/she/it left off;

4.1.2.33 Must provide the ability for applicants to log-in and view the current status of his/her/its application throughout the approval process;

4.1.2.34 Must protect access to a Member's social security number (SSN), birthdate, medical information, home address, and other Personally Identifiable Information (PII), as required by Exhibit "B" which is attached hereto. This should be signed by the Vendor and returned with the Vendor's submitted bid. This will be required before award of contract;

4.1.2.35 Must provide for complete Board Staff user content management over reports/exports, modules, and front-end user screens, which will allow Board Staff to choose fields from the database to create reports and build templates for re-usable reports;

4.1.2.36 Must provide the ability to add new Member types as needed;

4.1.2.37 Must be able to generate an annual roster listing of all current Members. (It would contain the name, board authorization number, and public address, sortable by state and county);

4.1.2.38 Must maintain a full historical roster of assigned board authorization/Member numbers with the corresponding names and addresses, as well as their current status, for all Board-issued Board Authorizations in the current system, and allow for manual entry of such information by Board Staff for older such records which are currently maintained only on paper logs or files;

4.1.2.39 Must migrate all financial activity and member status activity information located in the current system for historical purposes;

4.1.2.40 Must generate a daily Deposit Report for any monies manually added to the system;

4.1.2.41 Must generate status reports at the end of each annual renewal cycle for all Member types;

4.1.2.42 Must generate a listing of Exam Candidates for pharmacists who sat for examination(s) on a quarterly basis, whether for licensure with West Virginia as their original state of licensure, licensure by score transfer, or licensure by reciprocity (otherwise often referred to as license transfer);

4.1.2.43 Must generate a listing of new members (individuals, entities, and board authorizations) quarterly

4.1.2.44 Must permit the Board Staff to grant extensions of time for pharmacy technician trainees to complete required training and/or pass national certification examinations;

4.1.2.45 Must generate a current report of extension requests by pharmacy technician trainees to complete training or pass national certification examinations, and the status of the request;

4.1.2.46 Must provide quarterly and fiscal year financial reports of revenue collected broken down by each member type as well as the totals;

4.1.2.47 Must allow Board Staff access to all fields to create customized reports;

4.1.2.48 Must provide Board Staff access to a report generator to create and store frequently queried information and reports;

4.1.2.49 Must allow Board staff to create ad-hoc reports using any field or data contained in the system;

4.1.2.50 Must be capable of uploading and downloading Board identified electronic data on a recurring schedule both to and from the National Association of Boards of Pharmacy (NABP) or other third-party interface to communicate exam and Member Licensure data, and Continuing Pharmacy Education (CPE) data from the CPE Monitor program maintained by NABP and its partners; and

4.1.2.51 Must generate a current report of active members who have failed to report CPE.

1.3 Administrative Interface: The system must provide for an administrative interface that allows the Board Staff the ability to continue to manage the website components. It must support Board Staff being able to manage all content on the website, including, but not limited to:

4.1.3.1 News articles;

4.1.3.2 Documents, applications, and other various forms;

4.1.4.6 Must be an internet-based solution with the capability to be changed after implementation to support the Board's needs.

4.1.3.3 Photos, media, and video;

4.1.3.4 Calendars, schedules, and newsletters;

4.1.3.5 Events management;

4.1.3.6 Surveys;

4.1.3.7 Information pages; and

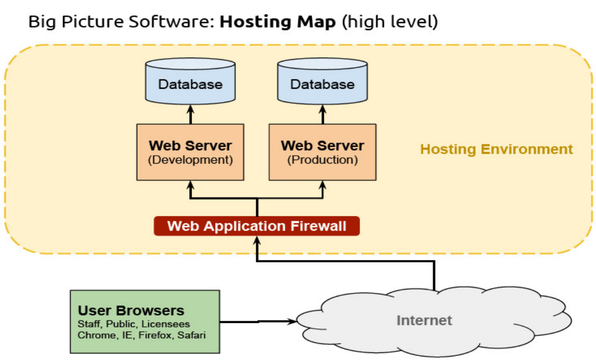
4.1.3.8 A notification system that is integrated into the database to pull and merge information to enable a mass e-mail for informational purposes.

Content Management Database System
The Licensure Management Database Module allows state entities to manage all license types and corresponding information in a real-time secure online environment. The web-based database is available from any Internet connected PC, allowing immediate access to licensee information anytime, anywhere.

Centralized Database
All data is stored in a centralized database repository for easy access and search requests.

Single Vendor Solution Provider
Big Picture Software provides a single vendor hosted solution.

Hosted Solution
We offer the STATE a hosted turn-key license management system. We currently host and support applications for roughly 150 customers in 17 states nationwide. Our carrier-class facility is certified SAS 70 and PCI Compliant. Our application sits behind a PCI / DSS -Compliant Web Application Firewall (WAF) from Breach to protect our clients' software and data. The systems are checked for vulnerabilities by Nexpose, a Rapid 7 product. This vulnerability detection system ensures that our network, operating systems, existing and new software are held to a manageable level of vulnerability from outside threats.



We will host your solution on our servers or no additional charge. Our annual support/maintenance plan includes hosting your software application and database in our world class hosting facility. We have a 99.9% uptime so you can be confident that your application will be online and ready to assist your agency 24 hours a day, 7 days a week, and 365 days a year. Our servers are housed in a carrier class data center, where security is of the utmost importance, authorized-only access to the hardware and software is required.

Not only is deploying and supporting the software easier when you host your site with us; there is also a substantial cost saving for your agency. No additional equipment or technical resources are necessary. Our hosted solution provides easy access for your staff and agency members. Our web-based application is always accessible via the Internet. Over 95% of our customers

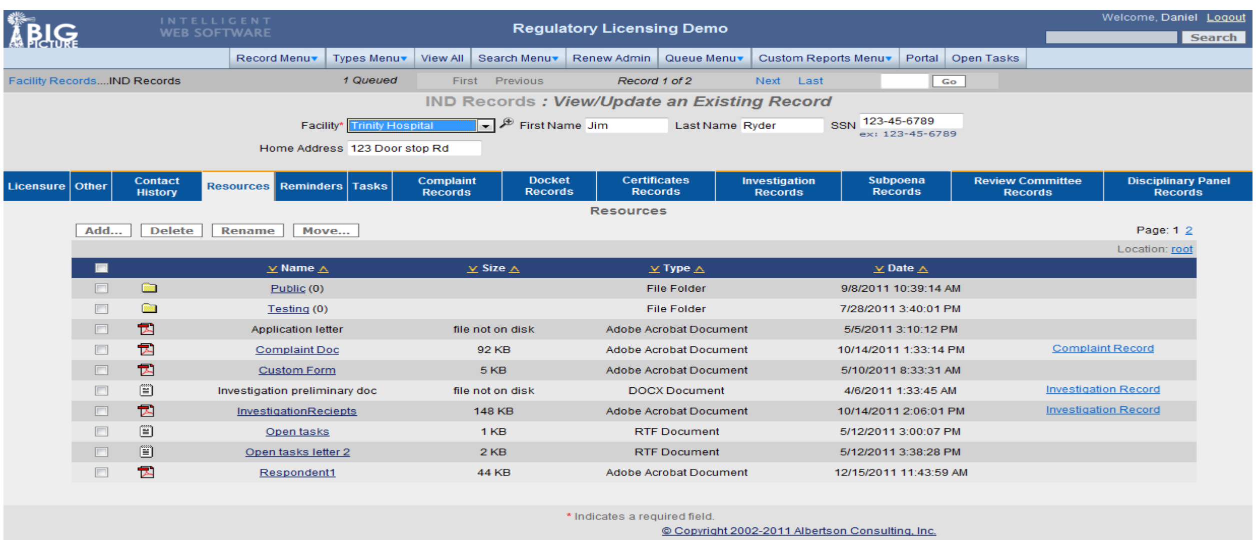
Because we have many other customers just like you, we can offer a very quick turnaround on support and deploying changes to the system. Our cloud-based software as a service offering has been chosen by many other state entities and successfully managed for years. It has also been chosen, audited and verified by TSA in a recent audit and by various publically traded companies that we do other types of business with.

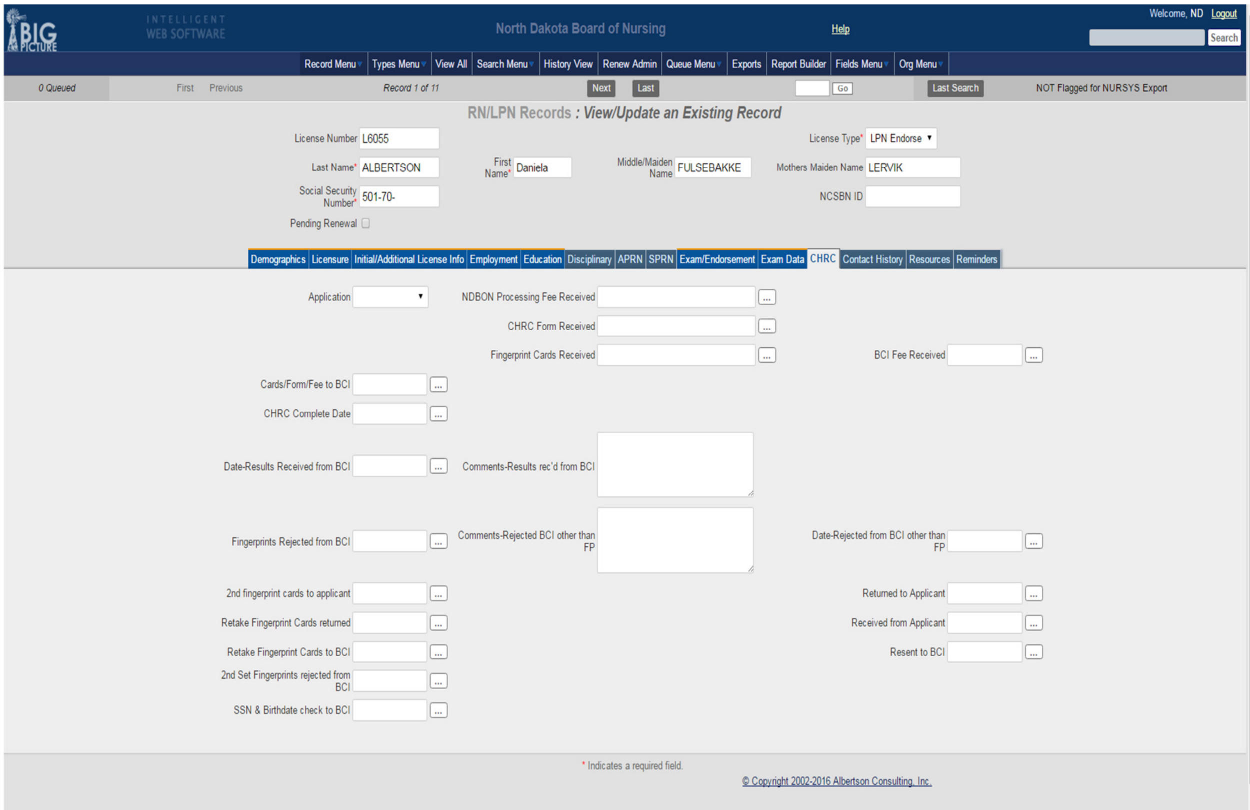
Network security and support is critical in managing deployments. Our hosted deployments have had great success with this in terms of our ability to execute deployments, provide high quality, timely support coupled with exceptional uptime, consistency, and security.
Backups are performed daily for portions of the system and on a more frequent basis for other portions of the system, first to tape and then to an external data recovery location. All data and privacy protection are done in accordance with industry standards.

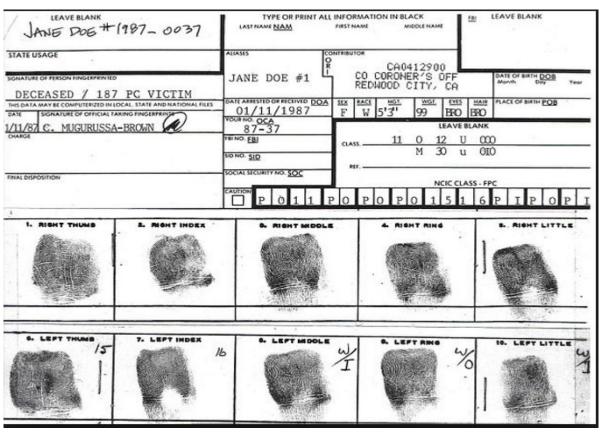
In terms of our free hosting, the application sits behind clustered firewalls, switches and network gear running in a virtualized environment backed by an enterprise clustered server and NAS. This environment is currently supporting most of our clients and has been for the last thirteen years with remarkable uptime and satisfactory response times.
Working with your staff and state IT professionals, we will do our best to deploy the application into a similar environment.

Document Imaging/Finger Print Cards

Our COTS software solution has the capabilities store images, photos jpg. tif, files and other documents under an individual or firm's record in the database. Once the image is uploaded into the record that image can be printed or tied to another corresponding record.



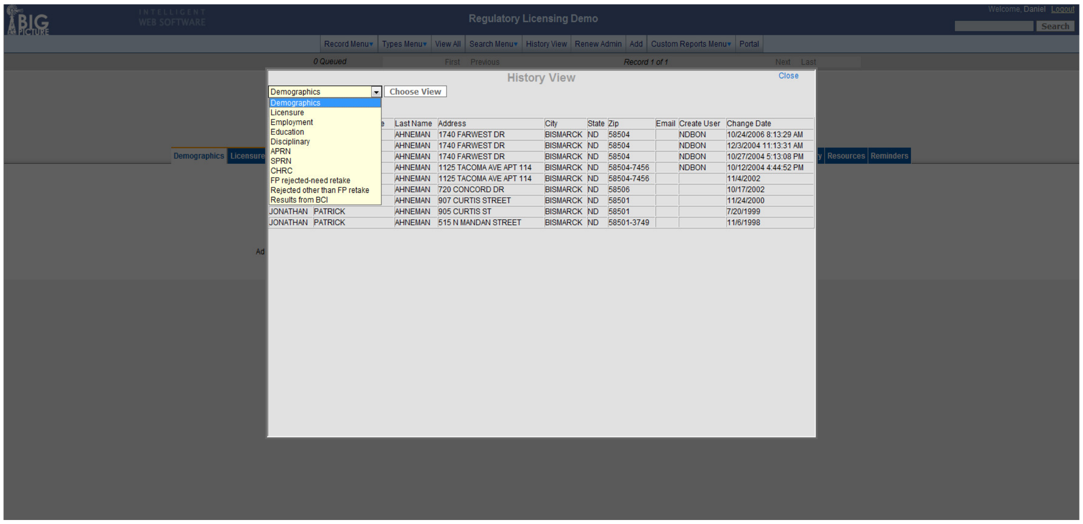




We will train your staff on scanning and uploading of documents.

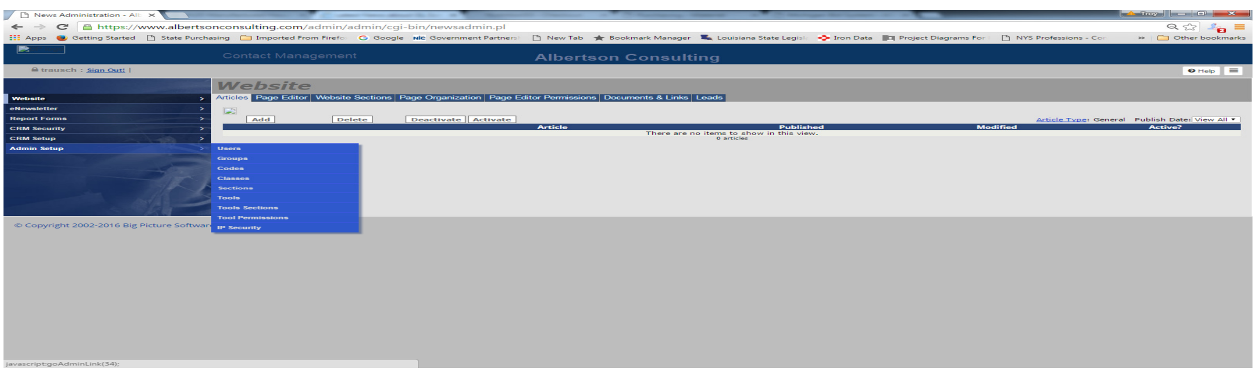
Internal Controls and Audit Trails

The system has a fully integrated audit trail with user/time stamp functionality ensuring complete tracking and an audit trail of everyone who accesses, modifies or changes a record in the database. Complete logging and tracking of updates to all data with date and time stamps are easily accessible for review. The administrative interface allows many views to be setup for different fields and record types. Every record has a history of every change that has been made to the record since the inception of the database.



The core component of the database controls the security and access rights to the entire system. It is role-based security built on groups. Users are grouped by their roles and have access to perform different tasks within the system based on their group.

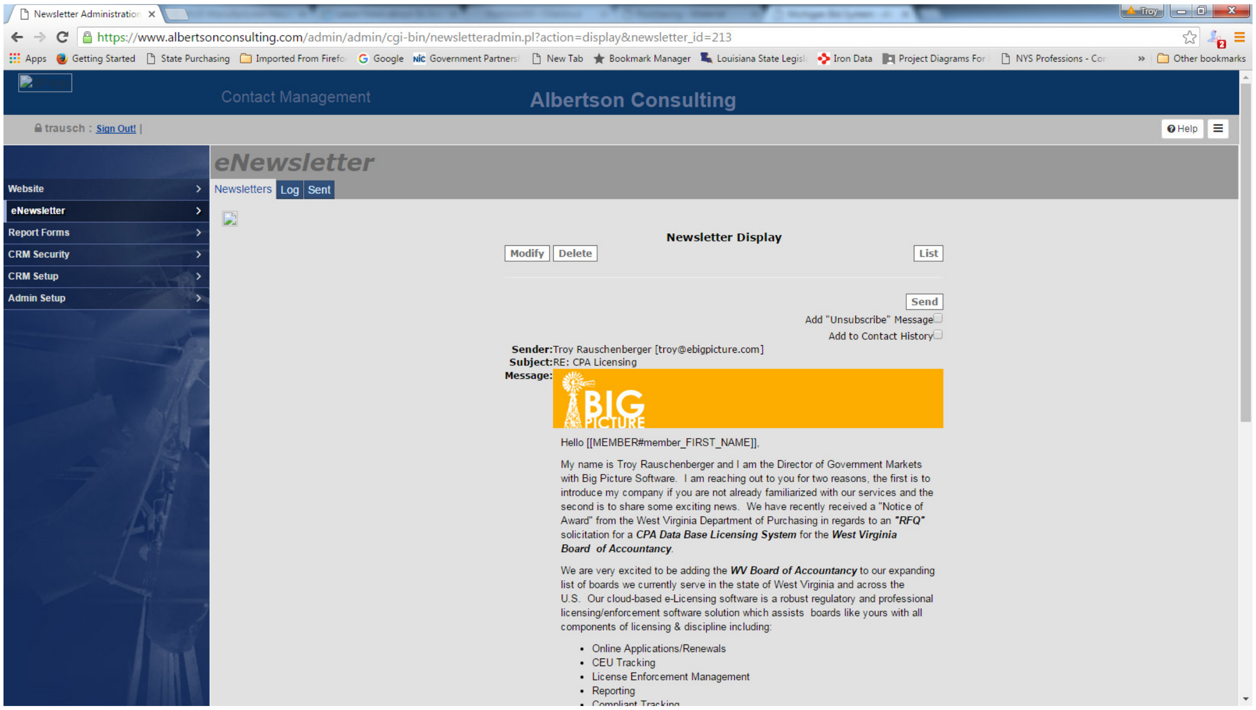
The security system allows administrators the ability to configure what users are allowed in the system and based on which group they are in they will have a completely different user experience. Group permissions dictate everything from fields, ability to modify records, views, portal widgets and which record types are available.



The security section also allows administrators to setup tighter security by limiting access not only at a user account level but also at an IP address level so administrators can limit access to the database or administrative access to only be allowed from certain IP addresses or ranges. It also allows administrators the ability to filter and view access to the system. These restrictions can be put in place for both the Database interface and the Administrative interface separately.

E-blast Option

Our e-blast tool allows administrators the ability to send out high quality professional looking email messages. The recipient lists can be created in the database by any search criteria and stored as saved searches or saved queues, either of which can be accessed by the e-blast tool.

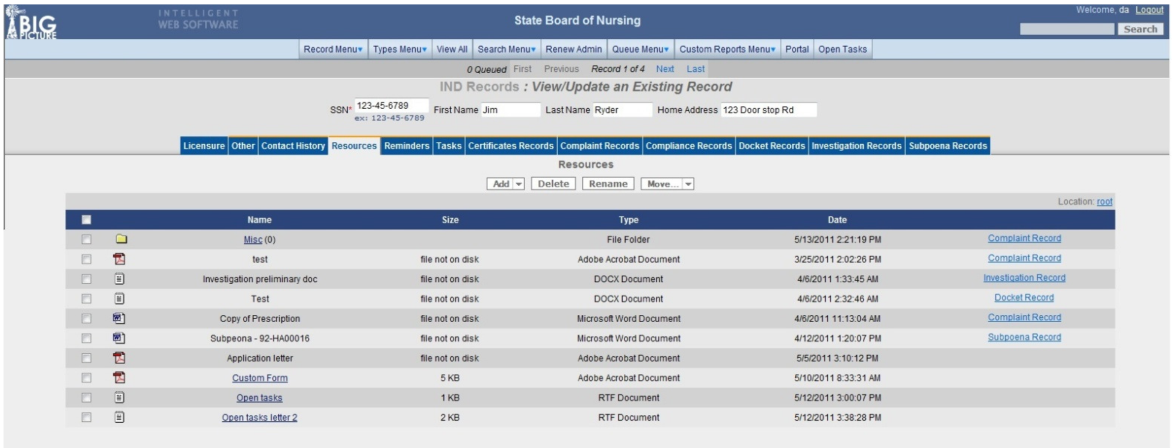


Messages can contain user selectable fields merged from the database so system users can personalize the messages. The rich text editor allows users the ability to change fonts, styles, and other popular attributes. Messages can also have attachments. After a message is ready, it can be previewed, and if the user selects to have this recorded as a contact in the database, the information will show up under this person's record in the Contact History.

Integrated Document Management/ Repository

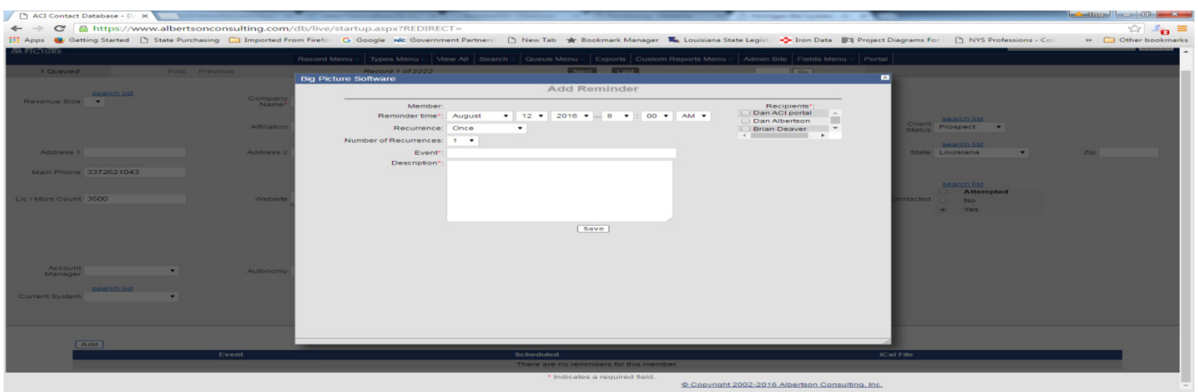
- Manage documents
- Track inspections
- Historical Data search and retrieval
- Email integration lets you work within Outlook
- Renewal/Application integration – automatically store documents and images such as disciplinary tracking, malpractice etc., in central database repository
- Public folder for verifications – As public discipline documents become available they can be shared and accessible to the web-based employer verification software
- Edit merged templates and save them back to the repository or print them for the entire queue

- Tracking of all licensee related practice privileges for Licensure is available in the base system
- Database will store licensee employment, education, examination, discipline documents for report generation



Internal Reminder System

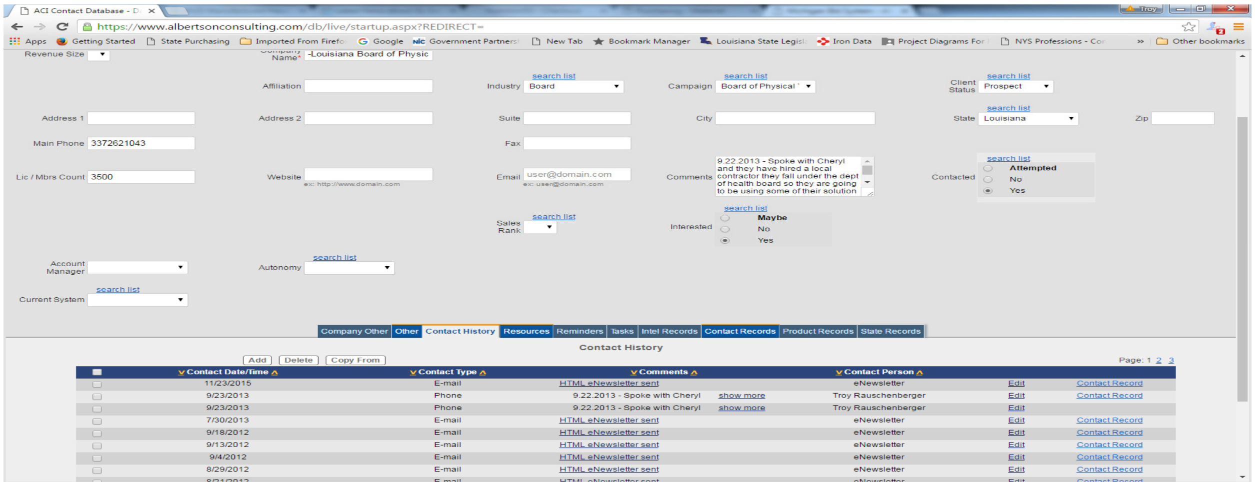
- Setup and view recurring reminders at a licensee level
- Awaiting updates – easily commit all website or renewal updates right to the database



- Discipline and compliance monitoring alerts and reminders

Contact History

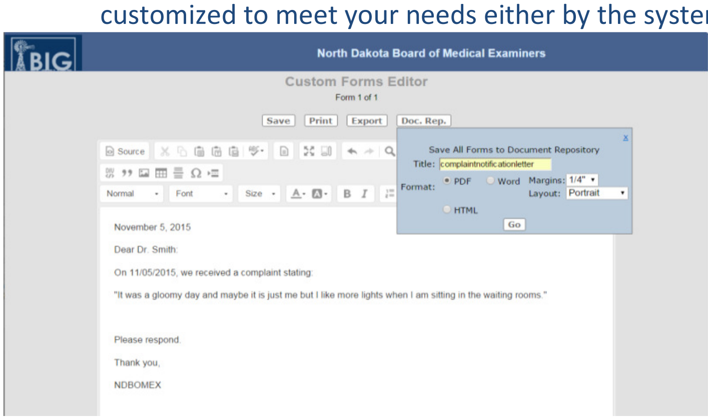
- Record transactional contact history by contact type and contact individual for respective licensee
- Email integration correspondence tracking
- Track phone conversations, meetings, webinars, board meetings, hearings, etc.
- E-blast integration – All emails from an e-blast can be recorded in the contact history of each licensee for future reference



Portal integration and reporting

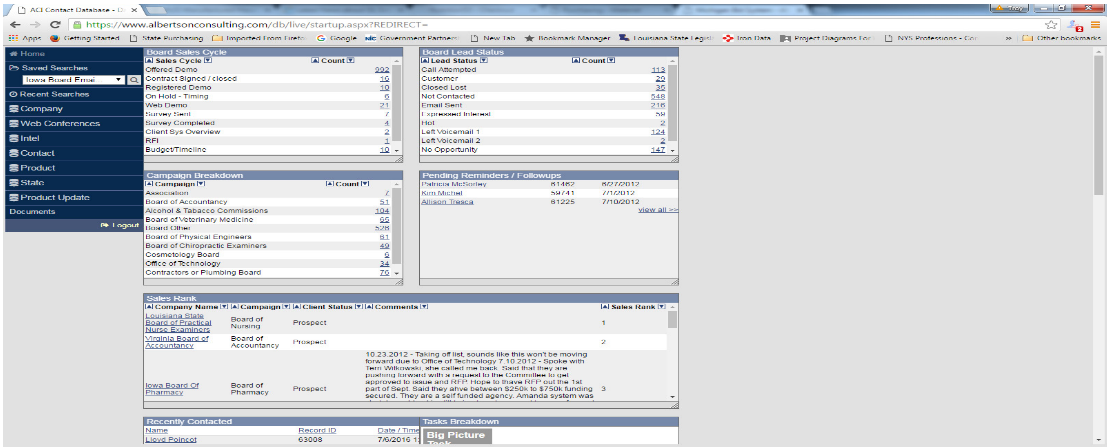
The following views are available to system users.

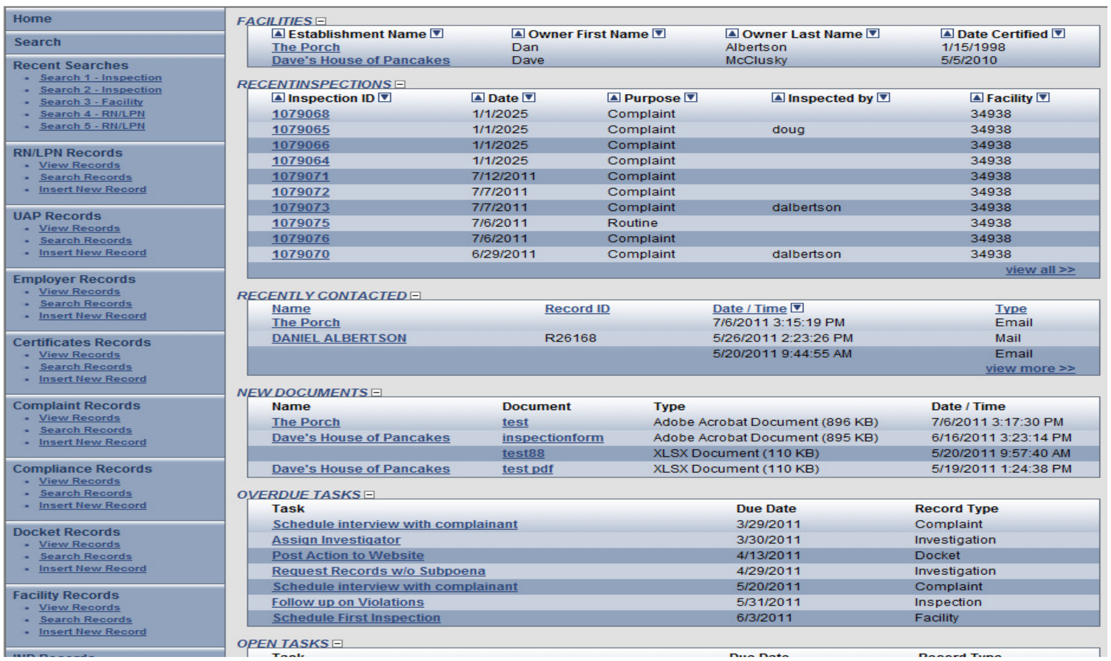
- Tasks – upcoming and past due
- Upcoming reminders
- New documents added to document repository
- Recent contacts – Pulled from contact history
- Disciplinary type breakdown widget
- Security, permissions and access controls set at user level
- Recent test results widget
- More widgets available out of the box and anything in the system can be summarized or customized to meet your needs either by the system users or by developers.



Integrated manageable portal view

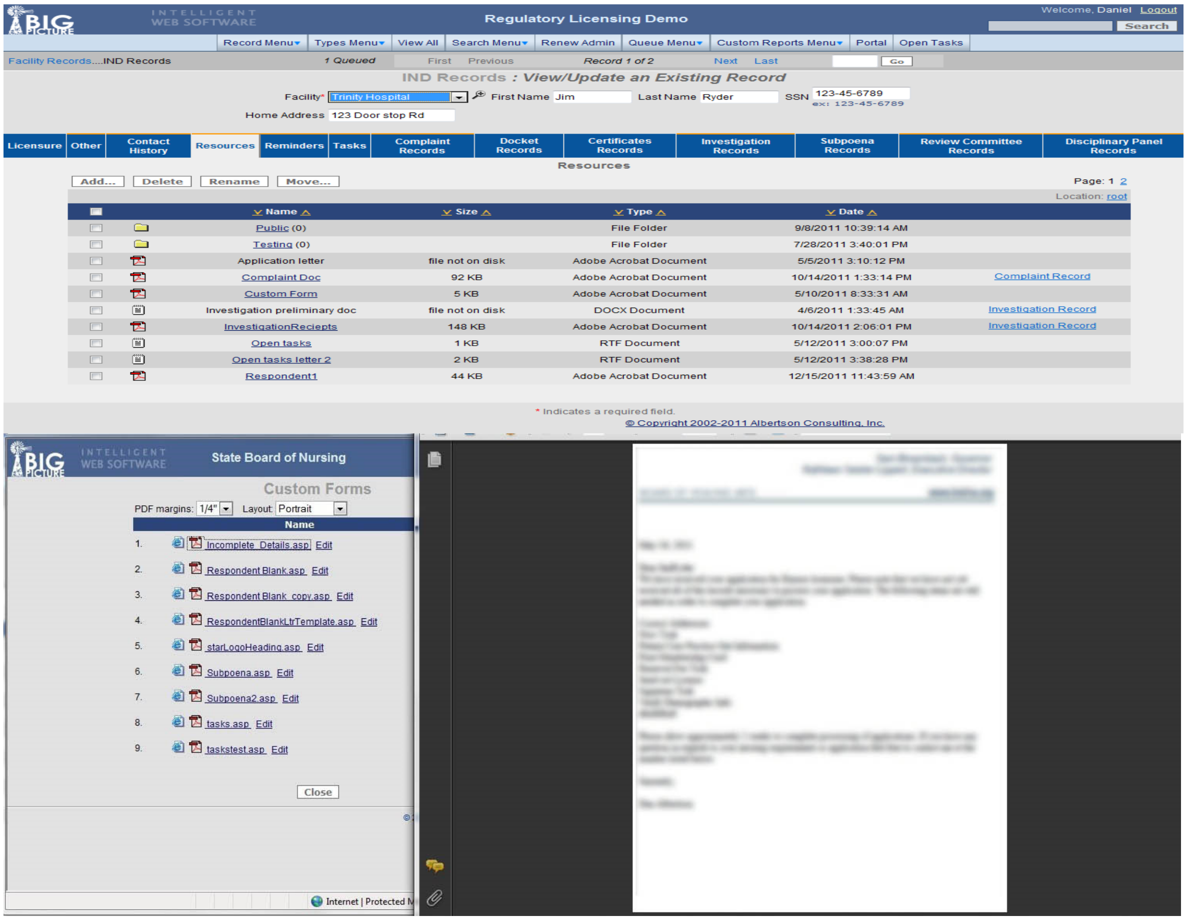
Data from ad hoc queries/templates can be stored for view by different users/groups in the Portal for simplified licensee/discipline lifecycle management. These summarized views or detailed views can be very valuable in alerting system users to various processes within the organization. These summarized views or detailed views are setup and managed by the system user as they see fit.





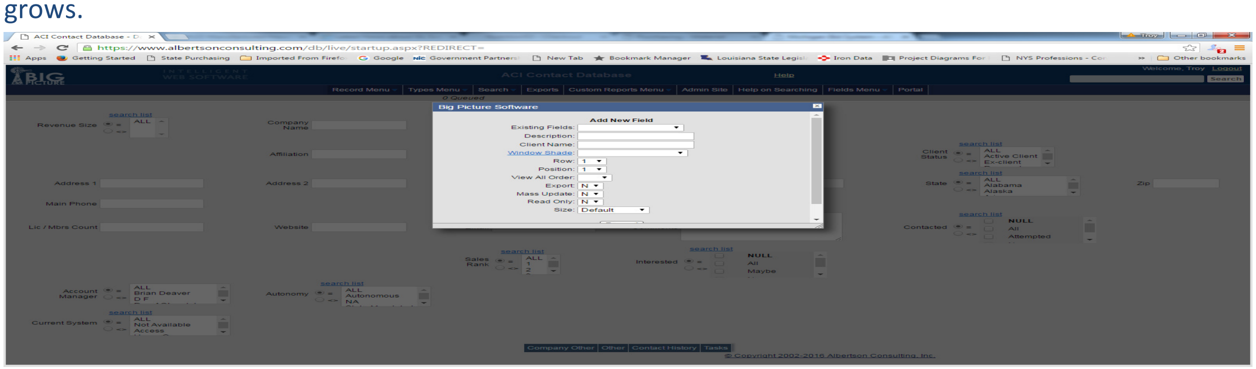
Internal queue management system to manage batches of records

- Remove
- Add All
- Add
- Empty queue
- Process queue
- Load queue



Database Configuration Option

Database Configuration Option enables system users to modify/add values in the drop down fields, manage fields, manage where they are displayed on the screen, manage what tabs they fall under, and manage record types. A unique feature of our software is that administrators can add as many Record Types to the system as needed and then manage what fields are related to that record type. This is an extremely powerful feature that allows you to completely manage additional license types as the Board grows.

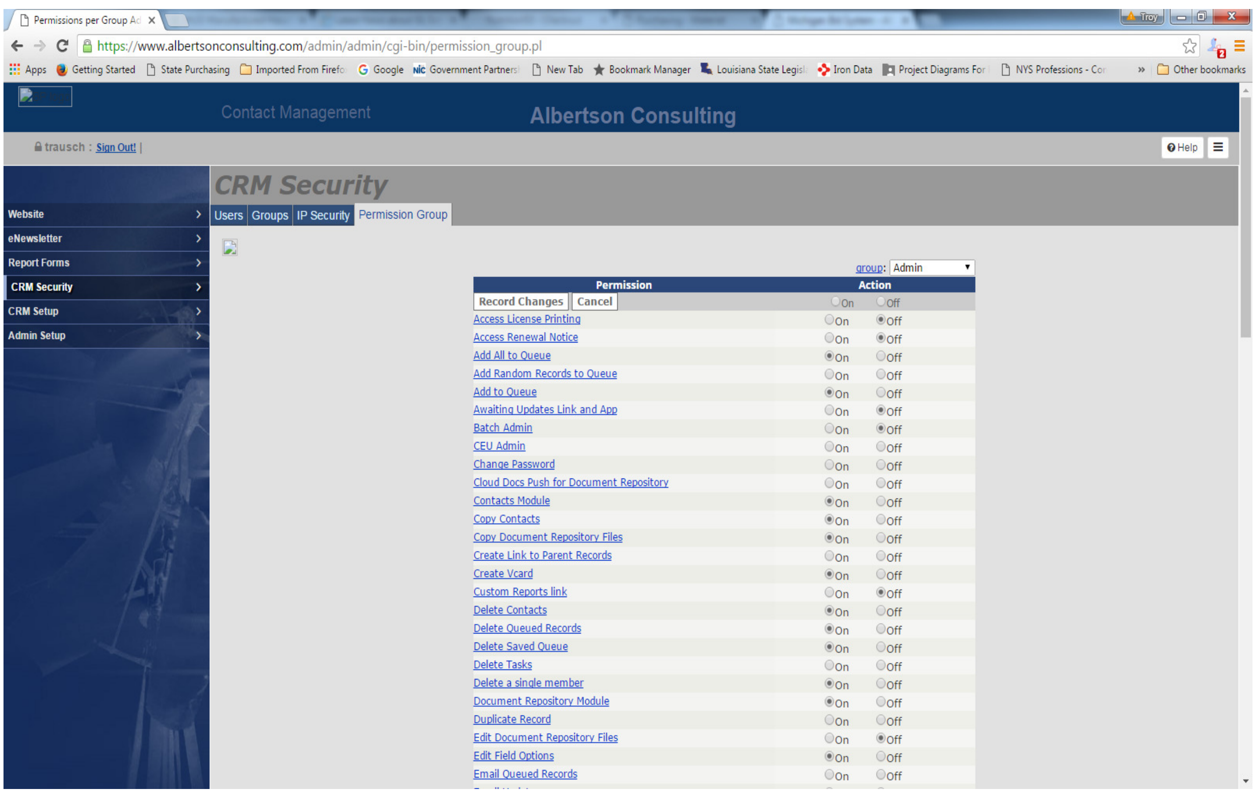


1. License application workflows
2. Hearing agenda workflow
3. Payment and receipting workflows
4. Enforcement workflows
5. Communications workflows, including standard letters

They can then utilize the built-in file loader to **import the data** for this new record type. They can then set up the views for them so the screen is laid out how they would like to view the fields. Administrators can then create reports and if they want them to be promoted to "Widgets" they can also do that in the Portal administrator tab.

Administrator Tools

- Users and user permissions
- Roles and role permissions
- Role-based access controls (users can be members of none, one or more than one roles)
- Licensee attributes configuration
- Exam providers, tests, and scoring
- Accounting codes configuration
- Cost tracking configuration



Data Conversion

Data conversion can be one of the most crucial pieces of any implementation that is why a well-executed data conversion plan is essential for project success. For the past 13 years we have successfully utilized our data conversion strategies in implementations for other state boards similar to your board and can successfully migrate any legacy system and data regardless of size of the existing data.

The data you currently have in your system will become the data in our system. When we stand up a new system your field names will become field names in Big Picture. Our system is a blank slate. The first thing we do is identify the names of the fields that you require in the new system then we get a copy of your data and begin uploading it to our system. This data identified by currently understood field names is used for all functions in the database such as on the screen for views, correspondence, and reporting

Big Picture will be able to import electronic records that are delivered to our staff. Typically these records are in delimited text files. Often other types of files are delivered to our staff to import into our central repository. In the case where a customer is not capable of delivering their records, our staff may be able to pull the records out of the existing internal database system if it has ODBC connectivity or data dump capabilities that render textual files.

Big Picture will lead the conversion effort and specifically assist in the following areas. We expect that the board will provide resources knowledgeable with the historical data to assist in the data migration/conversion effort.

- data mapping
- script development for conversion
- assist in data testing and validation
- assist with the planning and execution of the final data conversion

Once the data mapping has been defined, a board representative will sign off on the data maps. The board staff and ACI staff will be responsible for the data conversion programs to load data from the staging tables to database.

Typically, two data conversions tests are scheduled prior to the final conversion effort and implementation of the data into the production database; however, there are times (based on complexity) when this process exceeds the anticipated three conversions.

Interfaces

Our COTS software solution provides interfacing capabilities with most any external system allowing for data exchange. We have built multiple interfaces for many other boards that required interfacing with national associations and organizations. Our development team will work with the boards and other external organizations to configure the necessary interfaces. Interfaces with state gateway payment systems for point of sale and batch collection are supported with the software. In some cases, portals can be configured for investigators or other officials to access a limited possibly read only relevant view of the data.

ACI's solution will specify and develop interfaces to move data between a third party and the board. ACI will develop a technical specification for each interface that will be required by the board. Including:

- Data Mapping
- Functional Requirements
- Interface flow

ACI is capable of designing and implementing any third-party interface for virtually any flat file or web service data exchange, below are common types of data interfaces typically used during a deployment of our software.

- Exam scores / test results
- Scanned documents (images, PDFs, etc.)
- CEU supporting documentation
- Payment processing information
- Renewal data import/export
- Continuing Education data & CPE (Hours, Courses, Providers, etc.)
- Audio files import
- Facility information
- Corporation data
- Accounting information
- Financial data
- Medical data

CPE Monitor Program

We have worked with several national associations and integrated with their CEU tracking programs for a variety of both regulatory and professional licensing state boards. We have extensive knowledge of building and integrating these types of programs with state boards.

Online Payments

All financial transactions are supported, including partial and overpayments. Big Picture Software includes a built-in robust accounting system, capable of handling all accounting functions: payments of any type, refunds, transfers, adjustments, NSF checks etc., along with built-in reconciliation reports and tools.

Every transaction is logged in audit tables. Permissions are tightly controlled at the function and user level. Payments can be accepted by mail, walk-in and online as needed. Any number of payment types are supported and can be configured per the board's requirements. Standard financial reports are included. Specific board business rules regarding amounts, payment types, refund policy etc., and approvals are configurable per board's request.

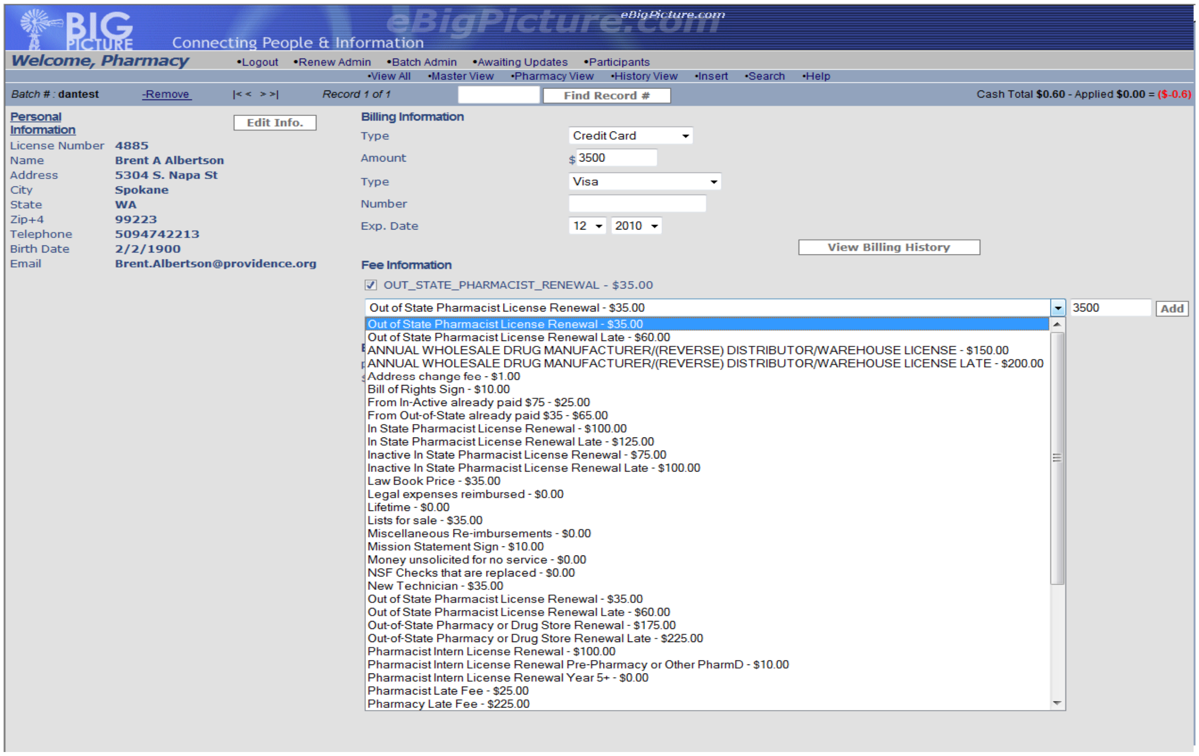
The board will be able to accept all internal and online payments options tracking each payment individually and what payment method was used. Appropriate users can be granted privileges that would allow them to override required payments.

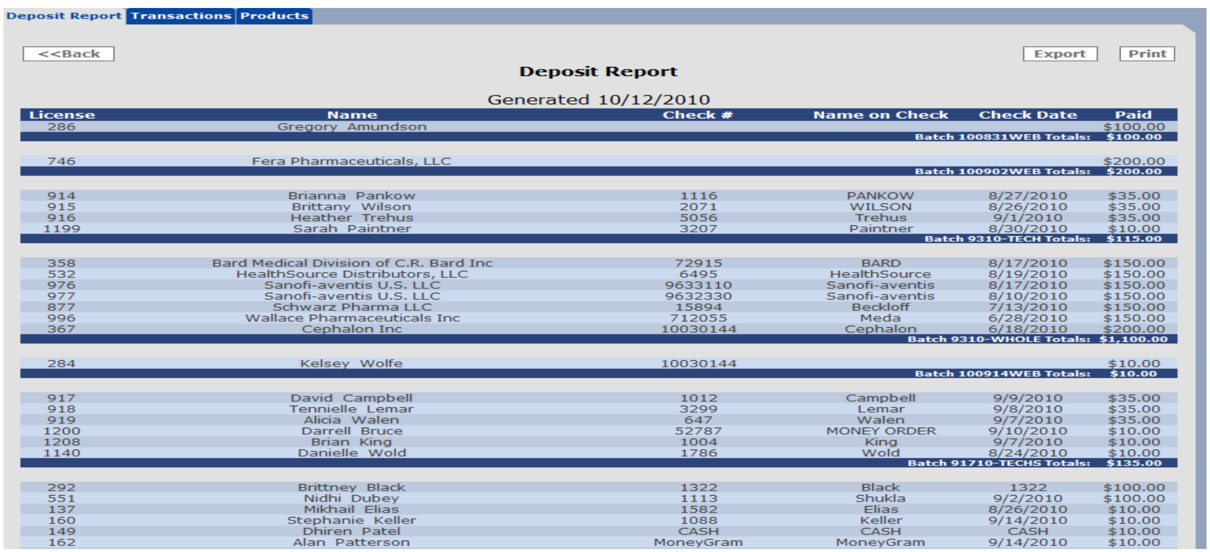
Payment Processing & Revenue Management

In the administrative interface, system users can manage products related to revenue collection. Products and prices have a begin and end date so that as years go by and prices of various products change different amounts will appear for any online revenue collection item such as renewals for various license classes or applications amounts.

	Product	Cost Amt	Begin Date	End Date
1.	ADDRESS_CHANGE_FEE	$1	01-JAN-10	31-DEC-20
2.	BILL_OF_RIGHTS_SIGN	$10	01-JAN-10	31-DEC-20
3.	FROM_IN_ACTIVE_ALREADY_PAID_$75	$25	01-JAN-10	31-DEC-20
4.	FROM_OUT_OF_STATE_ALREADY_PAID_$35	$65	01-JAN-10	31-DEC-20
5.	INACTIVE_IN_STATE_PHARMACIST_LATE_RENEWAL	$100	02-MAR-10	01-DEC-10
6.	INACTIVE_IN_STATE_PHARMACIST_RENEWAL	$75	01-DEC-09	01-MAR-10
7.	INTERN_PHARMACIST_RENEWAL	$100	01-DEC-04	31-DEC-15
8.	INTERN_PHARMACIST_RENEWAL_5	$0	01-DEC-04	31-DEC-15
9.	INTERN_PHARMACIST_RENEWAL_PRE_OTHER	$10	01-DEC-04	31-DEC-15
10.	IN_STATE_PHARMACIST_LATE_RENEWAL	$125	02-MAR-10	01-DEC-10
11.	IN_STATE_PHARMACIST_RENEWAL	$100	01-DEC-09	01-MAR-10
12.	LAW_BOOK_PRICE	$35	01-JAN-10	31-DEC-20
13.	LEGAL_EXPENSES_REIMBURSED	$0	01-JAN-10	31-DEC-20
14.	LIFETIME	$0	01-DEC-09	31-DEC-20
15.	LISTS_FOR_SALE	$35	01-JAN-10	31-DEC-20
16.	MISCELLANEOUS_RE-IMBURSEMENTS	$0	01-JAN-10	31-DEC-20
17.	MISSION_STATEMENT_SIGN	$10	01-JAN-10	31-DEC-20
18.	MONEY_UNSOLICITED_FOR_NO_SERVICE	$0	01-JAN-10	31-DEC-20
19.	NEW_TECHNICIAN	$35	01-JAN-10	31-DEC-20
20.	NSF_CHECKS_THAT_ARE_REPLACED	$0	01-JAN-10	31-DEC-20
21.	OUT_STATE_PHARMACIST_LATE_RENEWAL	$60	02-MAR-10	01-DEC-10
22.	OUT_STATE_PHARMACIST_RENEWAL	$35	01-DEC-09	01-MAR-10
23.	OUT_STATE_PHARMACY	$175	01-JAN-10	01-JUN-10
24.	OUT_STATE_PHARMACY_LATE	$225	02-JUN-10	31-DEC-10
25.	PHARMACIST_LATE_FEE	$25	01-JAN-10	31-DEC-20
26.	PHARMACY_LATE_FEE	$225	02-JUN-10	31-DEC-10
27.	PHARMACY_PERMITS	$175	01-JAN-10	01-JUN-10
28.	POSITIVE_ID_REQUIRED	$10	01-JAN-10	31-DEC-20
29.	RECIPROCITY_FEES	$150	01-JAN-10	31-DEC-20
30.	REINSTATEMENT_OF_A_PHARMACIST_LICENSE	$0	01-JAN-10	31-DEC-20
31.	REINSTATEMENT_OF_A_TECHNICIANS_REG	$0	01-JAN-10	31-DEC-20
32.	TECHNICIAN_LATE_FEE	$10	01-JAN-10	31-DEC-20
33.	TECHNICIAN_LATE_RENEWAL	$45	02-MAR-10	01-DEC-10
34.	TECHNICIAN_RENEWAL	$35	01-DEC-09	01-MAR-10
35.	TECHNICIAN_RENEWAL_INACTIVE	$35	01-JAN-10	31-DEC-20
36.	TECHNICIAN_RENEWAL_IN_ACTIVE_LATE	$45	01-MAR-09	30-NOV-10
37.	TECHNICIAN_RENEWAL_IN_TRAINING	$10	01-DEC-09	01-MAR-10
38.	WHOLESALER_LATE_FEE	$50	01-JAN-10	31-DEC-20
39.	WHOLESALE_LICENSE	$150	01-JAN-10	31-DEC-20
40.	WHOLESALE_RENEWAL	$150	01-JAN-10	01-JUN-10
41.	WHOLESALE_RENEWAL_LATE	$200	02-JUN-10	31-DEC-10

Revenue collection and cash management processes will be accessed in a batch administration interface. System users can manage products related to revenue collection. Whether a payment is collected online or in person, our **Batch Admin** system allows funds to be accounted for and credit given for enforcement, licensure or any other product to licensed or unlicensed individuals and exported to integrated third party accounting systems. Applicable fees, refunds, and NSF will be recorded appropriately to comply with boards internal controls/policies





Deposit Report | Transactions | Products

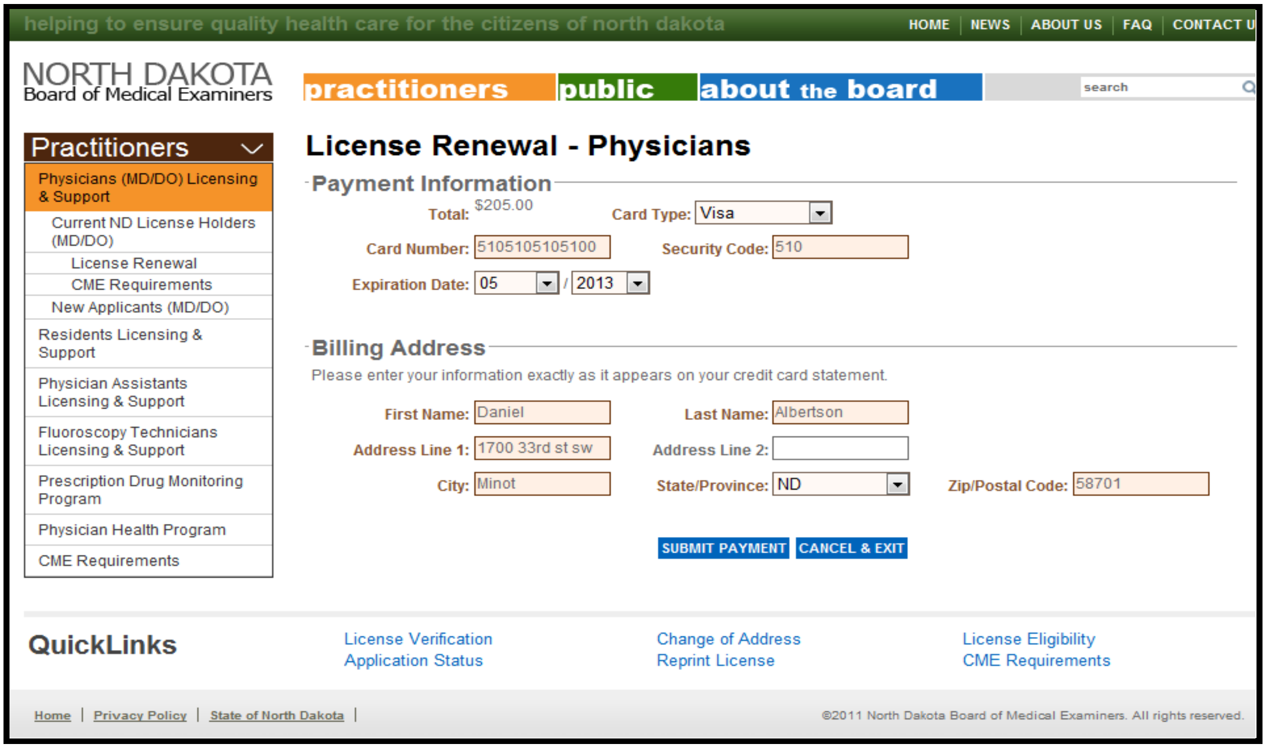
<<Back | Export | Print

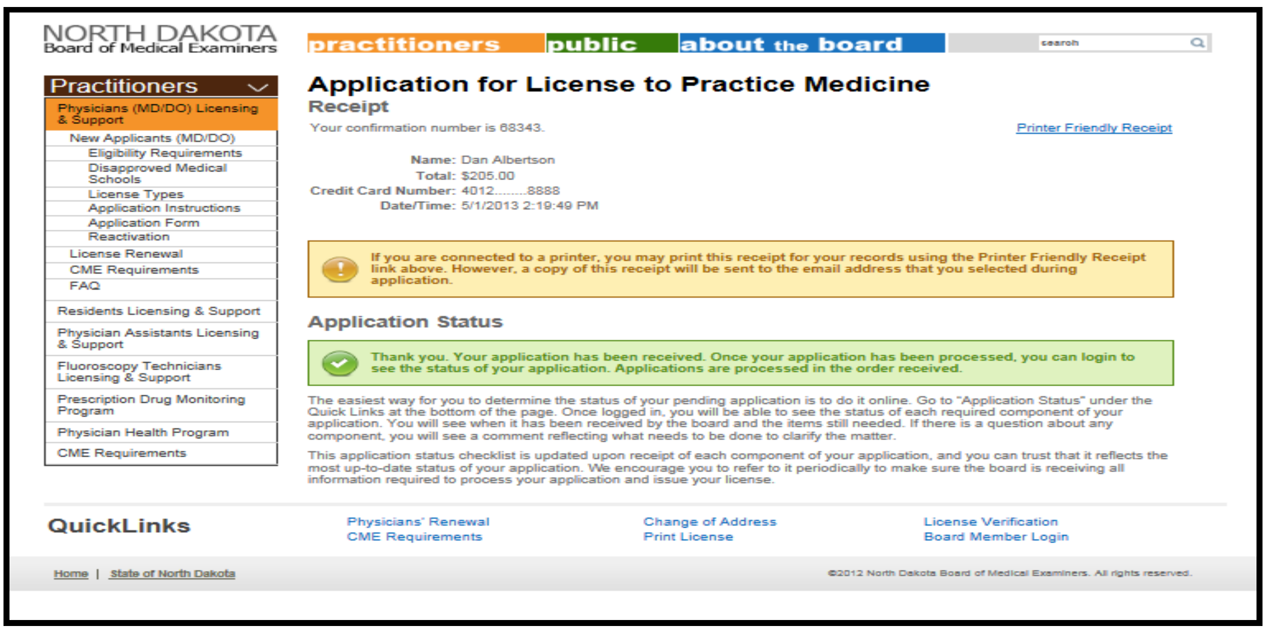
Deposit Report

Generated 10/12/2010

License	Name	Check #	Name on Check	Check Date	Paid
286	Gregory Amundson				$100.00
				Batch 100831WEB Totals:	$100.00
746	Fera Pharmaceuticals, LLC				$200.00
				Batch 100902WEB Totals:	$200.00
914	Brianna Pankow	1116	PANKOW	8/27/2010	$35.00
915	Brittany Wilson	2071	WILSON	8/26/2010	$35.00
916	Heather Trehus	5056	Trehus	9/1/2010	$35.00
1199	Sarah Paintner	3207	Paintner	8/30/2010	$10.00
				Batch 9310-TECH Totals:	$115.00
358	Bard Medical Division of C.R. Bard Inc	72915	BARD	8/17/2010	$150.00
532	HealthSource Distributors, LLC	6495	HealthSource	8/19/2010	$150.00
976	Sanofi-aventis U.S. LLC	9633110	Sanofi-aventis	8/17/2010	$150.00
977	Sanofi-aventis U.S. LLC	9632330	Sanofi-aventis	8/10/2010	$150.00
877	Schwarz Pharma LLC	15894	Beckloff	7/13/2010	$150.00
996	Wallace Pharmaceuticals Inc	712055	Meda	6/28/2010	$150.00
367	Cephalon Inc	10030144	Cephalon	6/18/2010	$200.00
				Batch 9310-WHOLE Totals:	$1,100.00
284	Kelsey Wolfe	10030144			$10.00
				Batch 100914WEB Totals:	$10.00
917	David Campbell	1012	Campbell	9/9/2010	$35.00
918	Tennielle Lemar	3299	Lemar	9/8/2010	$35.00
919	Alicia Walen	647	Walen	9/7/2010	$35.00
1200	Darrell Bruce	52787	MONEY ORDER	9/10/2010	$10.00
1208	Brian King	1004	King	9/7/2010	$10.00
1140	Danielle Wold	1786	Wold	8/24/2010	$10.00
				Batch 91710-TECHS Totals:	$135.00
292	Brittney Black	1322	Black	1322	$100.00
551	Nidhi Dubey	1113	Shukla	9/2/2010	$100.00
137	Mikhail Elias	1582	Elias	8/26/2010	$10.00
160	Stephanie Keller	1088	Keller	9/14/2010	$10.00
149	Dhiren Patel	CASH	CASH	CASH	$10.00
162	Alan Patterson	MoneyGram	MoneyGram	9/14/2010	$10.00

Interfaces with state gateway payment systems for point of sale and batch collection are supported with the software. In some cases, portals can be configured for investigators or other officials to access a limited possibly read only relevant view of the data. We currently have many existing payment gateway interfaces available for revenue collection of application fee’s, renewals, fines etc.





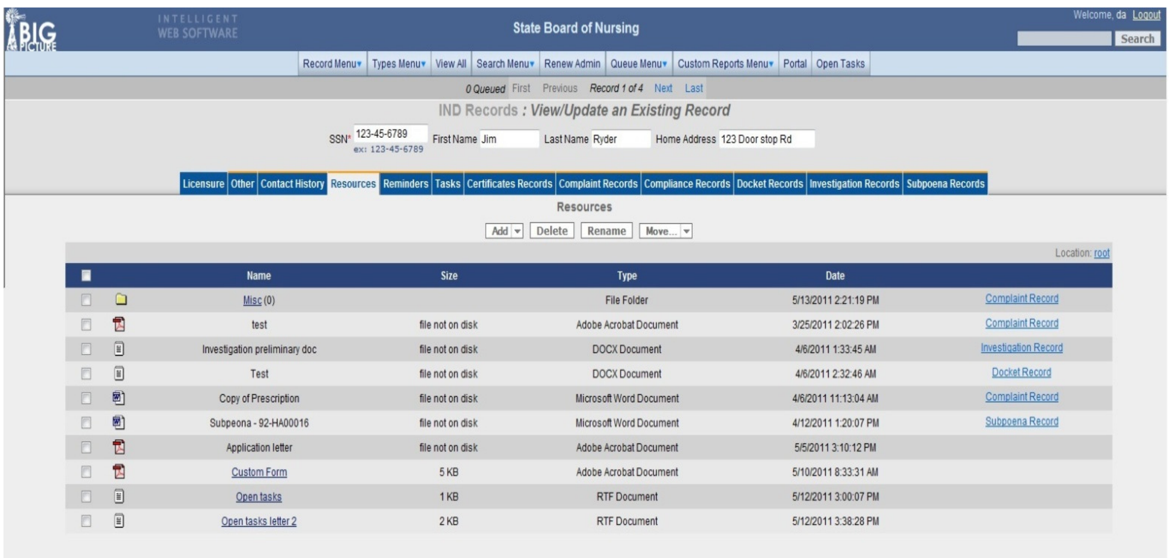
Products

Every product in the system is editable using our Product tool found in the Big Picture administration interface. Product price, product name, and account number are configured. Canned reports allowing display and searching of products, transactions, and deposits, along with batches and payment methods are available.

There are many financial reports that allow you to break down deposits, renewals, applications, scope of service, address changes and many other revenue affecting items

Document Repository

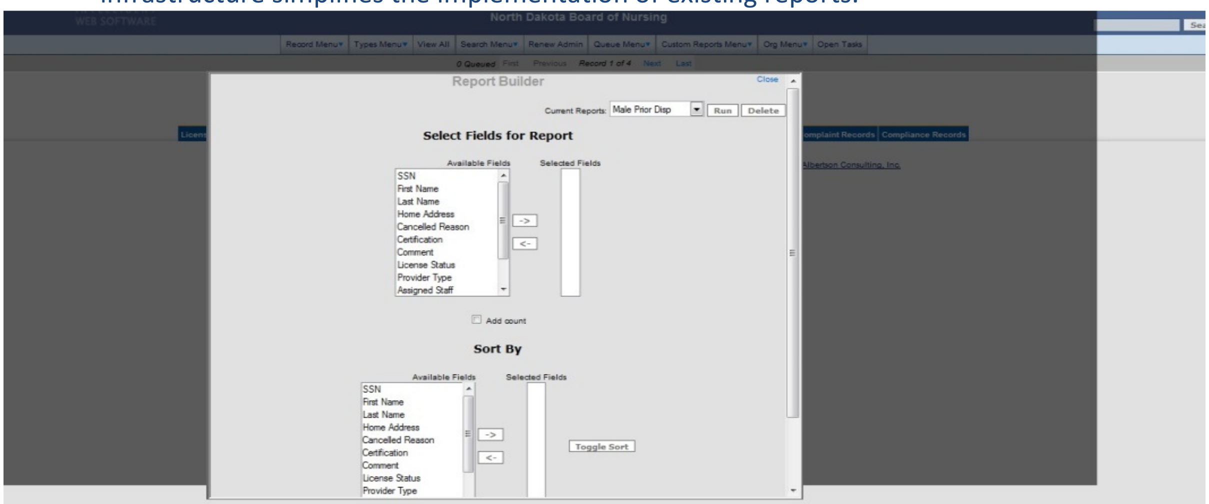
Big Picture has a fully integrated document management system allowing the ability to upload and store any type of electronic file directly with the related license record for a new application, application renewal, CPE or CEU, case management, inspections etc. Applicants along with any other authorized firm or party are able to upload documentation using the board's public website. They system can support paper-based submission of complaints by staff, stakeholders or public. Paper documents will need to be scanned and uploaded and data manually typed into the database. Size constraints are imposed by the board from public facing online collection activities such as Applications or Renewals.



An integrated document repository resides within our web deployed application. It facilitates searching by any field in the database to drill down to the desired document. Any record type in the system has an optionally correlated view into the repository for imaged documents. When documents arrive in the repository, they are stored at the appropriate location and are available for viewing or distribution when necessary. For example, an original document submission containing all data and uploaded attachments such as an accepted application will automatically be stored as a PDF in the licensee record and retained per state regulations. The board can elect any type of file to be stored in the system. Typical deployments utilize any of the following file type extensions. tif., gif., exe., doc., docx. pdf., txt., rtf.

- All Licensee and/or record **data is encrypted** at rest.

- Certain personally identifiable information, such as social security numbers, is stored in a **"masked" state** like xxx-xx-1234 as displayed in the record view (staff-only).
- Database record fields are placed in **Record Views** that are used for the appropriate **Permission Group**. For example, SSN could be on a View that only Admin Staff group can see.
- Publicly viewable data, such as disciplinary information, is **made available only as your business process** allows during setup. For instance, a Complaint is private, internal only, until a Disciplinary Action is taken, whereby it may be viewable on the appropriate view by the public, such as in License Verification.
- Reporting
- Our support staff works with your staff to create the custom forms and reports required to replace the existing reporting functionality in the current database application. The system's infrastructure simplifies the implementation of existing reports.

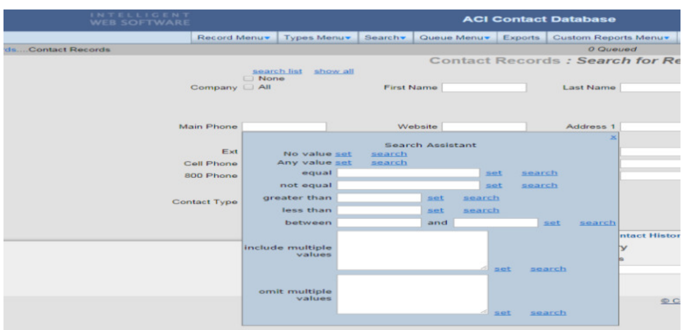


The **search view** in the software eliminates the need for many reports and is critical to the reporting in the system. Most questions and queries can be accomplished right from within the software. **Every field** for any **record type** can be utilized as **search criteria**. The system allows for multiple fields to be searched at one time. After a search has been completed, it can be **saved** for later use. It then shows up in the search drop down and on the **Portal** screen where a user can access it with one click.

The"***search assistant"*** is evoked upon focus on a field on the search screen. It gives users the ability to search for "**No value**" in a field or "**Any value**" in a field. Additionally, the search assistant allows users to search for records where that field is "**Equal**" or "**Not Equal**" to some user entered data. Wildcard searching permits the user to enter some portion of desired search data. For example: if a user performs a wildcard search on the first name entering "Dan", all individual records will be returned that contain "Dan" anywhere in the first name field i.e., a first name of "Dan", "Danette", and "Daniel". Performing a 'No Match Search' on first name field for "Dan" will return those records in the database where "Dan" is not found in whole or in part in that field.

Phonetic searching is available in the search assistant, along with **historical searching** of our audit trail entries. Phonetic allows a user to do "sounds-like" search of all active records in the database. An algorithm has been deployed and is very effective. It may require some configuration during deployment. Historical searching allows a user the ability to search historical entries in our audit trail. For example, if an address was changed 4 years ago and that address is now searched by performing a historical search, the current active record will be found and the old address will be in the history view for that record.

A user can also perform searches containing a list of "**multiple values**" separated by commas. For example entering "Dan, David, Brian, Tim" in the "**Include multiple values**" search box will return all those records from the database where the first name is either "Dan, David, Brian, Tim". "**Omit multiple values**" search works the same way in that a comma separated list can be entered, but those items listed in the search are not included in returned search records.



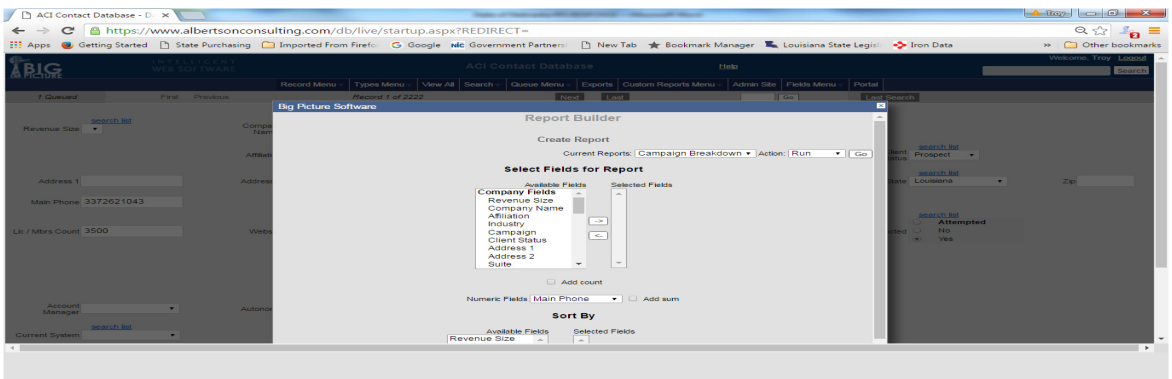
The Search Assistant changes search options based on the context of the field type being searched. If the field is numerical in nature searches for between or less than or greater than appear.

In some unique cases, we may be called upon to build custom **saved searches** that can pull together searches that become rather challenging in the user interface. Although this is rare, we have used it on occasion to prepare a record set that is otherwise not accessible from the main search screen. pulled from the database by either a manual or saved search of one or more fields, it can be viewed on the View All screen, or it can be resorted by any field. A quick print is available on the View All screen. If that is not sufficient, this record set can be stored in a **queuing system** that allows the user many options such as **print envelopes, mailing labels, mass update, export to Office, print certifications or renewal requests with barcodes** or other options including the ability to merge the records into any **custom form** in the system. Custom forms are **editable** by the users of the system in our administration area. After the merge, these forms are either available in PDF or HTML for printing from the browser.

Once in the queue system, other options exist such as the ability to **temporarily store** these specific records to a static list that can be either **added to or subtracted from** by doing more searching in the database Search screen. After the user is satisfied with the record set in the queue, they can **save** it for future use.

Many of the reports/merges/exports will be incorporated into the base core reporting engine. Those of the financial type are typically referenced in the administrative interface where we have many **financial reports** that breakdown revenue, products, deposits, payments, statistics and many other canned revenue type reports. In some cases, we will need to modify or enhance these to fulfill the requirements of some of the existing financial reports.

In addition to all of the other tools, Big Picture has an automated *Report Generator* that allows users to search out records and then place fields from the resulting recordset into a report. The user can also summarize or add counts to facilitate management reports. These reports can be exported to Excel, PDF or HTML. They can also be promoted to Widgets and appear in the Big Picture portal



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In those situations that a **mail merge** type of report is required, a determination is made to either build the hard coded report online, utilize our online user-defined tool set to build a mail merge custom template or export the data to **Microsoft Office**.

At times we can utilize an **existing** PDF, if one exists, to create a new report from our system. For example, we may employ this technique if your existing license is a PDF. In this streamlined process, we effectively modify the PDF to include fields from the database and then make that available in our system.

Our developers are adept in solving any reporting needs. We have met the needs of our customers with the capabilities listed above and have built and deployed custom report packages utilizing Microsoft SQL Reporting Services **(SRS)**, Adobe PDF, Access, Crystal Reports and HTML reports.

All report templates can be sent to local standard printers for printing. There exist no limitations by the system in this regard. Printer capabilities may affect whether special documents (placards, wallet cards, etc.)

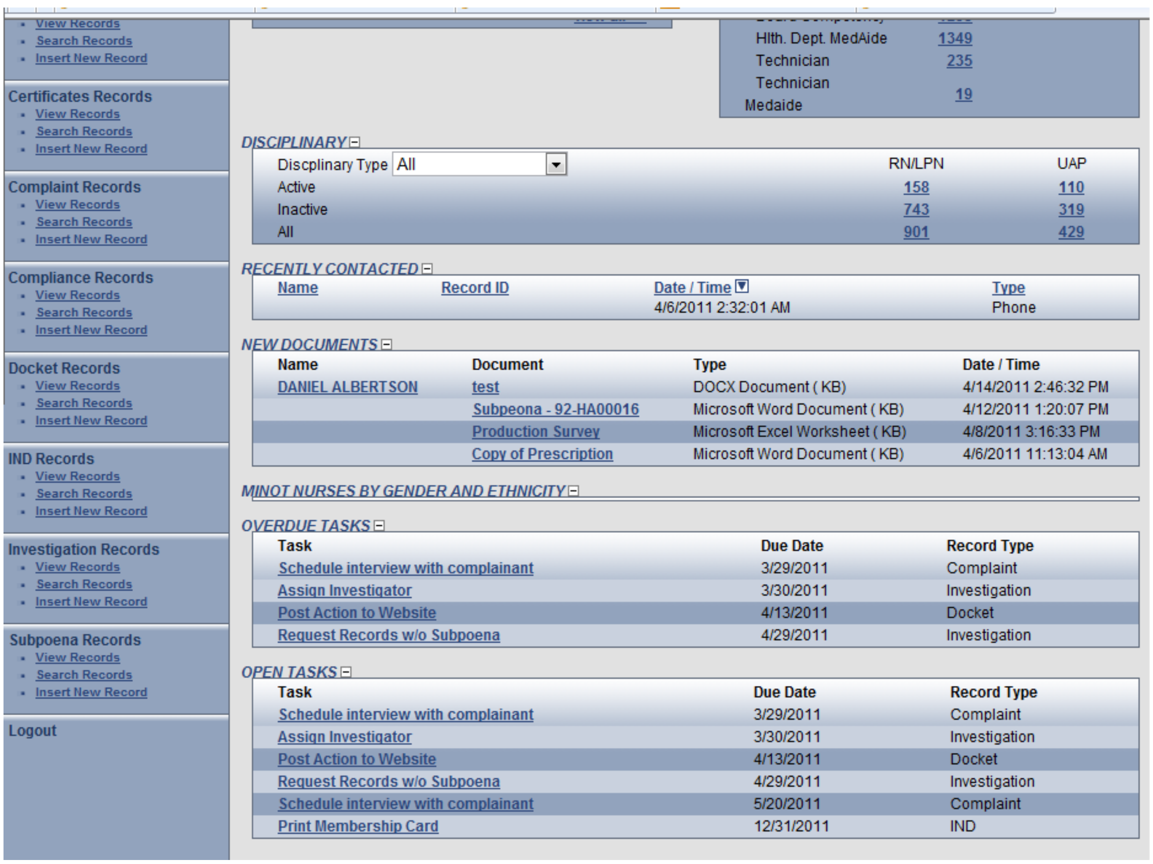
These reports will exist as report templates where authorized users can reuse these existing reports or retune them to suit present-day needs. The solution provides the ability to export to
Excel as well as allowing for mail merge functions for letters and mailing labels.

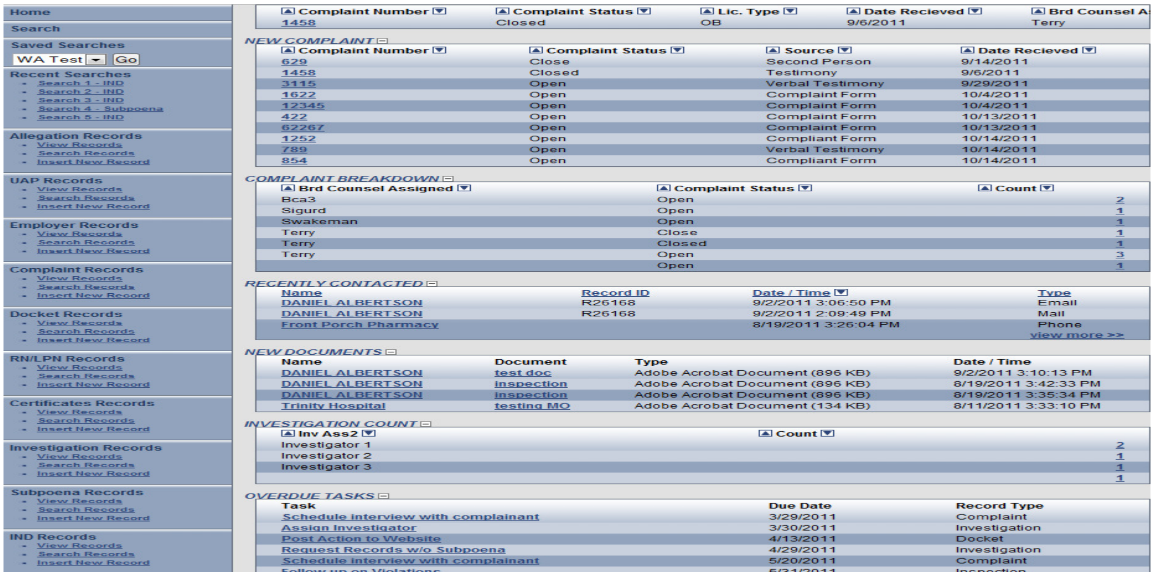
Discipline
Tracking and reporting of disciplinary orders and compliance are easily managed with our software. Our integrated batch administration interface will be utilized to collect investigative fines and costs and will interface with accounting and cash management systems in accordance with the agency's' requirements.

At the time of deployment, we will configure the internal portal system to allow your investigations staff access to investigative case information and provide the ability to update case records and issue citations. GPS options exist and can be configured and integrated upon further requirement gathering. Users from other agencies and associations can be granted access to the portal interface based on role based security. The portal will be configured to display and share disciplinary and investigative information upon stand-up of the system. Exports, reports, and interfaces will be configured and deployed per the agency's needs for other agencies and associations.

Integrated Discipline/Case administration
Administrators can setup and manage any field, any View and any Tab for them to appear on. This is fundamental to our Discipline/Case Management software. During implementation, it will be configured to meet your needs. It facilitates storage of the following records in the database:

- Drug/Alcohol test results tracking
- Compliance Monitoring
- Workplace impairment tracking
- No limit on number of complaints allowed in system
- Upload video
- Reminders recurrence
- Discipline/Compliance tracking
- Public/Private document retention
- Any other document types such as dockets, cases, complaints, and any other record type can be configured in the system and stored
- Portal integration a& reporting
- Upcoming reminders widgets
- Disciplinary type breakdown widgets

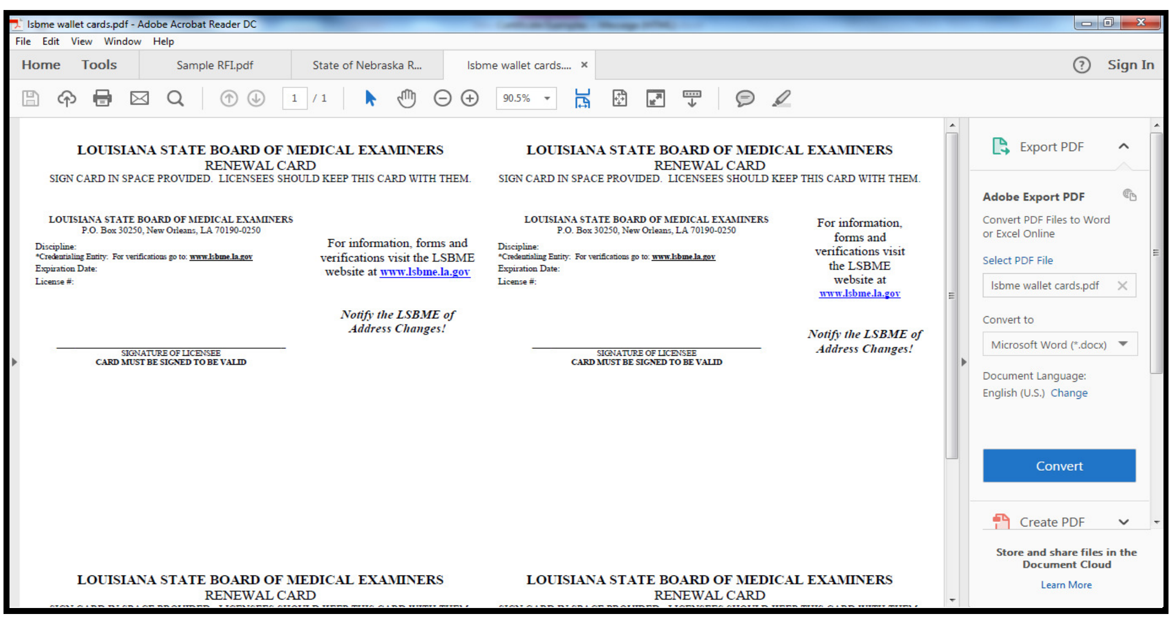


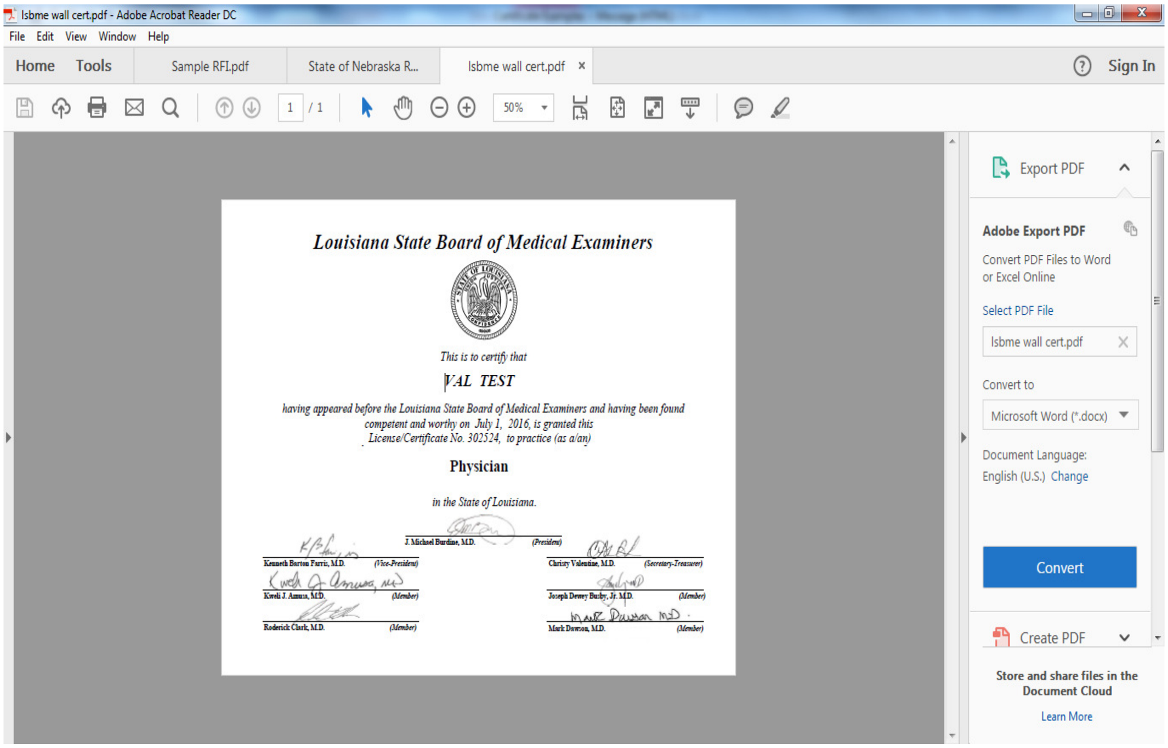


- Recent test results widget
- More widgets available out of the box and anything in the system can be summarized/customized to meet the needs either by the system users or by developers.
- Integrated disciplinary web service included.

License Certificates and Pocket Cards

The software has the capability to print licenses, wallet cards, reports, correspondence, envelopes and other miscellaneous items that need to be printed as part of the licensure cycle. Our software can also provide third party vendor appropriate data through EFT.





License Maintenance

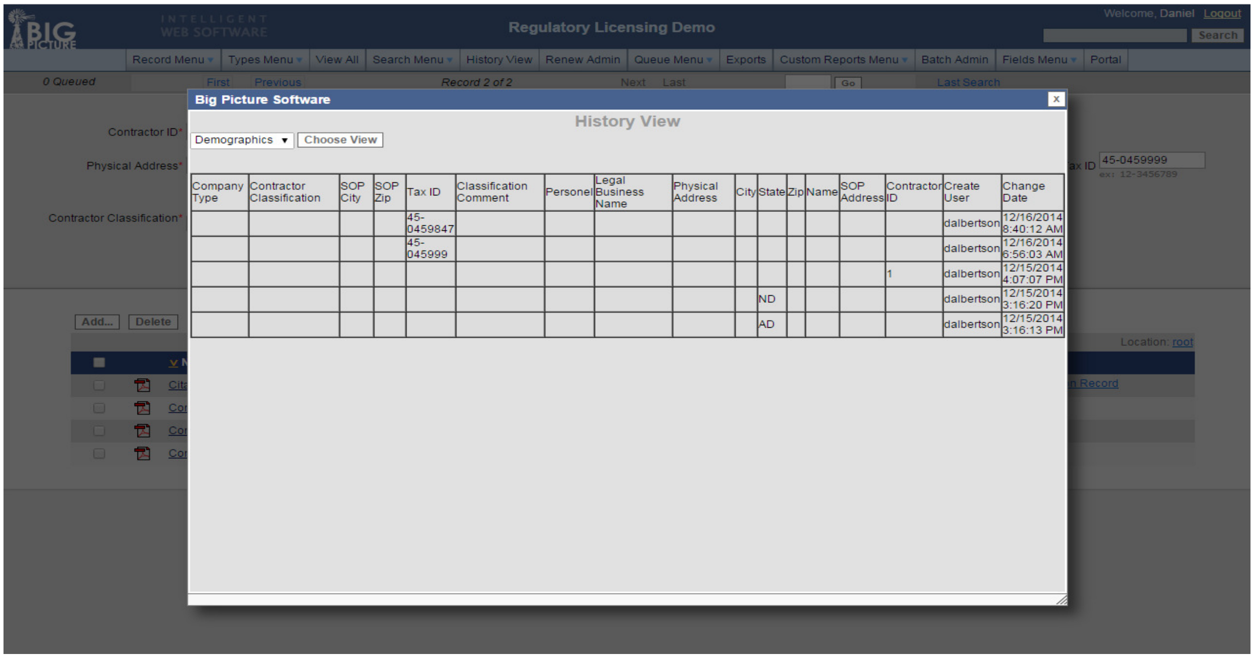
All licensee data/information that is stored in the database can be modified at any time by authorized staff personnel. The agency can define and modify all information collected and stored in the database. Role-based security exists to ensure users have access to appropriate fields and functions.

License Status Changes

Each license within the database can have multiple associated statuses throughout the licensure life cycle. The software can display historical statuses by configuring our history view tool.

The database has a fully integrated audit trail with user/time stamp functionality ensuring complete tracking and an audit trail of everyone who accesses, modifies or changes a record in the database. Complete logging and tracking of updates to all data with date and time stamps are easily accessible for review. The administrative interface allows many views to be setup for different fields and record types. Every record has a history of every change that has been made to the record since the inception of the database.

Every licensee has a full audit of every change that was made to the record since the inception of the database.



Continuing Education & Accreditation Tracking

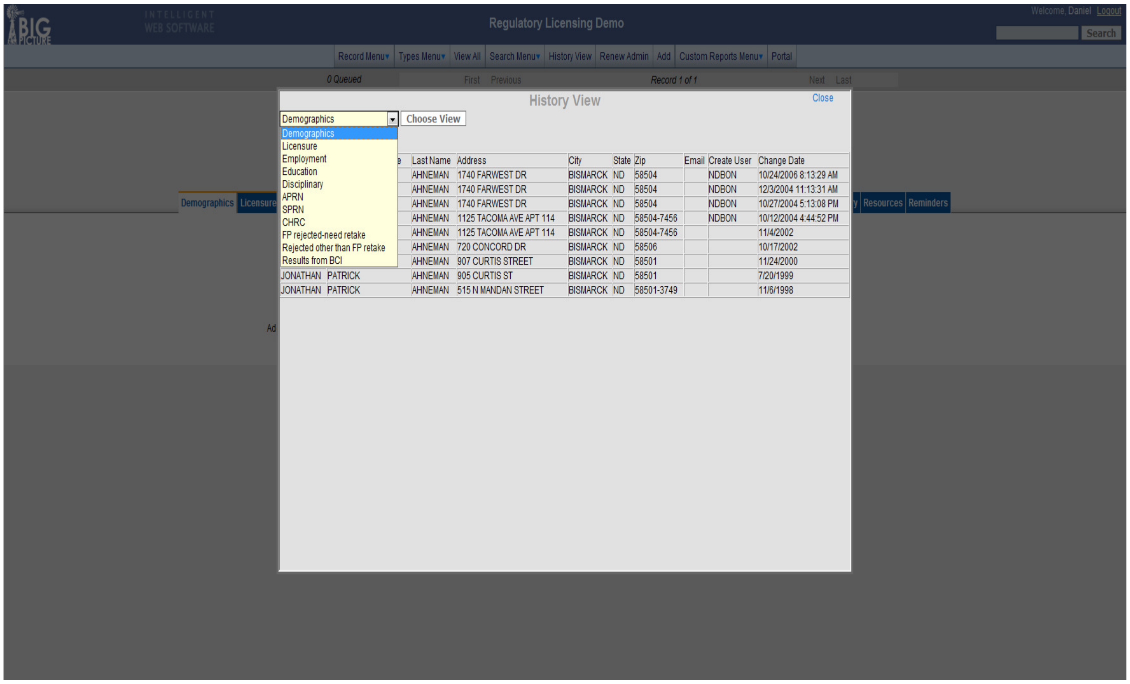
Provides the ability to create, view, search, list or maintain courses and classes. Imports and exports are available to allow licenses or authorized system users to upload rosters for continuing education courses at any-time. Requirements for CEs will be set-up per the board's advisement. Licensees can upload CE information via the website which will allow board staff to create a printable log format provided by the board. All CE information is retained indefinitely.

License Printing

Software has the capabilities to print licenses, wallet cards, reports, certificates, correspondence, envelopes with mail merge capabilities and other miscellaneous items that need to be printed as part of the licensure cycle.

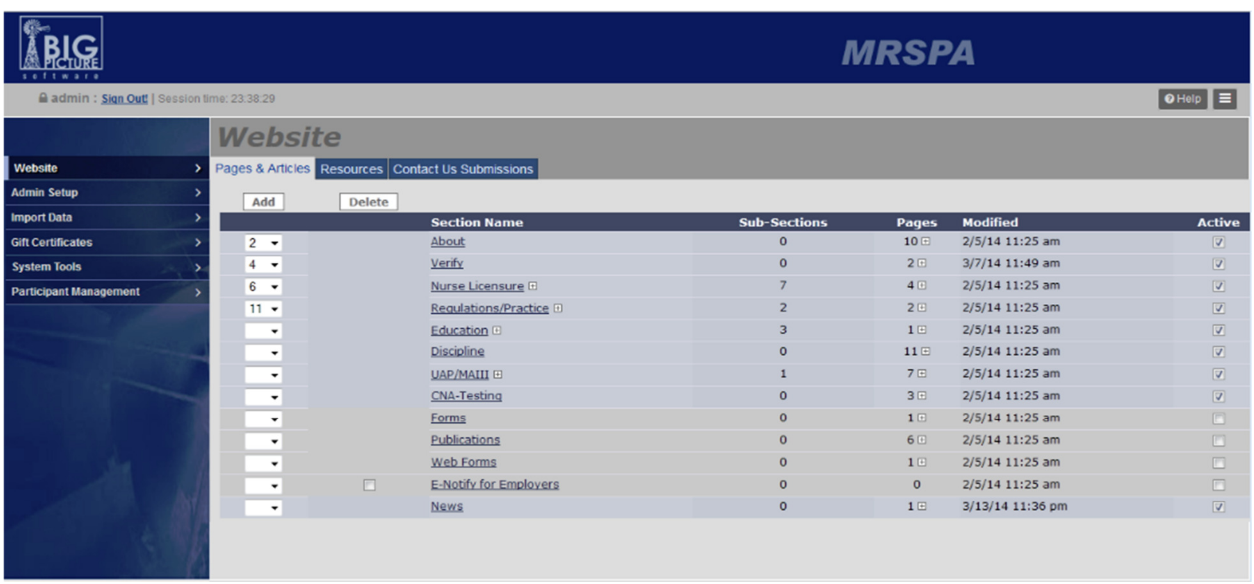
History view

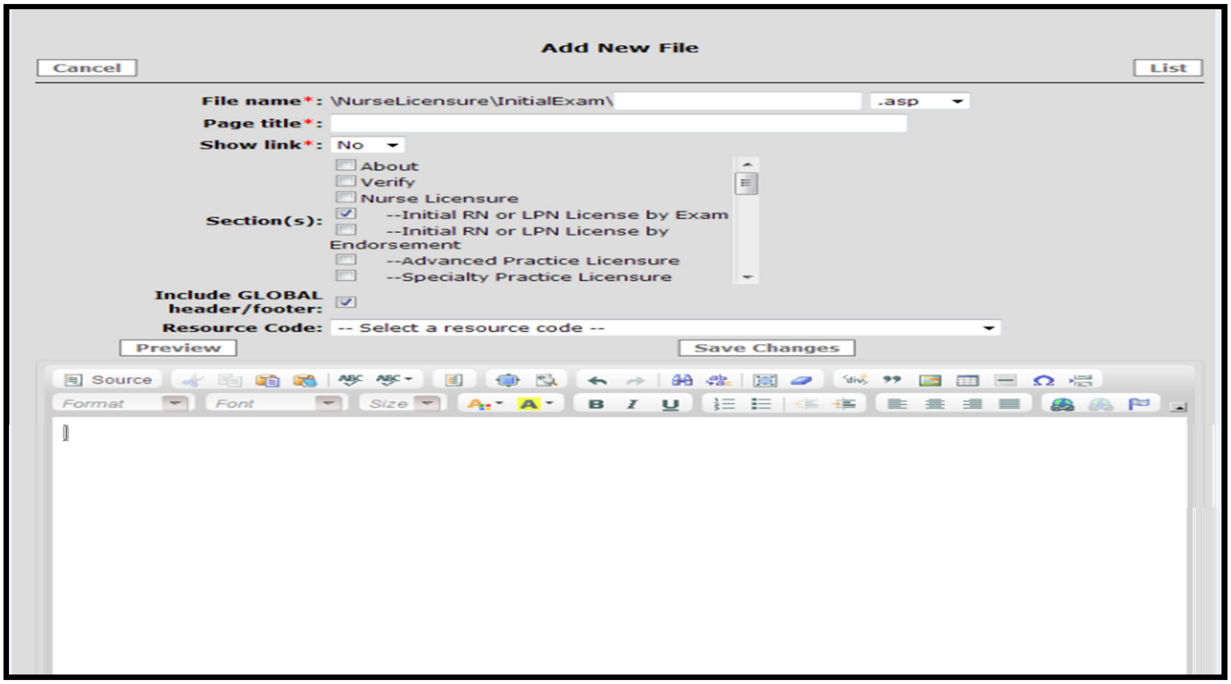
- Logging and tracking of updates to all data history with date and time stamp
- Administrative panel allows many views to be setup for different fields/record types
- Every licensee has a full audit of every change that was made to the record since the inception of database tracking any changes to the record.
- Security levels allow complete audit trail of all changes made to a record by a staff/board member etc.



Content Management

Our COTS software solution allows administrators the ability to manage all content associated with a web-site including editing and setup of web pages and content. The content management tool supports editing and setup of web pages and content. During the deployment of this new website, a new version of the content management tool will be put in place.





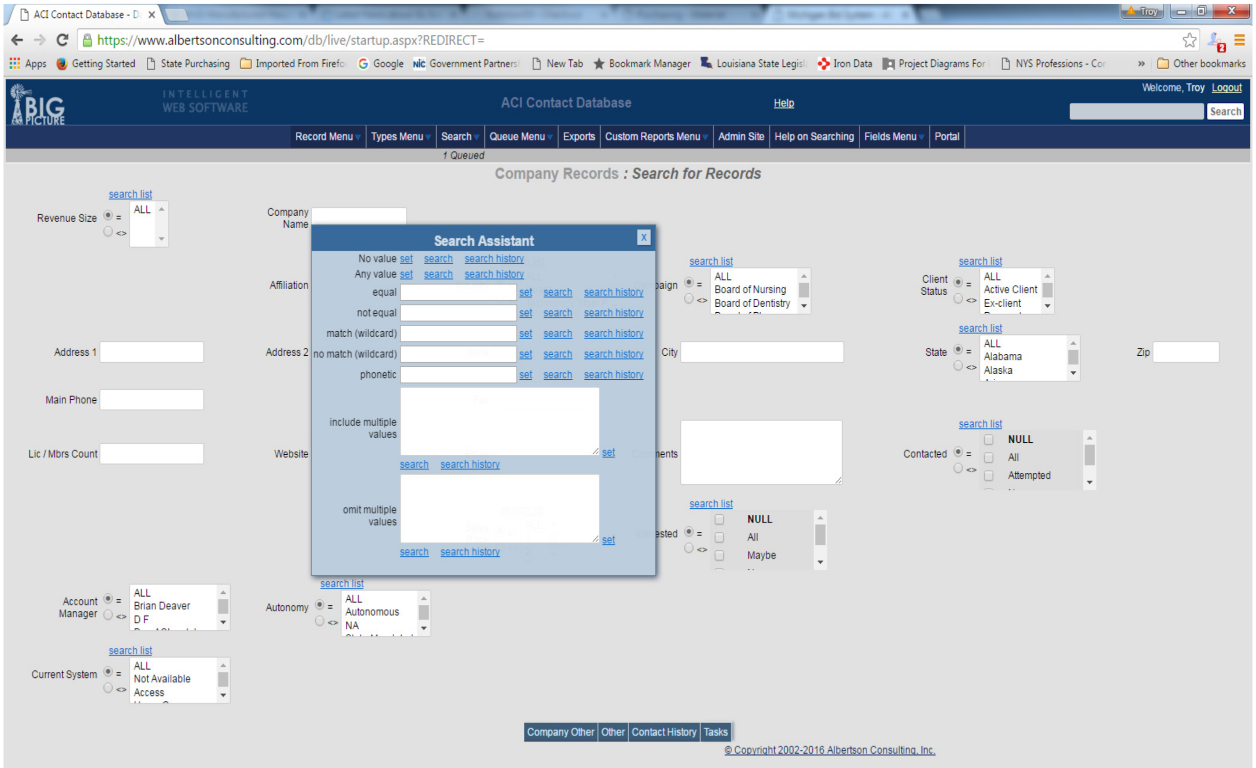
- Portals, Widgets, Reports, and correspondence templates are all editable by system users in our administrative site
- Custom report building / editing tool allows staff to build and publish reports from license and application data
- Record types can be related to other record types in any manner and with all related field are completely editable
- Staff will have the ability to manage user defined fields in the database. These fields or multiple fields can be used to generate queries for reports/exports and create custom templates for later use
- Administrative site allows complete control over front end user screens.
- All fields, record types, codes, products, templates, in the database are manageable
- Exports can be of the entire data set, or data and the fields that were queried can then be rearranged to fit the necessary needs
- Commonly used export templates may be saved for later use

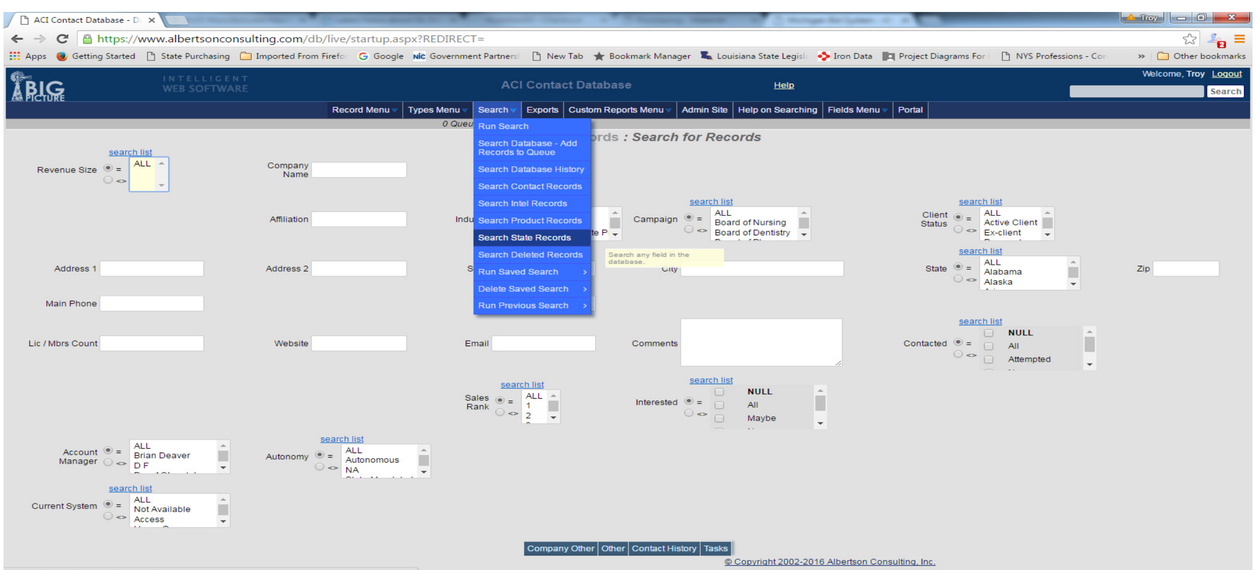
Search Panel

License Management Database Module is critical to all data mining searches and reporting related operations in the system. Queries can be accomplished right from within the software. After a search has been completed, it can be **saved** for later use. It then shows up in the search drop down and on the **Portal** screen where a user can access it with one click.

Search view

- Every field is searchable, sortable and exportable.
- Enhanced query options by one or many fields.
- Saved search capabilities





Data Mining

All data pertaining to a licensee are stored within the centralized database and available to generate custom reports, queries or searches. Every field within the database is searchable, sortable or exportable.

Audit Trail/History View

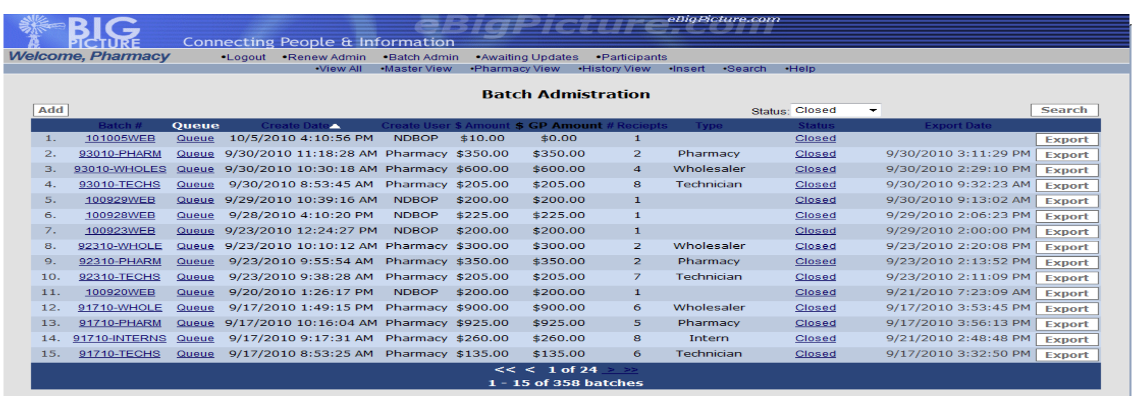
- Logging and tracking of updates to all data history with date and time stamp.
- Administrative panel allows many views to be setup for different Fields/Record types.
- Every licensee has a full audit of every change that was made to the record since inception of database

Workflow Management – TASKS

- Every record type can contain Tasks. These tasks are editable in the Administrative area. They then show up for every record entered in the system.
- A Due Date is entered for each task in the Checklist/Workflow.
- Once that task has been completed it another date is entered. The tasks that are outstanding pop up when you access this licensee's record. Also there widgets that can be configured in the portal interface to ensure that all upcoming and past due tasks are attended.
- Tasks are editable by the administrative team/staff for each record type. This workflow engine is utilized with Inspections, Discipline and Application Processing to ensure that all tasks associated with these items are successfully managed.
- Records can be added ad-hoc to a specific record.
- All tasks can be customized and managed by board staff based on permissions and job roles etc.

Integrated batch administration/revenue collection software

- Batch administration allows system users to manage revenue collection. This software specializes in cohesively managing revenue collected manually and online from online applications or renewals.
- It facilitates a quick fetch of all licensees to streamline creation of a Batch with or without the use of bar coded renewal requests.

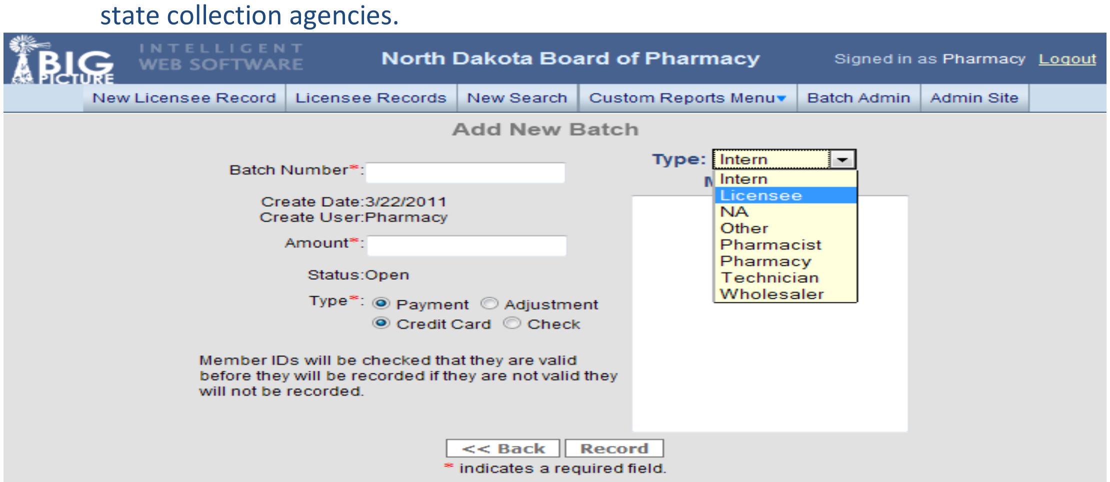


	Batch #	Queue	Create Date	Create User	$ Amount	$ GP Amount	# Reciepts	Type	Status	Export Date	
1.	101005WEB	Queue	10/5/2010 4:10:56 PM	NDBOP	$10.00	$0.00	1		Closed		Export
2.	93010-PHARM	Queue	9/30/2010 11:18:28 AM	Pharmacy	$350.00	$350.00	2	Pharmacy	Closed	9/30/2010 3:11:29 PM	Export
3.	93010-WHOLES	Queue	9/30/2010 10:30:18 AM	Pharmacy	$600.00	$600.00	4	Wholesaler	Closed	9/30/2010 2:29:10 PM	Export
4.	93010-TECHS	Queue	9/30/2010 8:53:45 AM	Pharmacy	$205.00	$205.00	8	Technician	Closed	9/30/2010 9:32:23 AM	Export
5.	100929WEB	Queue	9/29/2010 10:39:16 AM	NDBOP	$200.00	$200.00	1		Closed	9/30/2010 9:13:02 AM	Export
6.	100928WEB	Queue	9/28/2010 4:10:20 PM	NDBOP	$225.00	$225.00	1		Closed	9/29/2010 2:06:23 PM	Export
7.	100923WEB	Queue	9/23/2010 12:24:27 PM	NDBOP	$200.00	$200.00	1		Closed	9/29/2010 2:00:00 PM	Export
8.	92310-WHOLE	Queue	9/23/2010 10:10:12 AM	Pharmacy	$300.00	$300.00	2	Wholesaler	Closed	9/23/2010 2:20:08 PM	Export
9.	92310-PHARM	Queue	9/23/2010 9:55:54 AM	Pharmacy	$350.00	$350.00	2	Pharmacy	Closed	9/23/2010 2:13:52 PM	Export
10.	92310-TECHS	Queue	9/23/2010 9:38:28 AM	Pharmacy	$205.00	$205.00	7	Technician	Closed	9/23/2010 2:11:09 PM	Export
11.	100920WEB	Queue	9/20/2010 1:26:17 PM	NDBOP	$200.00	$200.00	1		Closed	9/21/2010 7:23:09 AM	Export
12.	91710-WHOLE	Queue	9/17/2010 1:49:15 PM	Pharmacy	$900.00	$900.00	6	Wholesaler	Closed	9/17/2010 3:53:45 PM	Export
13.	91710-PHARM	Queue	9/17/2010 10:16:04 AM	Pharmacy	$925.00	$925.00	5	Pharmacy	Closed	9/17/2010 3:56:13 PM	Export
14.	91710-INTERNS	Queue	9/17/2010 9:17:31 AM	Pharmacy	$260.00	$260.00	8	Intern	Closed	9/21/2010 2:48:48 PM	Export
15.	91710-TECHS	Queue	9/17/2010 8:53:25 AM	Pharmacy	$135.00	$135.00	6	Technician	Closed	9/17/2010 3:32:50 PM	Export

<< < 1 of 24 > >>
1 - 15 of 358 batches

	Product	Cost Amt	Begin Date	End Date
1.	ADDRESS CHANGE FEE	$1	01-JAN-10	31-DEC-20
2.	BILL OF RIGHTS SIGN	$10	01-JAN-10	31-DEC-20
3.	FROM IN ACTIVE ALREADY PAID $75	$25	01-JAN-10	31-DEC-20
4.	FROM OUT OF STATE ALREADY PAID $35	$65	01-JAN-10	31-DEC-20
5.	INACTIVE IN STATE PHARMACIST LATE RENEWAL	$100	02-MAR-10	01-DEC-10
6.	INACTIVE IN STATE PHARMACIST RENEWAL	$75	01-DEC-09	01-MAR-10
7.	INTERN PHARMACIST RENEWAL	$100	01-DEC-04	31-DEC-15
8.	INTERN PHARMACIST RENEWAL 5	$0	01-DEC-04	31-DEC-15
9.	INTERN PHARMACIST RENEWAL PRE OTHER	$10	01-DEC-04	31-DEC-15
10.	IN STATE PHARMACIST LATE RENEWAL	$125	02-MAR-10	01-DEC-10
11.	IN STATE PHARMACIST RENEWAL	$100	01-DEC-09	01-MAR-10
12.	LAW BOOK PRICE	$35	01-JAN-10	31-DEC-20
13.	LEGAL EXPENSES REIMBURSED	$0	01-JAN-10	31-DEC-20
14.	LIFETIME	$0	01-DEC-09	31-DEC-20
15.	LISTS FOR SALE	$35	01-JAN-10	31-DEC-20
16.	MISCELLANEOUS RE-IMBURSEMENTS	$0	01-JAN-10	31-DEC-20
17.	MISSION STATEMENT SIGN	$10	01-JAN-10	31-DEC-20
18.	MONEY UNSOLICITED FOR NO SERVICE	$0	01-JAN-10	31-DEC-20
19.	NEW TECHNICIAN	$35	01-JAN-10	31-DEC-20
20.	NSF CHECKS THAT ARE REPLACED	$0	01-JAN-10	31-DEC-20
21.	OUT STATE PHARMACIST LATE RENEWAL	$60	02-MAR-10	01-DEC-10
22.	OUT STATE PHARMACIST RENEWAL	$35	01-DEC-09	01-MAR-10
23.	OUT STATE PHARMACY	$175	01-JAN-10	01-JUN-10
24.	OUT STATE PHARMACY LATE	$225	02-JUN-10	31-DEC-10
25.	PHARMACIST LATE FEE	$25	01-JAN-10	31-DEC-20
26.	PHARMACY LATE FEE	$225	02-JUN-10	31-DEC-10
27.	PHARMACY PERMITS	$175	01-JAN-10	01-JUN-10
28.	POSITIVE ID REQUIRED	$10	01-JAN-10	31-DEC-20
29.	RECIPROCITY FEES	$150	01-JAN-10	31-DEC-20
30.	REINSTATEMENT OF A PHARMACIST LICENSE	$0	01-JAN-10	31-DEC-20
31.	REINSTATEMENT OF A TECHNICIANS REG	$0	01-JAN-10	31-DEC-20
32.	TECHNICIAN LATE FEE	$10	01-JAN-10	31-DEC-20
33.	TECHNICIAN LATE RENEWAL	$45	02-MAR-10	01-DEC-10
34.	TECHNICIAN RENEWAL	$35	01-DEC-09	01-MAR-10
35.	TECHNICIAN RENEWAL INACTIVE	$35	01-JAN-10	31-DEC-20
36.	TECHNICIAN RENEWAL IN ACTIVE LATE	$45	01-MAR-09	30-NOV-10
37.	TECHNICIAN RENEWAL IN TRAINING	$10	01-DEC-09	01-MAR-10
38.	WHOLESALER LATE FEE	$50	01-JAN-10	31-DEC-20
39.	WHOLESALE LICENSE	$150	01-JAN-10	31-DEC-20
40.	WHOLESALE RENEWAL	$150	01-JAN-10	01-JUN-10
41.	WHOLESALE RENEWAL LATE	$200	02-JUN-10	31-DEC-10

- Software interfaces for reconciliation with state treasury department(s) and other designated state collection agencies.



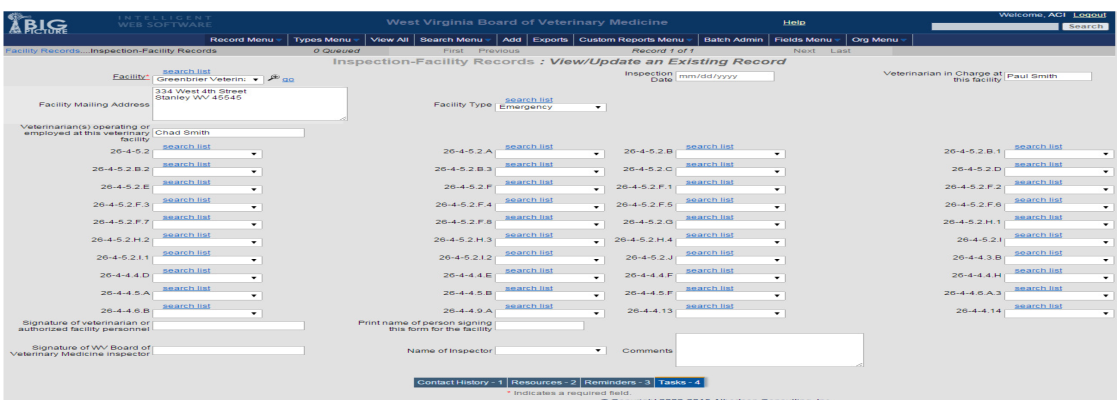
- It is the center for revenue related business process which occurs automatically when a payment is posted to a license account.
- ***"Note" Big Picture Software already has an interface with the WV Treasurer's Office "E-Gov" payment system in place with another WV Licensure board.***
- *Administrative Interface*
- The Administrative Package is the tool that puts the management system in your hands. Allows internal user to upload video, photos or other media related items and manage all aspects of website components.
- Send out surveys or questionnaires to entire database contacts or targeted group of individuals

- Internal notification system for reminders of calendar events, past due notices, letters, disciplinary action follow-up etc.
- Manage events, articles, publications, custom letters, and calendars through the administrative interface.
- Manage all website content

Mobile Inspections

Inspections can be grouped chronologically. For example Quadrant 1 – SE State, Quadrant 2 – NW Section of the state. Inspections can also be grouped by zip code or within a geographic radius from office position etc. We will configure the solution per the board's requirements for territory management, assignments etc. during the deployment of the solution.

Our COTS software enables the board with the ability to collect inspections from field representatives in real-time. It is a very flexible solution that can be customized to meet the demands of your business. It facilitates multiple collectors gathering information into the central repository. These collections can come while in the field or anytime your business process requires. The module will lower your overall cost of inspection management and protect the public by increasing the accuracy and timeliness of information.



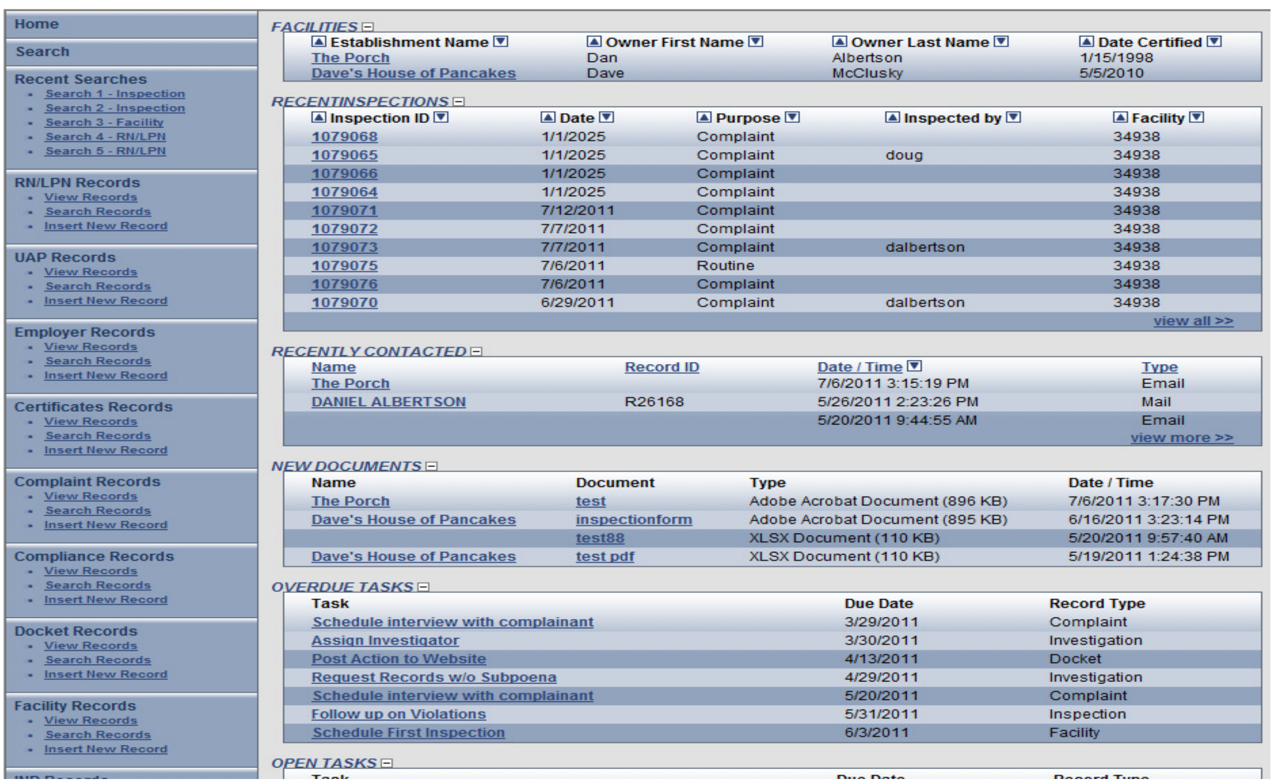
Collections are tightly integrated into the Big Picture Database. Depending on your business process, once these collections arrive in the repository they establish a historical record that can be printed and reported on. All inspection data is searchable, sortable and exportable. Inspection data in detail or in a summarized fashion is available in the portal view for managers, staff or inspectors depending on the security group.

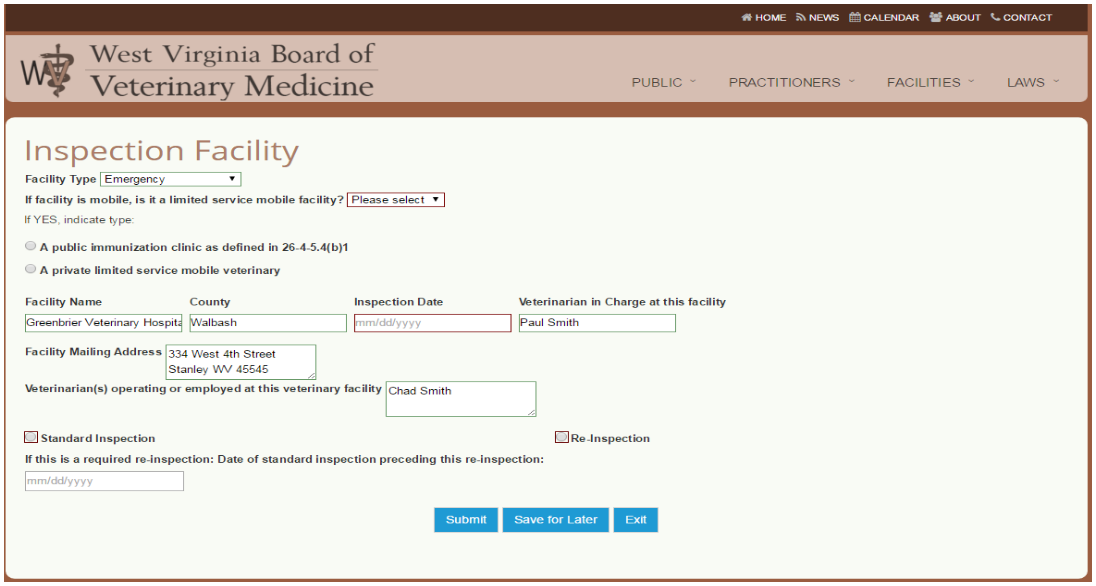
Mobile Features

- Create inspections, schedule, and Reschedule inspections
- Create Case/Permit/Records out in the field
- Ability to see GIS map if applicable
- Upload, or save inspection result
- Group multiple inspections and reschedule

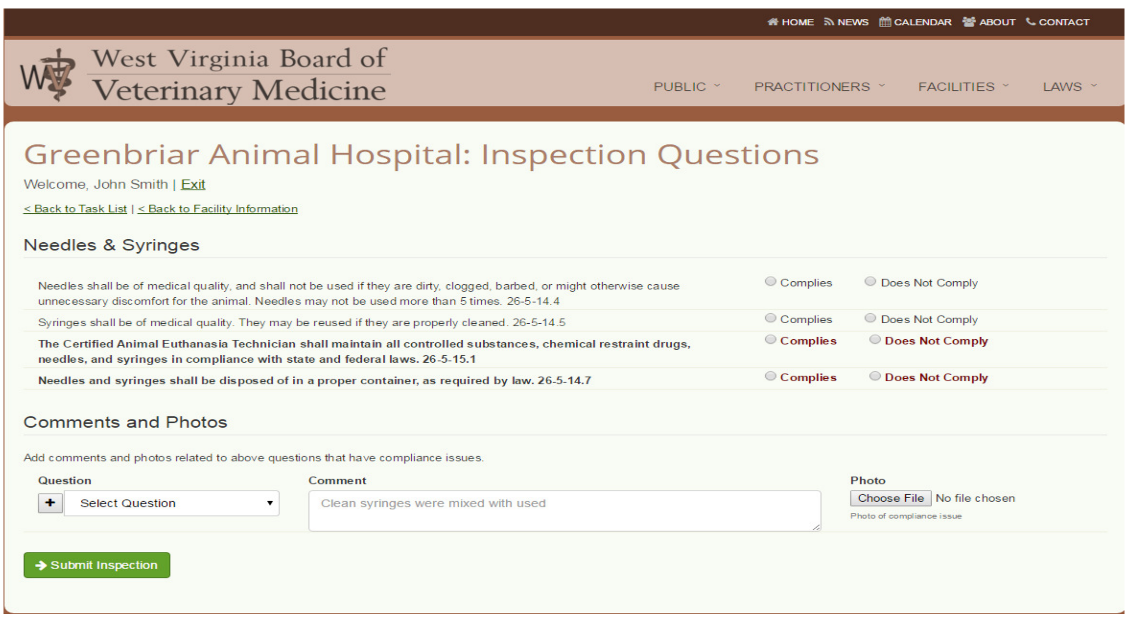
Our easy to use, easy to deploy mobile inspection software empowers your mobile inspections personnel to complete entirely paperless inspections, from simple questionnaire checklists. With our mobile inspection software you can:

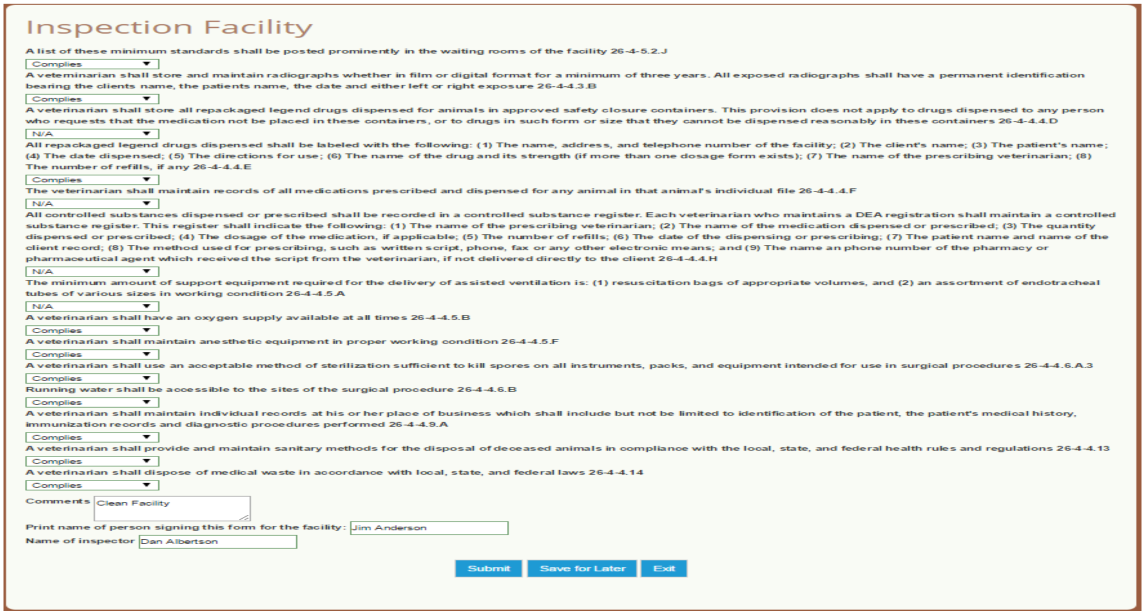
- Improve Inspection Process Consistency
- Perform the required actions on their mobile devices
- Perform and Automatically Transmit Paperless Mobile Inspections
- Capture Condition Photos and Customer Signature
- Job details and historical data on the installed assets are provided.
- Take snapshot pictures or add videos at any stage of the inspection
- Completed inspection results from the field are collected automatically in real time or offline when internet connection becomes available





After the inspection system is deployed you are left with full management capabilities in our system administration software to modify inspections and collections. Questions, answers, fields, field types, and responses are manageable. Also using our standard web-based editing software administrators can configure inspection templates easily without the need for any programming. Our software can be configured to collect any data for any entity anywhere an internet connection exists. All collections occur over SSL to ensure secure inspection collections.




Inspection Facility

A list of these minimum standards shall be posted prominently in the waiting rooms of the facility 26-4-5.2.J

Complies

A veteminarian shall store and maintain radiographs whether in film or digital format for a minimum of three years. All exposed radiographs shall have a permanent identification bearing the clients name, the patients name, the date and either left or right exposure 26-4-4.3.B

Complies

A veterinarian shall store all repackaged legend drugs dispensed for animals in approved safety closure containers. This provision does not apply to drugs dispensed to any person who requests that the medication not be placed in these containers, or to drugs in such form or size that they cannot be dispensed reasonably in these containers 26-4-4.4.D

N/A

All repackaged legend drugs dispensed shall be labeled with the following: (1) The name, address, and telephone number of the facility; (2) The client's name; (3) The patient's name; (4) The date dispensed; (5) The directions for use; (6) The name of the drug and its strength (if more than one dosage form exists); (7) The name of the prescribing veterinarian; (8) The number of refills, if any 26-4-4.4.E

Complies

The veterinarian shall maintain records of all medications prescribed and dispensed for any animal in that animal's individual file 26-4-4.4.F

N/A

All controlled substances dispensed or prescribed shall be recorded in a controlled substance register. Each veterinarian who maintains a DEA registration shall maintain a controlled substance register. This register shall indicate the following: (1) The name of the prescribing veterinarian; (2) The name of the medication dispensed or prescribed; (3) The quantity dispensed or prescribed; (4) The dosage of the medication, if applicable; (5) The number of refills; (6) The date of the dispensing or prescribing; (7) The patient name and name of the client record; (8) The method used for prescribing, such as written script, phone, fax or any other electronic means; and (9) The name an phone number of the pharmacy or pharmaceutical agent which received the script from the veterinarian, if not delivered directly to the client 26-4-4.4.H

N/A

The minimum amount of support equipment required for the delivery of assisted ventilation is: (1) resuscitation bags of appropriate volumes, and (2) an assortment of endotracheal tubes of various sizes in working condition 26-4-4.5.A

N/A

A veterinarian shall have an oxygen supply available at all times 26-4-4.5.B

Complies

A veterinarian shall maintain anesthetic equipment in proper working condition 26-4-4.5.F

Complies

A veterinarian shall use an acceptable method of sterilization sufficient to kill spores on all instruments, packs, and equipment intended for use in surgical procedures 26-4-4.6.A.3

Complies

Running water shall be accessible to the sites of the surgical procedure 26-4-4.6.B

Complies

A veterinarian shall maintain individual records at his or her place of business which shall include but not be limited to identification of the patient, the patient's medical history, immunization records and diagnostic procedures performed 26-4-4.9.A

Complies

A veterinarian shall provide and maintain sanitary methods for the disposal of deceased animals in compliance with the local, state, and federal health rules and regulations 26-4-4.13

Complies

A veterinarian shall dispose of medical waste in accordance with local, state, and federal laws 26-4-4.14

Complies

Comments Clean Facility

Print name of person signing this form for the facility: Jim Anderson

Name of inspector Dan Albertson

Submit Save for Later Exit

The system will be set up of all inspection templates, business process, workflow, portal widgets, and security for inspectors, training, testing and deployment to the internet-enabled collection devices of your choosing. Our standard collection devices are Windows-based laptops and tablets and Android-based laptops, tablets, and phones. Big Picture Software supports complaint workflows, which will allow the board to automatically route work and/or tasks to various board staff in the system based on customized business rules and workflow processes.

Complaint & Investigation Tracking & Compliant Processing

Our COTS software will enable the Board investigators to track complaints against a licensee. Configuration upon stand-up of the system will allow **complaints** to be **associated** with the originating entity and license record. The system is able to tie many investigations & enforcement actions to multiple licenses and cases.

Complaint cases are assigned to an investigator. Information is gathered and stored for investigative, reporting, and retention purposes. A workflow process is created for all types of investigation cases. The process will be configurable based on business requirements and modification will be allowed to accommodate changes in business rules. Content validation is required. The complaint process is detailed at length above.

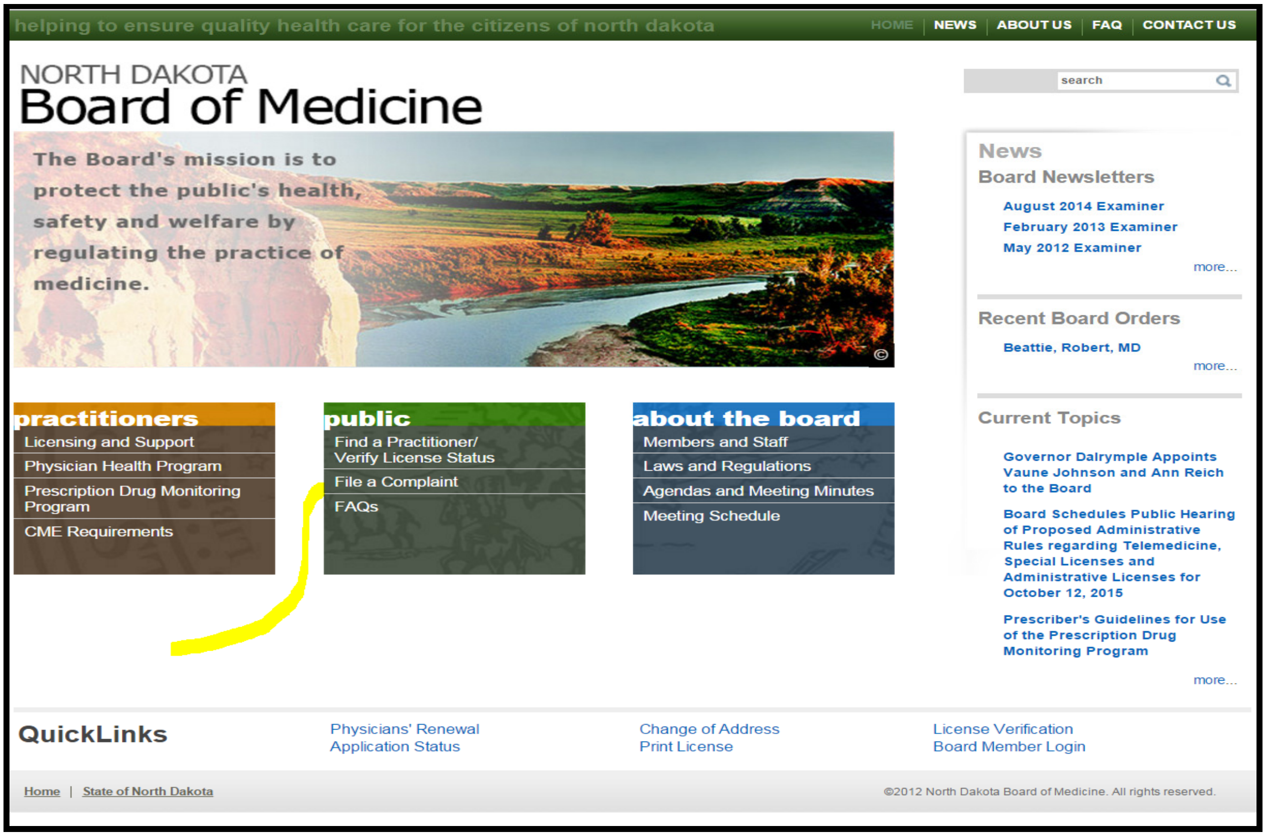
Once an investigation case is assigned to an investigator a workflow process will be initiated. Tasks will automatically be generated per type and assigned to the investigator for the individual or entity under investigation. Tasks, enforcement types, task types (serial or parallel), assignees are all configurable items within the COTS software. Serial task type allows tasks to be assigned in order upon completion. It requires the prior task to be completed before the next task can be assigned. Parallel type tasks allow for a group of tasks to be assigned for simultaneous completion.

Complaint records can contain necessary information about the complainant, respondent, and allegations. If additional complaints, respondents or allegations exist they will be related appropriately to the complaint record. All documents, contact history, reminders, tasks or additional data for complaint records, complainants, respondents or allegations will be stored per the Board's current business process and retrieval needs. The analysis will take place during the stand-up and importation of data to ensure an efficient business process.

Every case will be assigned a **tracking number**. Case numbers will be assigned sequentially according to complaint type. Our deployment team will configure the system for record keeping, workflow management, and document retention to meet requirements of the board.
Paper documents will need to be scanned and data manually entered into the database. Those received electronically through the Board's online **complaint system** or mobile applications will automatically populate the complaint record and generate a PDF.

As records are updated with public information in the database we will configure the online mobile and website verification system to display data, status, and documents intended for public viewing.

Online complaint forms allow licensees and public users the ability to search out licensees. During deployment, the system will be configured for your search criteria and to display necessary data details. Other online services will be configured to facilitate license renewal and application and complaint submission to your specifications including uploading of supporting documentation.


helping to ensure quality health care for the citizens of north dakota
HOME | NEWS | ABOUT US | FAQ | CONTACT US
NORTH DAKOTA
Board of Medicine
search
The Board's mission is to protect the public's health, safety and welfare by regulating the practice of medicine.
News
Board Newsletters
August 2014 Examiner
February 2013 Examiner
May 2012 Examiner
more...
Recent Board Orders
Beattie, Robert, MD
more...
Current Topics
Governor Dalrymple Appoints Vaune Johnson and Ann Reich to the Board
Board Schedules Public Hearing of Proposed Administrative Rules regarding Telemedicine, Special Licenses and Administrative Licenses for October 12, 2015
Prescriber's Guidelines for Use of the Prescription Drug Monitoring Program
more...
practitioners
Licensing and Support
Physician Health Program
Prescription Drug Monitoring Program
CME Requirements
public
Find a Practitioner/ Verify License Status
File a Complaint
FAQs
about the board
Members and Staff
Laws and Regulations
Agendas and Meeting Minutes
Meeting Schedule
QuickLinks
Physicians' Renewal
Application Status
Change of Address
Print License
License Verification
Board Member Login
Home | State of North Dakota
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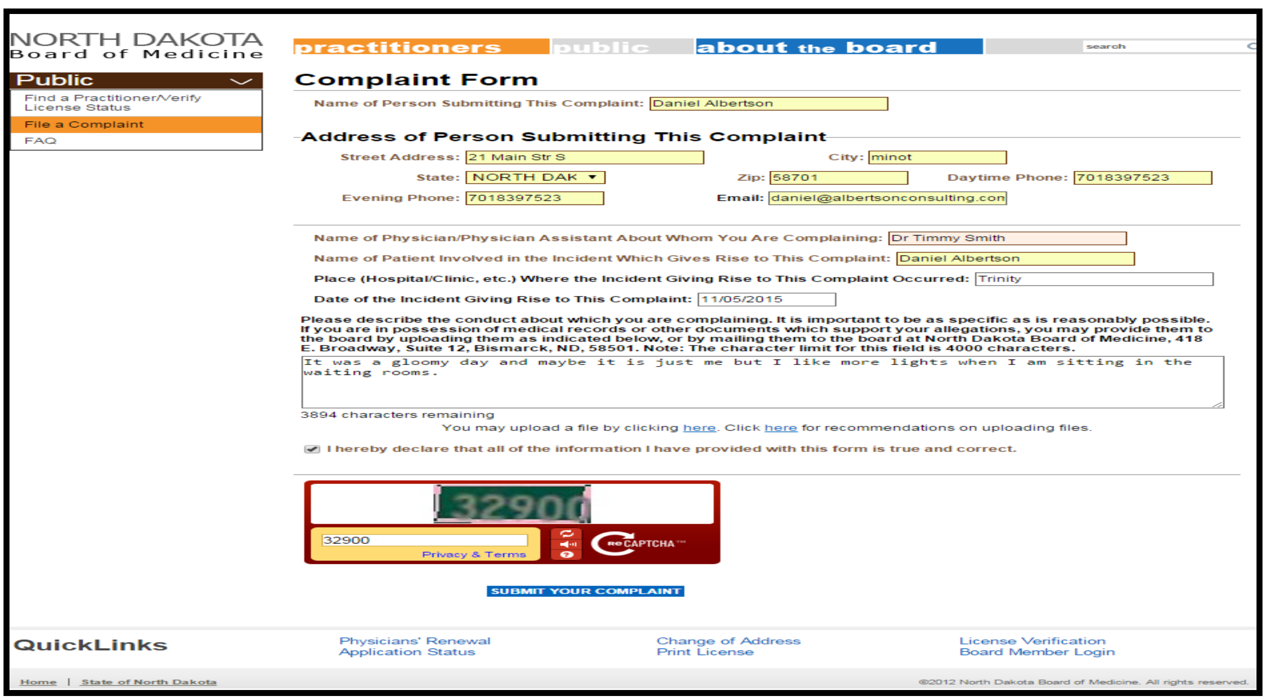
NORTH DAKOTA
Board of Medicine
practitioners public about the board
search
Public
Find a Practitioner/Verify License Status
File a Complaint
FAQ
Complaint Form
Name of Person Submitting This Complaint: Daniel Albertson
Address of Person Submitting This Complaint
Street Address: 21 Main Str S
City: minot
State: NORTH DAK
Zip: 58701
Daytime Phone: 7018397523
Evening Phone: 7018397523
Email: daniel@albertsonconsulting.con
Name of Physician/Physician Assistant About Whom You Are Complaining: Dr Timmy Smith
Name of Patient Involved in the Incident Which Gives Rise to This Complaint: Daniel Albertson
Place (Hospital/Clinic, etc.) Where the Incident Giving Rise to This Complaint Occurred: Trinity
Date of the Incident Giving Rise to This Complaint: 11/05/2015
Please describe the conduct about which you are complaining. It is important to be as specific as is reasonably possible. If you are in possession of medical records or other documents which support your allegations, you may provide them to the board by uploading them as indicated below, or by mailing them to the board at North Dakota Board of Medicine, 418 E. Broadway, Suite 12, Bismarck, ND, 58501. Note: The character limit for this field is 4000 characters.
It was a gloomy day and maybe it is just me but I like more lights when I am sitting in the waiting rooms.
3894 characters remaining
You may upload a file by clicking here. Click here for recommendations on uploading files.
I hereby declare that all of the information I have provided with this form is true and correct.
32900
32900
Privacy & Terms
reCAPTCHA
SUBMIT YOUR COMPLAINT
QuickLinks
Physicians' Renewal
Application Status
Change of Address
Print License
License Verification
Board Member Login
Home | State of North Dakota
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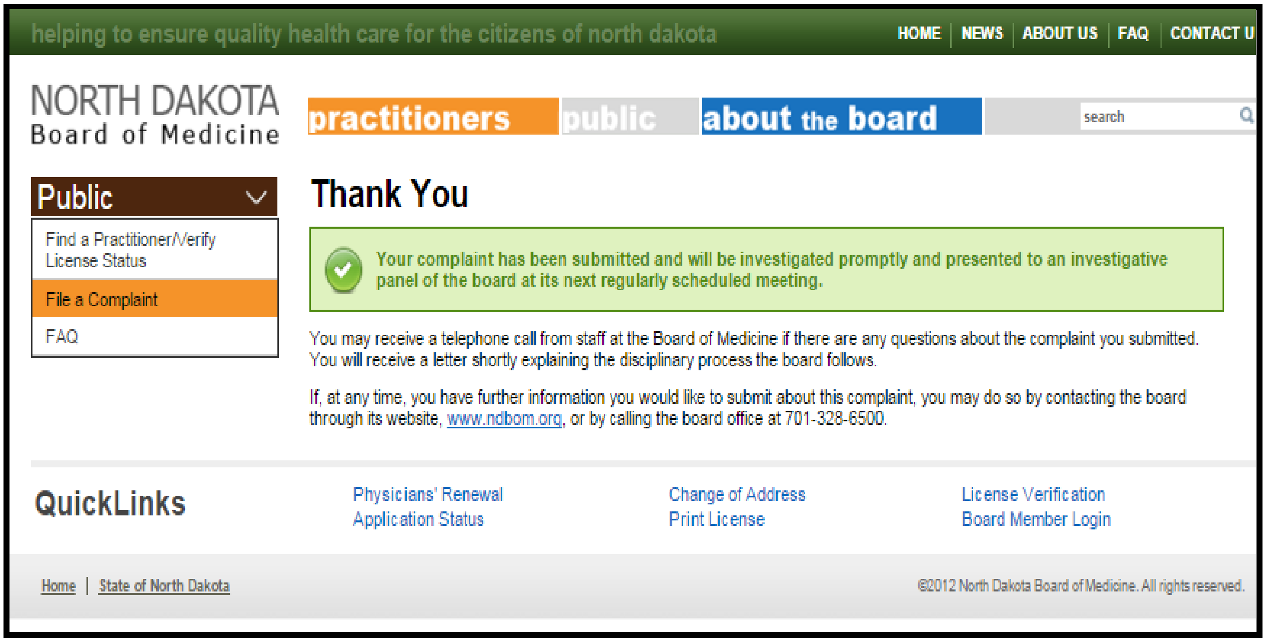
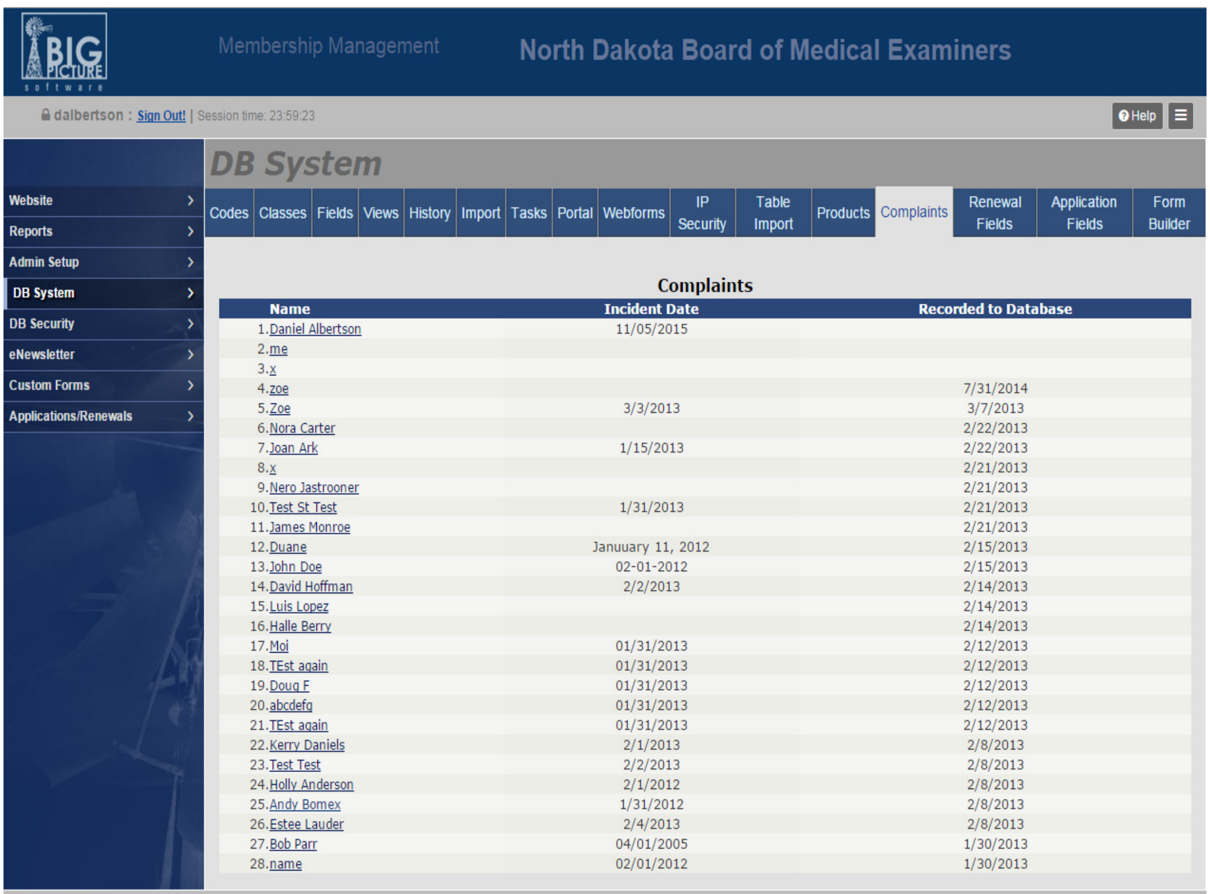
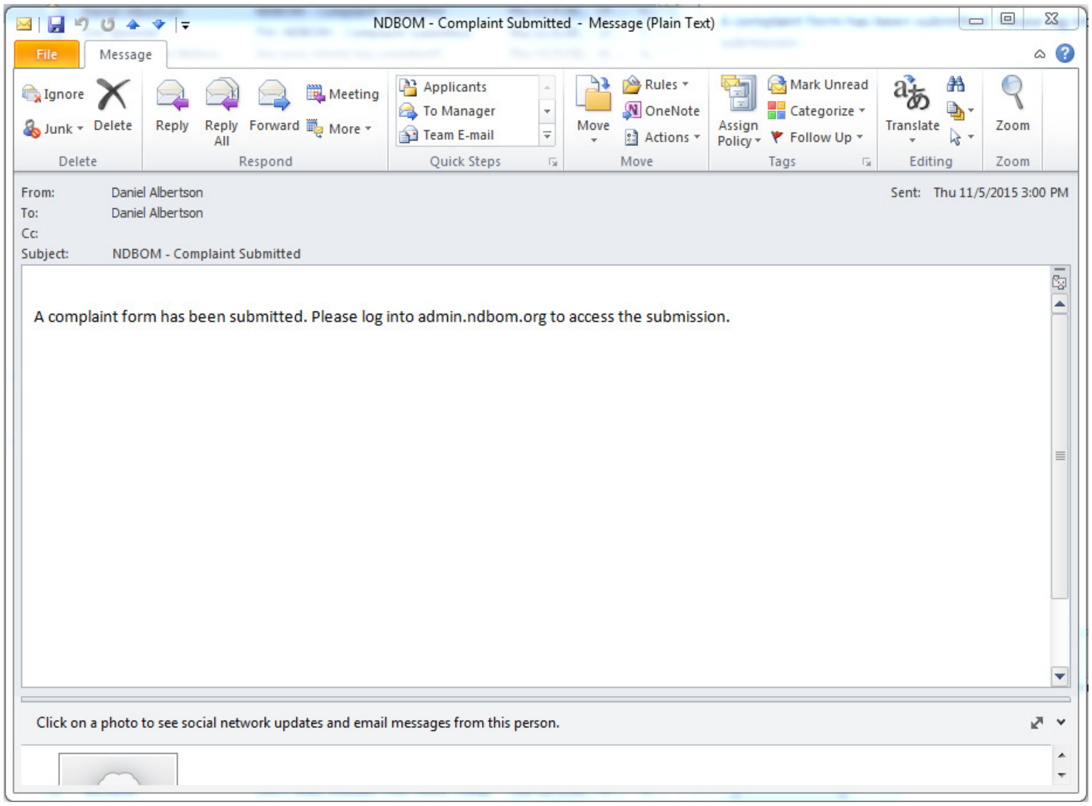
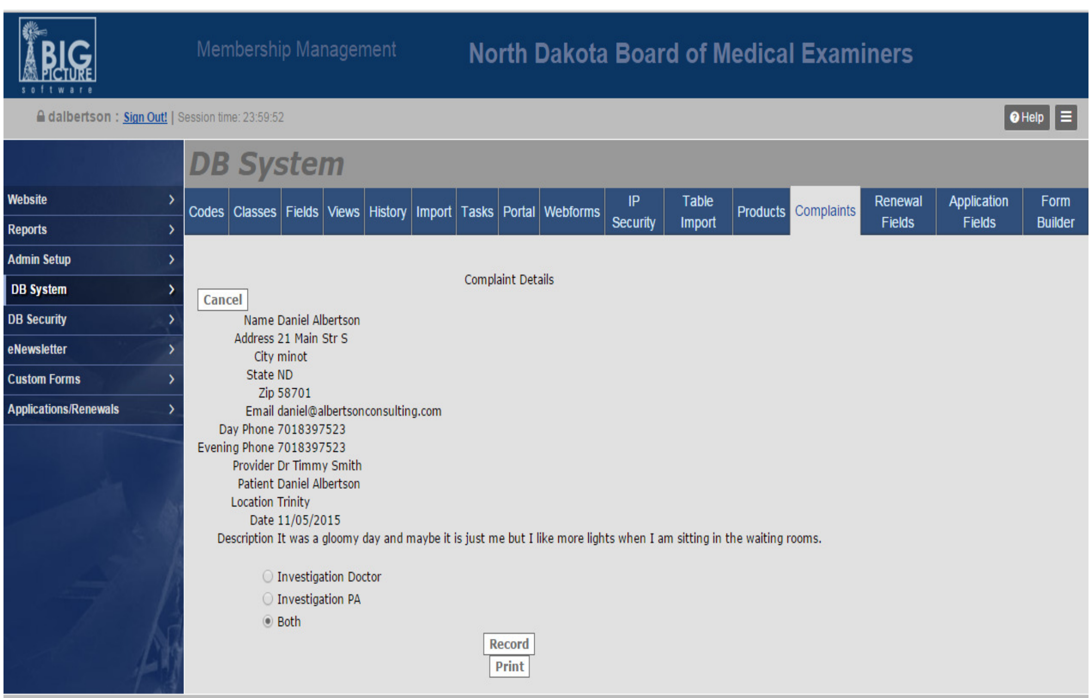


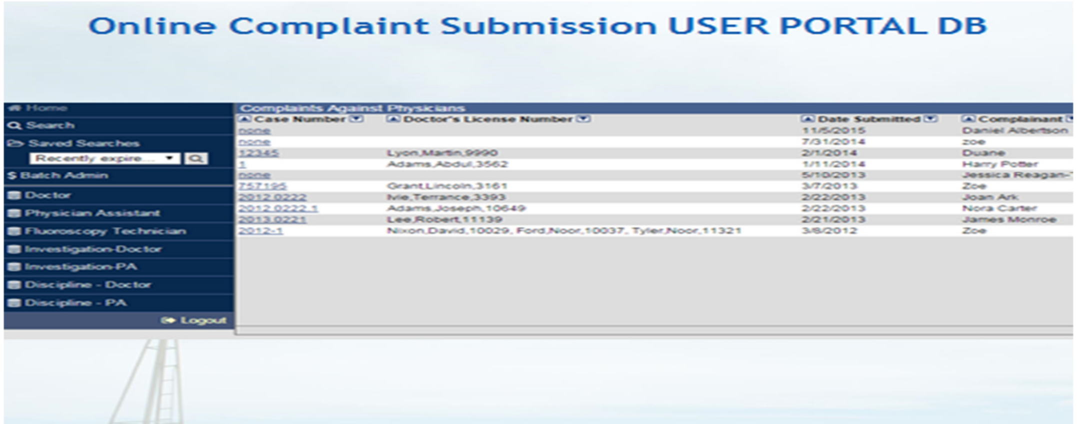


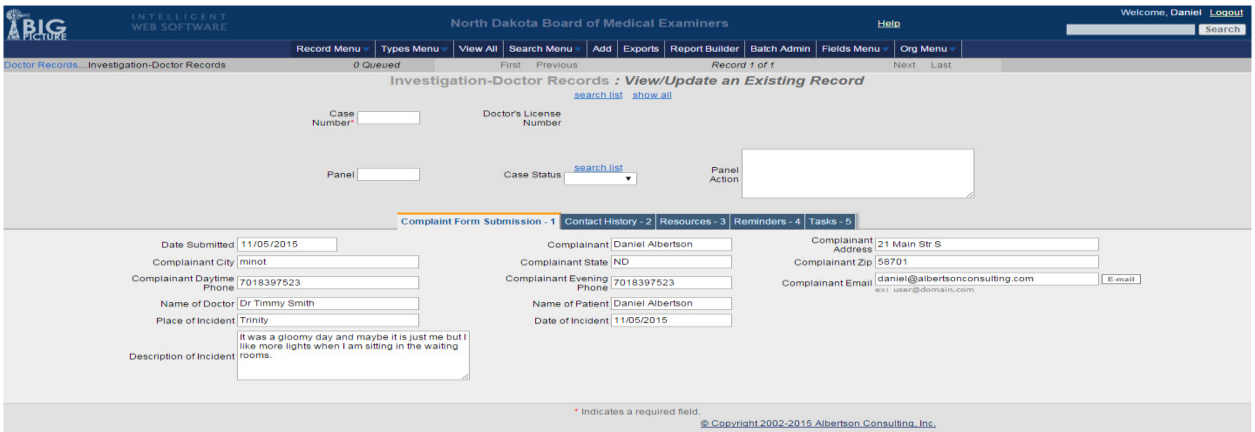
Complaints

Name	Incident Date	Recorded to Database
1. Daniel Albertson	11/05/2015	
2. me		
3. x		
4. zoe		7/31/2014
5. Zoe	3/3/2013	3/7/2013
6. Nora Carter		2/22/2013
7. Joan Ark	1/15/2013	2/22/2013
8. x		2/21/2013
9. Nero Jastrooner		2/21/2013
10. Test St Test	1/31/2013	2/21/2013
11. James Monroe		2/21/2013
12. Duane	Januuary 11, 2012	2/15/2013
13. John Doe	02-01-2012	2/15/2013
14. David Hoffman	2/2/2013	2/14/2013
15. Luis Lopez		2/14/2013
16. Halle Berry		2/14/2013
17. Moi	01/31/2013	2/12/2013
18. TEst again	01/31/2013	2/12/2013
19. Doug F	01/31/2013	2/12/2013
20. abcdefg	01/31/2013	2/12/2013
21. TEst again	01/31/2013	2/12/2013
22. Kerry Daniels	2/1/2013	2/8/2013
23. Test Test	2/2/2013	2/8/2013
24. Holly Anderson	2/1/2012	2/8/2013
25. Andy Bomex	1/31/2012	2/8/2013
26. Estee Lauder	2/4/2013	2/8/2013
27. Bob Parr	04/01/2005	1/30/2013
28. name	02/01/2012	1/30/2013


NDBOM - Complaint Submitted - Message (Plain Text)
File
Message
Ignore
Junk
Delete
Reply
Reply All
Forward
Meeting
More
Applicants
To Manager
Team E-mail
Move
Rules
OneNote
Actions
Assign Policy
Mark Unread
Categorize
Follow Up
Translate
Zoom
Delete
Respond
Quick Steps
Move
Tags
Editing
Zoom
From: Daniel Albertson
To: Daniel Albertson
Cc:
Subject: NDBOM - Complaint Submitted
Sent: Thu 11/5/2015 3:00 PM
A complaint form has been submitted. Please log into admin.ndbom.org to access the submission.
Click on a photo to see social network updates and email messages from this person.


Membership Management
North Dakota Board of Medical Examiners
dalbertson : Sign Out! | Session time: 23:59:52
Help
DB System
Website
Reports
Admin Setup
DB System
DB Security
eNewsletter
Custom Forms
Applications/Renewals
Codes
Classes
Fields
Views
History
Import
Tasks
Portal
Webforms
IP Security
Table Import
Products
Complaints
Renewal Fields
Application Fields
Form Builder
Complaint Details
Cancel
Name Daniel Albertson
Address 21 Main Str S
City minot
State ND
Zip 58701
Email daniel@albertsonconsulting.com
Day Phone 7018397523
Evening Phone 7018397523
Provider Dr Timmy Smith
Patient Daniel Albertson
Location Trinity
Date 11/05/2015
Description It was a gloomy day and maybe it is just me but I like more lights when I am sitting in the waiting rooms.
Investigation Doctor
Investigation PA
Both
Record
Print


Online Complaint Submission USER PORTAL DB
Home
Search
Saved Searches
Batch Admin
Doctor
Physician Assistant
Fluoroscopy Technician
Investigation-Doctor
Investigation-PA
Discipline - Doctor
Discipline - PA
Logout
Complaints Against Physicians
Case Number
Doctor's License Number
Date Submitted
Complainant


BIG PICTURE
INTELLIGENT WEB SOFTWARE
North Dakota Board of Medical Examiners
Help
Welcome, Daniel Logout
Search
Record Menu
Types Menu
View All
Search Menu
Add
Exports
Report Builder
Batch Admin
Fields Menu
Org Menu
Doctor Records....Investigation-Doctor Records
0 Queued
First Previous
Record 1 of 1
Next Last
Investigation-Doctor Records : View/Update an Existing Record
search list show all
Case Number*
Doctor's License Number
Panel
Case Status
Panel Action
Complaint Form Submission - 1
Contact History - 2
Resources - 3
Reminders - 4
Tasks - 5
Date Submitted 11/05/2015
Complainant Daniel Albertson
Complainant Address 21 Main Str S
Complainant City minot
Complainant State ND
Complainant Zip 58701
Complainant Daytime Phone 7018397523
Complainant Evening Phone 7018397523
Complainant Email daniel@albertsonconsulting.com
E-mail
ex: user@domain.com
Name of Doctor Dr Timmy Smith
Name of Patient Daniel Albertson
Place of Incident Trinity
Date of Incident 11/05/2015
Description of Incident It was a gloomy day and maybe it is just me but I like more lights when I am sitting in the waiting rooms.
* Indicates a required field.
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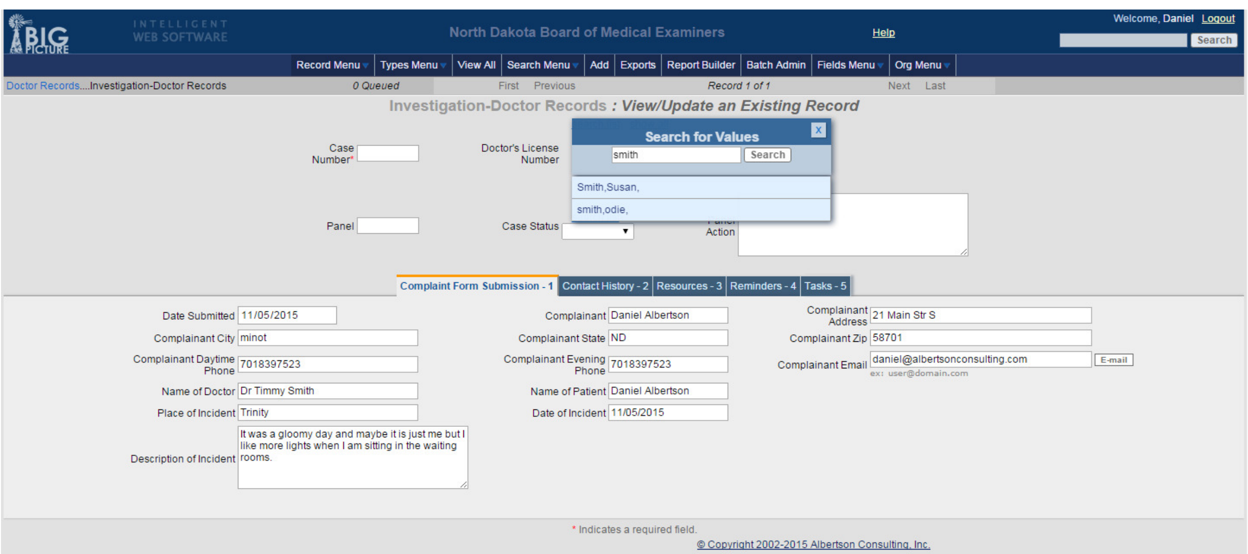
BIG PICTURE
INTELLIGENT WEB SOFTWARE
North Dakota Board of Medical Examiners
Help
Welcome, Daniel Logout
Search
Record Menu
Types Menu
View All
Search Menu
Add
Exports
Report Builder
Batch Admin
Fields Menu
Org Menu
Doctor Records....Investigation-Doctor Records
0 Queued
First Previous
Record 1 of 1
Next Last
Investigation-Doctor Records : View/Update an Existing Record
Search for Values
smith
Search
Smith,Susan,
smith,odie,
Case Number*
Doctor's License Number
Panel
Case Status
Action
Complaint Form Submission - 1
Contact History - 2
Resources - 3
Reminders - 4
Tasks - 5
Date Submitted 11/05/2015
Complainant Daniel Albertson
Complainant Address 21 Main Str S
Complainant City minot
Complainant State ND
Complainant Zip 58701
Complainant Daytime Phone 7018397523
Complainant Evening Phone 7018397523
Complainant Email daniel@albertsonconsulting.com
E-mail
ex: user@domain.com
Name of Doctor Dr Timmy Smith
Name of Patient Daniel Albertson
Place of Incident Trinity
Date of Incident 11/05/2015
Description of Incident It was a gloomy day and maybe it is just me but I like more lights when I am sitting in the waiting rooms.
* Indicates a required field.
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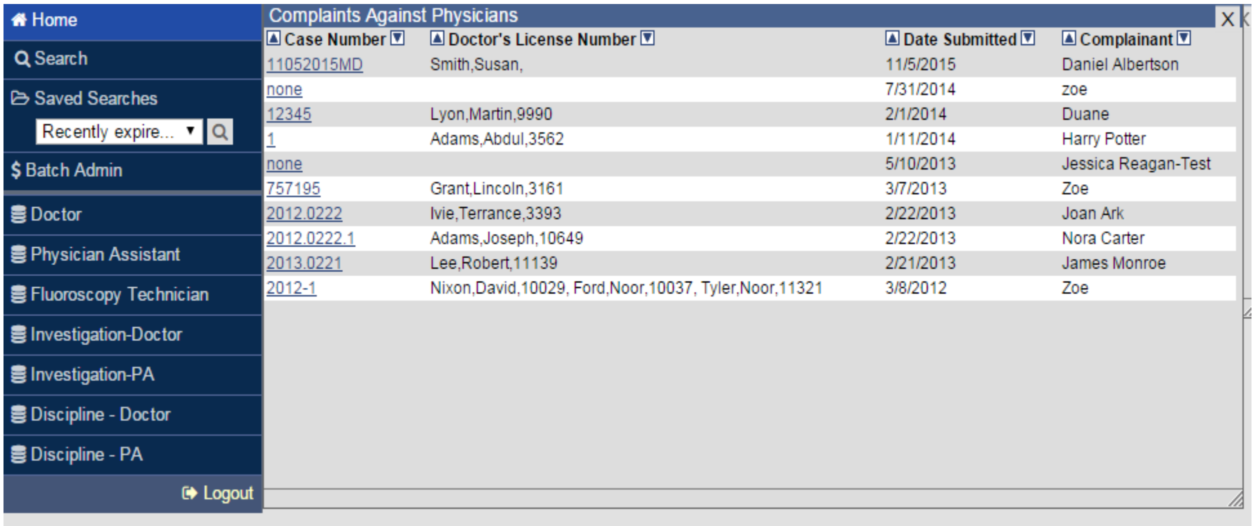


No two board disciplinary action systems are identical. It will be configured to the board's needs. In some examples, we have also integrated an inspection step where once it gets to a certain point in the investigation an inspection is ordered and once the results are available they can be included in the investigation proceedings.

Enforcement

Our COTS software solution will enable the boards to manage enforcement of board directed orders. Board staff will be able to track drug tests, perform monitoring, levy fines complete the enforcement life cycle of a board ordered action. Enforcement staff will be able to mark an individual available for applying renewing.

When a deployment begins we will work with your staff to understand an ideal process for managing your unique enforcement needs. The analysis will be done to ensure your enforcement needs are met. We will import your existing data and put it in our system. At that point, we will train you on how to utilize the system to manage your enforcement.

Tracking and reporting of disciplinary orders and compliance are easily managed with our software. ***Orders and compliance***. Our integrated online forms management system will be configured to collect payments for investigative fines and costs and will interface with accounting and cash management systems in accordance with the Board's requirements.
The portal will be configured to display and share enforcement and monitoring information upon stand-up of the system. Exports, reports, correspondence and interfaces will be configured and deployed per the Board's needs for agencies and associations.

Integrated Enforcement Portal Overview
Administrators can setup and manage any field, any view and any tab for them to appear on this are fundamental to our Enforcement management software. During implementation, it will be configured to meet your needs. It facilitates storage of the following records in the database:

- Drug/Alcohol test results tracking
- Workplace impairment tracking
- Licensee Monitoring
- Reminders-recurrence
- Recent document submissions
- Public/Private document retention
- Any other document types such as dockets, cases, complaints, and any other record type can be configured in the system and stored.

Portal integration and reporting.

The following views are available to system users.

- Upcoming reminders widget
- Disciplinary type breakdown widget
- Recent test results widget
- Probation tracking
- Recent fines status of paid not paid
- Monitoring of licensee rehab program participation and attendance
- More widgets available out of the box and anything in the system can be summarized/customized to meet the needs either by the system users. Anything that can be reported on or searched on in the system can become a widget.

4.1.4 Cloud-Based Documentation Program: The system must include an integrated and secure cloud-based documentation program with an interface that should require minimal steps to access the managed content, whether by Members holding or applying for a board authorization, Board Member, Board Staff, end users, or any other authorized user. The cloud-based program may allow for documentation to be locally stored on a machine or device. The program must permit, at a minimum:

4.1.4.1 Board Staff to access documents in the database;

4.1.4.2 Real-time documentation mark-up and annotation;

4.1.4.3 Configuration so notes can be saved by author and/or shared with Board Members and/or Staff;

4.1.4.4 The Board Staff to configure the format of the notes; it must allow options for Board Staff to use multiple notation formats (e.g., highlighting, underlining, strike-through, etc.) that are available in standard word processing or spreadsheet software;

4.1.4.5 As the entire system must be integrated, meaning that it operates from a single unified database; this Contract Item must operate from the same database as all other components; and

4.1.4.6 Must be an internet-based solution with the capability to be changed after implementation to support the Board's needs.

Big Picture CloudDocs

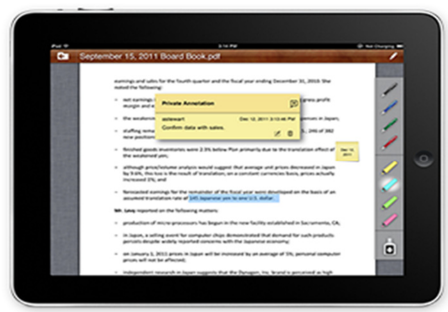
Big Picture Software provides a cloud-based document software program which is part of unified database used for the licensing management system. Board members or board staffs have the ability to access up to the minute documents in a secure online environment. Board members can upload PDF & word documents to folders, set-up auto email notifications to board members. Documents can be viewed in a browser environment and can be accessed on the internet with email and a password.

Board members can also manage hierarchies of folders & documents stored in the same unified database document repository. The easy note taking annotations feature of our ***CloudDoc's***™ Software allows permitted users to easy access to safely store notes, questions and comments in the Cloud. Add annotations to text or images, tag notes within keywords and view notes outside of documents. Board members can organize notes with tags and descriptions, highlight, strikethrough and insert annotations in a real-time cloud based environment. All confidential documents are stored via encrypted connections. Ability to search and access annotations from outside the document which (may or may not) reside on the local laptop or machine depending on the boards preference.

Document Repository

Gives board members access to up-to-the-minute documents in a secure online environment.

- Upload PDF and Word documents to folders
- Auto email notifications to members
- View documents in a browser
- Support for iOS, Android, Mac, and Windows
- Easy access on Internet with email and password
- Manage hierarchies of folders and documents



Easy Note-Taking Annotations

The intuitive interface allows any permitted user easy access to safely store notes, questions, and comments in the Cloud.

- Add annotations to text or images
- Tag notes with keywords
- View notes outside of documents
- Organize notes with tags and descriptions
- Highlight, strikethrough, insert annotations

Security

Know that your confidential documents are stored via encrypted connections.

- Search and access annotations from outside the document
- Documents don't reside on workstation machines - no worries about device theft!
- Cloud-based Software As A Service (SAAS) frees boards from server and hosting management

5. PERFORMANCE:

5.1. Installation and Implementation: The system must be fully implemented and achieve Acceptance within one hundred eighty (180) calendar days of issuance of Notice to Proceed. The successful Vendor must:

5.1.1. Meet with the Board and the West Virginia Office of Technology as is necessary to plan data conversion, system customization, and implementation. At least two (2) on-site visits are required, but the Vendor shall include the costs of these required visits and any additional visits they expect to need to conduct in their bid.

5.1.2. Provide a complete schedule (compliant with Section 6) for installation and implementation within ten (10) calendar days of award of the contract. The schedule should indicate all phases of installation and implementation, note any meetings for which Board attendance is required, and explain how installation and implementation will affect the availability of the current website services to board authorization holders. Installation and implementation should minimize the amount of time during which board authorization holders and Board Staff cannot access the Board's business services.

5.1.3. Include all data conversion as part of the implementation process. See Section 1 above, specifically, referring to the "Current Operating Environment" for details on the data to be converted. The Board will retain ownership of all data related to the project, including any fields with codes appended by the Vendor to create a join between data tables.

5.1.4. Provide and execute a plan, in coordination with the Board Staff, for notifying board authorization holders and other stakeholders of the new website and system.

5.1.5. On or before Acceptance of the Contract, provide at least one electronic copy of an instruction manual for use by Board Staff (which is also capable of being printed to hard copy and which allows the ability to be reproduced as needed to circulate to staff during the life of the contract), which instruction manual must be updated from time-to-time as may be needed due to changes made by the Vendor to the Contract Item over time.

5.1.6. Provide training for use of the system to all Board Staff (currently numbering 17), including intensive software training for Board Staff identified as high end users. Training may be on-site or remote via electronic communication, and shall not require Board Staff to travel outside of their normal travel range to attend meetings. Training must cover both the system software and the customized processes of the Board as they exist in the system. Vendor will be expected to provide training to any additional license users during the life of the contract (at the cost of the Unit Price for the additional license, see Section 6.2.6, below).

5.1.7. Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of the contract.

5.2 **Acceptance:** Acceptance shall be defined as successful demonstration and testing of all system requirements, including training, with the ability for all users to navigate and utilize the system to perform their defined roles. The Agency with the Vendor's acceptance will issue a written letter and Change Order request to WV Purchasing Division as formal Acceptance of the system. Upon mutual agreement of Acceptance by both the Agency and the Vendor, the Change Order issued by WV Purchasing Division will start the First Year's maintenance, support, warranty and hosting by providing a signed/dated letter agreeing to the start date of the First Year's Maintenance and Support to the Board. These dates will be used for yearly maintenance, support/warranty and hosting renewals, initiated by the Agency and issued by Purchasing Division.

5.3. Maintenance and Support:

The second, third, fourth, and fifth year's maintenance and support will also be added by subsequent formal Change Order, at the Board's option, upon contract renewal at the end of the prior year's contract period for maintenance and support. The successful Vendor must provide maintenance and support meeting the following requirements, as well as any other requirements set forth in this Solicitation.

Installation & Implementation
Albertson Consulting Inc. will meet with the board and staff upon award of contract. Vendor & Board staff will determine roles in relation to board liaison and establish milestones for implementation to meet the boards 180 calendar day implementation. Meeting will also cover a data conversion plan and any system customization or implementation request outside of original scope in RFQ.

After scope of work has been established there will be a schedule provided within (10) calendar days of award. Schedule will contain all phases of deployment & implementation of software, meetings and discuss website integration and any issues (if any) that may occur during the transition to the new system.

Board will use Albertson Consulting Inc., proven data migration process. A plan will be developed for the board and what file formats etc., will be needed for the migration/ data conversion. Board will deliver the data they want loaded in the proper requested format, a file of any erroneous data that was not able to be imported will need to be properly formatted/corrected prior to additional import attempts. In our administration area an import tool exists that can be utilized by internal IT staff to load, test, and complete imports.

Documentation
Instructional manuals will be provided for the board and staff for internal reference and training purposes. The manual will be in an electronic format and may be reproduced by the board for internal purposes.

Training
Training will be conducted for all staff members currently (5) and Board's IT staff on the new software/database system. Method of training meaning either on-site or via webcasts will be determined at kick-off meeting. Training will be specific for each job role within your organization. On-going training of board staff will be conducted as new staff is added. On-going training of board staff will be conducted as new staff is added.

Staff Training
The expectation is that the majority of training and documentation will be completed prior to production go-live. After production go-live, there should be a support resource available to answer questions on the use of the system (or troubleshooting issues) on an as needed basis. Big Picture will provide training and guidance to designated client staff prior to beginning UAT to teach them how to test the system. Big Picture will dedicate ample resources to resolving any identified issues quickly.

Big Picture will facilitate a series of web-based software demonstrations for the purpose of introducing the board's project team members to the core functionality and features of the Big Picture licensing software and database. For many of the project team members, this will be their first exposure to the Big Picture Licensing software. These demonstrations will provide an initial overview of the features and functions of the new software and will serve as a basis of on-going software training and knowledge transfer that will increase in frequency and complexity as the project progresses through the subsequent design, configuration and deployment phases. The web-based software demonstrations will be facilitated multiple times over on a weekly basis or more if needed to accommodate project team member schedules.

User Manuals
Instructional manuals for both system and user will be provided for the Board and staff for internal reference and training purposes. The manual will be in an electronic format and may be reproduced by the Board for internal purposes

System Testing
The goal of System Acceptance Testing is to ensure that the software is functioning properly and meets the requirements within the RFQ & scope of work prepared prior to implementation. During the testing board staff will be able use the new system for their applied job roles to ensure that system meets the board's business requirements.

Support/Maintenance
Upon completion of implementation and the software has successfully been deployed, the board will receive ongoing support & maintenance for the life of the contract. An allotted number of support hours will be included within the Annual Support & Maintenance agreement. Board may elect to increase the number of hours of support at any time during the contract term. Our goal is to keep our customers satisfied while provided a world class level of support. It is required that a support/maintenance agreement be paid to utilize the software.

Customer Support/Help Desk
Albertson Consulting Inc., will provided 24/7 support for the **board staff, board members & IT staff members**. A dedicated Project Manager & Customer Service Representative will be assigned to assist with initial implementation and ongoing support. Supported users will be listed in the Big Picture administrative site under the security panel. Desktop support via desktop sharing technology will also be available as a method if required to resolve technical issues or end user support.

Board Staff Response Time
As with every deployment and implementation we understand that the board's staff may have other priorities that arise during the project implementation which may cause delays in receiving response or required information needed for the project team on our side. We will work with the board staff to ensure that both the board and our project team have agreed upon reasonable response times for requested information etc.

Board Staff Inquiries
The board staff will have access to the project team and key individuals working with the project staff. Both email and phone communication will be utilized for support issue and problem resolution related

to the project. Urgent items are addressed the same day. Non-urgent items are addressed within 24 hours.

Technical & Customer Support

Our technical and customer support is offered through our office in Minot, North Dakota. Standard technical support is available Monday-Friday from 8:00 AM-5:00 PM. Standard support typically encompasses any type of training, deployment efforts, development, enhancements support, testing, and project management efforts to access these resources during normal business hours.

A dedicated Project Manager & Customer Service Representative will be assigned to assist with initial implementation and ongoing support. Desktop support will also be available as a method if required to resolve technical issues or end user support

Standard response callback time is within 24 hours or one business day. Depending on the type of task requested for support times to complete will vary depending upon complexity of the problem. The preferred method of contact would be through our Task Management System. Escalation process will be discussed and finalized during kick-off meeting.

Typically these requests are confirmed in one business day. Standard support will also be providing strategic support and any other necessary services. Below would be a typical support level offering.

We will supply the end user and administrative user along with online manuals that can be used to train future staff. All future training outside of the original scope of work can be directly addressed under the agency's maintenance agreement.

Hours of Support

Phone, email, and online support is offered M-F between 8:00 am to 5:00 pm (CST), excluding recognized holidays.

On-site support can be requested and scheduled at customer's request if necessary at additional cost. Time and material will be billed to customer.

Software Updates

In either type of deployment hosted or deployed state side our project managers will work with your IT people to understand what updates are available and how to best apply them to your system. Then our support staff will perform the updates according to your schedules.

Software updates are included in the annual support and maintenance agreement. Software updates are installed by our support technicians as part of our annual support agreement. Typically we demonstrate the available upgrades annually or semi-annually and then you pick which upgrades you would like and we install the

Configuring & Custom Development

One feature that sets Big Picture Software apart from other software vendors is the configurability of our software. Most if not all business process can be configured to meet the board's specific requirements, without affecting the base code of the software. All Big Picture Software modifications/configurations are managed through the Administrative Portal. Administrators can setup and maintain a number of custom enhancement s to their system. If additional enhancements are necessary the system is capable of being extended per your board's needs.

Ongoing Support

Big Picture™ Software realizes that the board will require ongoing support after the initial implementation. We realize that all post implementation support plans require different levels of support based on the boards ongoing needs. With Big Picture we will establish an annual support plan tailored to agency's ongoing requirements.

Free Hosting

Big Picture Software will host your solution on our servers or no additional charge. Big Picture's annual support/maintenance plan includes hosting your software application and database in our world class hosting facility. We have a 99.9% uptime so you can be confident that Big Picture Software is online and ready to assist your agency 24 hours a day, 7 days a week, and 365 days a year.

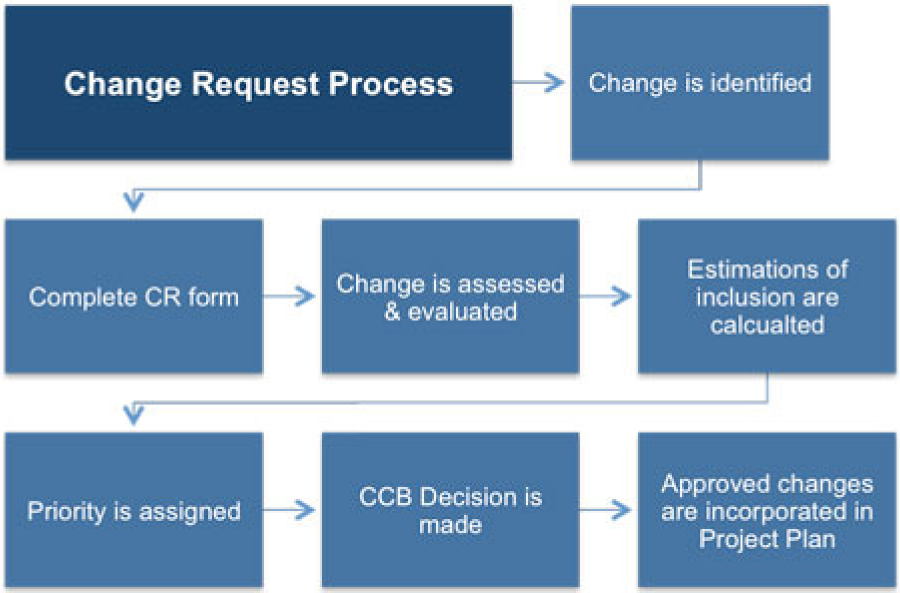
Our servers are housed in a carrier class data center, where security is of the upmost importance, authorized-only access to the hardware and software is required. Because of security concerns, Big Picture Software will provide our Disaster Recovery Plan, Back-up Strategy, and Security Statement with the Board and Office of Technology upon awarded contract. At the present time Big Picture Software is hosting three other West Virginia regulatory boards.

In-House-Task Management System

The board will utilize our in-house task management system that has been utilized for 15 years. It will serve as the main project management, enhancement management and support management for the lifetime of the project. This website primarily will serve as a central repository of all project communication and document storage. It will also include an outstanding list of tasks and issues that can be utilized for support purposes.

Change Order Request Process

As with most all projects change requests are most likely going to be required during implementation and post implementation of the new system. Big Picture Software will work with the board to process, plan, coordinate, implement and monitor the change order requests to ensure changes are made with minimum disruptions to the board and licensees. Monitoring risk and associated risks that may adversely affect the change order request are also part of what Big Picture Software will assist the board with to provide efficient and prompt handling of all change order requests.



A change request is considered to be any modification to a previously accepted deliverable that impacts the original scope of work and originating contract based on requirements within the RFP. If scope changes are not monitored and controlled during the implementation phases the project may experience budget overruns and delays to the original proposed schedule. It is extremely important for the both the board and Big Picture Software to adhere to the change order request process defined within the RFP. The project manager will submit a change order cost estimate to the board that will include the number of hours estimated to complete the change request and estimated cost.

All change requests are submitted to the project manager who will then evaluate the requested scope change. Project manager will provide the board with an estimate for the change order request that will include total estimated hours of project and estimated cost. All change order request outside of the original scope of work will be charged an hourly support rate of $130.00/Hr. Upon acceptance of proper documentation and impact assessment (cost and time) the project manager will submit the scope change request to the board for approval. Upon approval of scope changes by the board's project manager will update all relevant project documents and communicate the change request with all project team members.

Change Order and Task Process Lifecycle

- Project manager assembles change order request documentation.
- Task is entered into "task tracking system".
- Timeline established for completion of project.
- Development Resource (DR) is assigned.
- Development on project is started.
- Development completed

- Quality & Assurance Testing
- Client Testing
- Internal/Client testing cycle completed
- Customer acceptance of deliverable
- Task completed & closed out

Exhibit A Pricing Page

In Response to CRFQ 0913 PHB1700000001

(See Attachment A Exhibit Page (Excel spreadsheet with pricing)

Similar Projects/ Letter of References

West Virginia Board of Osteopathic Medicine
Diana Shepard, Executive Director

405 Capitol Street

Suite 402

Charleston, WV 25301

Phone: 304-558-6095

Website: **www.wvbdosteo.org**

Project Name: eLicensure Database Management System

Project Description: Big Picture™ software provides the West Virginia Board of Osteopathic Medicine with a hosted cloud-based software eLicensing solution. The application will facilitates license tracking, online applications, renewals, case enforcement, disciplinary, continuing education tracking and other regulatory licensing protocol. The Big Picture™ software solution is designed and implemented as a comprehensive licensure system. Big Picture's solution provides West Virginia Board of Osteopathic Medicine with secure database hosting, secure online tools integrated into their existing website, licensing applications and dedicated customer and technical support.

Also, as part of the solution, West Virginia Board of Osteopathic Medicine will also be using Big Picture's Disciplinary/Case Management module to assist with compliance and enforcement. West Virginia Board of Osteopathic Medicine will receive software updates and enhancements along with a support plan as part of their service agreement.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Compliance/Enforcement

North Dakota State Board of Medical Examiners
Duane Houdek J.D., Executive Secretary

418 East Broadway Avenue

Suite 12

Bismarck, ND 58501

Phone: 701-328-6500

Web: **www.ndbomex.org**

Project Name: Custom Off-The-Shelf (COTS) e-licensing software and database solution.

Project Description: Big Picture converted the NDBOMEX 20 year old unsupported program to an online cloud-based licensing system that now provides a seamless online licensing and renewal process, license verification, continuing education as well as an easily usable database for licensing and disciplinary actions supervised by the board. Big Picture also provides project management and continued support and hosting of the software through an annual licensing and support contract.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Accreditation Tracking

Compliance/Enforcement

Website Integration

West Virginia Board of Medicine
Robert C. Knittle, Executive Director

101 Dee Drive, Suite 103

Charleston, West Virginia 25311

Phone: 304-558-2921 x 70005

Website: **www.wvbom.wv.gov/**

Project Name: eLicensing database software solution

Project Description: Big Picture Software is replacing the Board's existing database and implementing a new e-Licensing software system. The system processes online applications for medical doctors, physician assistants, podiatrists and various medical corporations. The new e-Licensing system allows the board to track all applications and renewals and provide other online services such as licensee search, change of address request, continuing education accreditation and more.

As part of the solution Big Picture's software solution will provide interfacing with the (FSMB) Federal State Medical Boards database to validate licensure information submitted by the applicant or the board. The new system helps to facilitate discipline/complaint tracking for the board staff and public. The Board utilizes an annual support agreement which provides them with a vendor hosted solution, dedicated customer and technical support 24/7 along with software upgrades and maintenance.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Compliance/Enforcement

West Virginia Board of Veterinary Medicine
Trish Holstein, Executive Director

5509 Big Tyler Rd, Ste 3

Cross Lanes, WV 25313

Phone: 304-776-8032

Website: **www.wvbvm.org**

Project Name: eLicensing database software solution

Project Description: Big PictureTM Software implemented a new eLicensing cloud-based software solution for the WVBOVM. The new system will automate applications, renewals, verifications, inspections and other online services for the Board's licensees.

The board also utilizes Big Picture's inspection software to help the board's staff complete routine off-site inspections.   The Board replaced an legacy database with a new centralized database which will streamline both back end and front end licensing and business processes.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Inspection Collection Integration

Accreditation Tracking

Compliance/Enforcement

Website Integration

South Dakota State Board of Dentistry
Brittany Novotny, Executive Secretary

P.O. Box 1079

105 S. Euclid Avenue

Suite C

Pierre, SD 57501-1079

Phone: 605-224-1282

Web: www.sdboardofdentistry.com

Big Picture Software has served Brittany and the staff at SDSBOD since late 2009. The current contract is for ongoing service, enhancements and support of our Big Picture licensing product that provides the central database engine for all board licensure functions. Big Picture's Licensing Software manages all of the Board's disciplinary actions and online renewals for all license classes.

We provide all their online services from this central online database. It has an easy-to-use web content management system that allows staff to manipulate website content. SDSBOD hosts their entire website, database, online services and the administrative system with Big Picture Software.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Accreditation Tracking

Compliance/Enforcement

Website Integration

North Dakota State Board of Pharmacy
Mark J. Hardy, Executive Director

1906 East Broadway Avenue

Bismarck, ND 58501

Phone: 701-328-9535

Fax: 701-328-9536

Web: www.nodakpharmacy.com

Big Picture software has served Mark and the staff at NDBOP since 2003. The contract has been for ongoing service, enhancements and support of our Big Picture licensing product that provides the central database engine for all board licensure functions. The system manages disciplinary/case management documents and actions along with online renewals for all license classes.

Big Picture Software is also integrated with the Board's existing payment, collection and reconciliation processes. The NDBOP hosts their entire website, database, online services and the administrative system with Big Picture Software.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Accreditation Tracking

Compliance/Enforcement

Website Integration

Louisiana State Board of Medical Examiners
Alan Phillips, Director Information Technology

630 Camp Street

New Orleans, LA 70130

Phone: 504-568-8009

Web: http://www.lsbme.la.gov

Big Picture was the Primary Contractor with no Sub-Contractors used for this project. Big Picture replaced the (LABOMEX) old licensing system with Big Picture's (COTS) web-based licensing system.

Big Picture was the Primary Contractor with no Sub-Contractors used for this project.

Big Picture through an RFQ solicitation was awarded the contract with the Louisiana State Board of Medical Examiners (LASBME) to replace the board's outdated CAVU/Iron Data database. Big Picture's

(COTS) web-based licensing system automates the boards online applications, renewal processing. The new licensing system and database will utilize additional online web services including license lookup and license verification. Compliance/Enforcement tracking along with CEU tracking was a requirement of the scope of work awarded to Big Picture.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Compliance/Enforcement

South Dakota State Board of Nursing
Gloria Damgaard, RN, Executive Director

4305 South Louise Ave, Suite 201

Sioux Falls SD 57106-3115

Phone: 605-362-2760

Fax 605-362-2768

Website: http://doh.sd.gov/boards/nursing/

Big Picture Software has been selected to provide SDBON with a hosted cloud-based software application that facilitates license tracking, online applications, renewals, case enforcement and other regulatory licensing protocol. Big Picture's licensing module provides SDBON with secure web hosting, licensing applications and dedicated customer and technical support.

As part of the ongoing software enhancements, SDBON will also be using Big Picture's Disciplinary/Case Management module to assist with compliance and enforcement. SBDON will receive software updates and enhancements along with a support plan as part of their service agreement.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Accreditation Tracking

Compliance/Enforcement

Website Integration

North Dakota State Board of Nursing
Connie Kalanek, Executive Director

919 S 7th Street

Suite 504

Bismarck, ND 58504-5881

Phone: 701-328-9777

Fax: 701-328-9785

Web: www.ndbon.org

Big Picture Software has served Connie and the staff at NDBON since late 2004. The contract has been for ongoing service, enhancements and support on our Big Picture licensing product that provides the central database engine for all board licensure functions. They manage disciplinary actions, online renewals, and applications for all license classes.

We provide all their online services from this central online database. It has an easy-to-use web content management system that allows staff to manipulate website content. NDBON hosts the entire website, database, online services and the administrative system with Big Picture Software.

New System Functionality Includes:

Online Applications

Online Renewals

Online Services/License Verification/Look-up

Accreditation Tracking

Compliance/Enforcement

Website Integration

OFFICE OF THE EXECUTIVE DIRECTOR
1906 E Broadway Ave
Bismarck ND 58501-4700
Telephone (701) 328-9535
Fax (701) 328-9536
STATE BOARD OF PHARMACY

State of North Dakota
Doug Burgum, Governor

E-mail= Mhardy@btinet.net www.nodakpharmacy.com

Mark J. Hardy, PharmD, R.Ph.
Executive Director

February 3, 2017

Albertson's Consulting
Big Picture Software
100 Main Street South
Minot ND 58701-3914

RE: Big Picture Software

The North Dakota State Board of Pharmacy has utilized "Big Picture Software" since it was Albertson Consulting well over a decade ago.

Our data base and online renewal process is reported to be user friendly and efficient. The modifications we have requested have been quickly implemented by the Big Picture team and to our satisfaction. Their track record of being quality work for us is very strong. When an issue does arise, they have a very knowledgeable and talented team to deal with them quickly to the best resolutions.

Over the years, the Board of Pharmacy has used Albertson's to institute several innovative projects such as our "Drug Repository" program, the integration of data with the Prescription Drug Monitoring Program [PDMP], Immunization Authorizations, Naloxone prescribing, among others. Again, their track record has illustrated to us that their ability to modify products to meet the demand of their customers.

We have looked at other vendors but have found Albertson's to be a great fit and a cost effective approach to maintaining our database and website processes. They have great customer service and a platform which can be modified to the demands of the user.

I would strongly recommend Albertson's Big Picture Software to any licensing Board and would be happy to discuss our experiences with anyone that contacts me.

Sincerely,

Mark J. Hardy, PharmD
Executive Director

MJH/eh

STATE OF WEST VIRGINIA
BOARD OF OSTEOPATHIC MEDICINE
405 Capitol Street, Suite 402
Charleston, WV 25301

Phone: 304-558-6095
Fax: 304-558-6096

February 3, 2017

Dan Albertson, CEO
Albertson Consulting, Inc.
21 Main St S. Suite 201
Minot, ND 58701

The West Virginia Board of Osteopathic Medicine was the very first licensing board in West Virginia to purchase and implement Big Picture Software in 2013. Since that time several other licensing boards in West Virginia have purchased the system. That tells the story of Big Picture's success.

The system can be used by any licensing board and is flexible enough to meet the individual needs of each board. Since our implementation in the spring of 2013, we have had reductions in paper files and time tracking down information. In using the Disciplinary Functions of the system we have become much more efficient in processing complaints and meeting the regulatory timelines.

We have received numerous comments from our licensees, attorneys, hospitals, residency programs, and other constituents with the ease of obtaining information from our website and the timely reporting of any changes made directly within our database onto the website.

We are still learning ways to utilize the system and look forward to many more years of working with Albertson Consulting, Inc. in the endeavor of improving quality and timeliness of data thus increasing our effectiveness to secure the public safety.

Sincerely,

Diana Shepard, CMBE

Diana Shepard, CMBE
Executive Director

Louisiana State Board of Medical Examiners
630 Camp Street, New Orleans, LA 70130
Phone: (504)-568-6820
http://www.lsbme.la.gov

March 10th, 2017
Louisiana State Board of Medical Examiners
630 Camp Street,
New Orleans, LA 70130
(504) 568-6820

To whom it may concern;

I am writing to recommend the eLicensing and development services of Big Picture Software. We began the process of transitioning our Renewals, Initial Applications and Investigations and Probations modules to online and automated eLicensing systems approximately 2 years ago and Big Picture has been with us every step of the way.

Their staff is extremely knowledgeable in this space and has been very flexible throughout this process, and always does exactly what we ask of them. The support and development teams work closely together to provide the tweaks and changes needed that enables our agency to effectively serve our approximately 35K licensees and to help us streamline our old paper based application system into an efficient online process for our 13 categories of licensure.

I'm happy to recommend Big Picture Software. If you have any questions, feel free to contact me.

Sincerely,

Alan W. Phillips
Information Technology Director
Louisiana State Board of Medical Examiners
aphillips@lsbme.la.gov
504-568-8009

NORTH DAKOTA
BOARD OF MEDICINE

Established 1890
418 E Broadway Ave, Suite 12 • Bismarck, ND 58501-4086
Phone (701) 328-6500 • Fax (701) 328-6505
www.ndbom.org

Duane Houdek
Executive Secretary

Bonnie Storbakken
Incoming Executive Secretary

Lynette McDonald
Deputy Executive Secretary

March 10, 2017

Albertson's Consulting
Big Picture Software
100 Main Street South
Minot, ND 58701-3914

RE: Licensing software

Greetings:

Following an RFP issued by the North Dakota Procurement Office for licensing software, including a new database, website, online licensing and renewal, and management of investigative and disciplinary functions of the board, in 2012 we selected Albertson Consulting over numerous proposals that included most nationally recognized licensing software products.

At the time, we were impressed with the ability of Big Picture to build a product that more closely fit our needs out of the box, and the greater ability we would have to make changes internally, without needing additional support or purchased changes. We also appreciated their cost, which was lower than the other firms we chose to interview.

We began a process of completely reviewing our business practices in conjunction with our project manager from Big Picture, and the result was a product that not only met our functional requirements from the beginning, but improved our practices and made them considerably more efficient.

It has almost become expected and acceptable, in some government circles, for software projects to come in greatly over-budget and only after long delays. That was not true here.

Since we put the Big Picture product in place, we have expanded it to new licensing groups and added other features, including the integration of a cloud-based product that serves as our method of securely getting confidential meeting materials to our board, allows members to annotate the documents and obtain further information from staff. Our meeting preparation is noticeably improved.

My appreciation of the services and support we receive from BP has grown over time. It is noteworthy that although Albertson Consulting has grown in the past five years, we have the same project manager we started with. I dare say she knows our business as well as, and in some cases, better than, staff. This continuity is invaluable.

I'd be glad to answer any specific questions prospective users of Big Picture might have, and give Big Picture my strongest recommendation.

Sincerely,

Duane Houdek

Duane Houdek
Executive Secretary

Mission Statement
The Board's mission is to protect the public's health, safety and welfare by regulating the practice of medicine, thereby ensuring quality health care for the citizens of this state.

LOUISIANA STATE BOARD OF PRACTICAL NURSE EXAMINERS
131 AIRLINE DRIVE, SUITE 301
METAIRIE, LOUISIANA 70001-6266
(504) 838-5791
FAX (504) 838-5279
www.lsbpne.com

February 10, 2017

Albertson's Consulting
Big Picture Software
100 Main Street South
Minot, North Dakota 58701-3914

RE: Big Picture Software

The Louisiana State Board of Practical Nurse Examiners is in the process of getting "Big Picture Software" implemented as the primary software for tracking the nurse's licenses, the endorsement process, exam process, and verifications and renewals of lpn licenses along with the discipline process.

We were running a 20 year old solution that was custom build for the agency and have been looking for a new solution for 3 years. We have talked with many solution providers but have never found one that completely understood our processes and needs. Of course, they all said they could program us a solution from scratch for a few hundred thousand dollars. But we all know that is just the being of the monies we would have to pay out. Other providers had solutions that would kind of work, but we would have to change our process to fit the solution.

Big Picture was the first solution provider that we found that could speak our language of licensing and had a solution that was flexible enough to fit our processes and procedures. They also quoted us a fair price and gave us a timeline that would fit our needs.

I have since found other solution providers that could also provide us with this type of solution, but the costs were more that quoted by Big Picture and the timeline for implementation was much longer.

We are still in the early stages of implementation, but we know that Big Picture will give us a quality product.

I would strongly recommend Big Picture Software to any licensing board.

Sincerely,

Lloyd Poincot
IT Technical Support Specialist II
Louisiana State Board of Practical Nurse Examiners

Exhibit A Pricing Page

See Exhibit A (Attachment)

In Response to CRFQ 0913 PHB170

Appendix C – Software Support Contract

The Software Solution People
Albertson
Consulting, Inc.

Big Picture™ Software Support Contract

Terms

Albertson Consulting, Inc. agrees to license one copy of the Big Picture™ Licensee Management and renewal software for use by **West Virginia Board of Pharmacy**. Albertson Consulting retains the rights to the software as outline in the "Official Client Agreement" attached below. Client may not resell or give the software to any other entity. Client retains ownership of all data, site content, artwork, and design related to the project.

Expected project billing is as follows:

All support beyond monthly contract will be billed monthly per pre-approved estimates.

Additional development services will be provided for items beyond the scope of the project. These services will be billed hourly to the customer at $135.00 / hour.

Future Large Scale Projects

Projects considered out-of-scope, those projects not specifically detailed anywhere in this proposal, or projects much larger than Client feels comfortable doing on an hourly basis and outside of normal application support will require a formal proposal from ACI detailing requirements and resources. An example of this would be if Client decides to change accounting software.

Annual Software Licensing price of $ (TBD) on this day of( ), 2017). These fees cover the Hosting fees, maintenance fees, licensing fees for the software and up to 5 hours of enhancements, support, maintenance or customizations for the entire system. The Annual Software Annual Software Licensing price will remain the same through (,2022) after that base prices may change.

This contract does not expire. Terms are laid out through (,2017). At which time a renegotiation / reevaluation is to take place to ensure that both parties are satisfied and terms are satisfactory for both parties.

Existing web application, hosting fees, and internal email addresses are included in the aforementioned monthly fees.

Client Initials ______________ Albertson Consulting Initials __________

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Official Client Agreement

This Agreement sets forth the terms and conditions, which apply to the use by Client of Albertson Consulting for product or service offered by Albertson Consulting, Inc. The right to use Albertson Consulting and any other product or service offered by Albertson Consulting, Inc. is personal to Client and is not transferable to any other person or entity.

1. DEFINITIONS

“Albertson Consulting Inc.” (herein referred to as “Albertson Consulting”) is a Software engineering and hosting company offering business process automation and World Wide Web page design and hosting service operated by Albertson Consulting, Inc. consisting of content provided by customers/clients of Albertson Consulting, Inc., affiliates of Albertson Consulting, Inc., and third parties.

“Client” is the individual or organization entering into contract with Albertson Consulting, Inc.

“Content” means all text, pictures, logos, graphics, sound, video and any other data supplied by Client.

“Software Applications” includes any proprietary programs, scripts, and functions created by Albertson Consulting for use on Client’s web site, which include source code in any form that is not publicly viewable.

“Code” means any programming source code written or developed by Albertson Consulting required to, when properly loaded onto a World Wide Web Server, cause “Content” to be displayed on the World Wide Web or to facilitate the display of “Content” using a World Wide Web Server.

“Hosting” means the display of “Content” on the World Wide Web using Web Severs operated by Albertson Consulting, Inc.

c “Support Contract” is a purchased product that provides phone support, bug fixes, and programming and research time. Terms and coverage depend on support contact level purchased.

2. CLIENT CONDUCT

Albertson Consulting shall be used for lawful purposes only. No material shall be posted on or transmitted through the pages/services which violate or infringe in any way upon the rights of others, which is unlawful, threatening, abusive, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane, indecent or otherwise objectionable, which encourages conduct that would constitute a criminal offense, gives rise to civil liability or otherwise violates any law. No conduct shall be undertaken that, in Albertson Consulting judgment restricts or inhibits any other user from using or enjoying the pages. Albertson Consulting shall not be used to solicit other Online Service users to become users of competitive online information services. Advertising or commercial solicitation may be posted on or transmitted through the pages subject to Albertson Consulting express prior approval and solely in accordance with the terms and conditions imposed by Albertson Consulting with respect thereto.

The Albertson Consulting software and its customer’s sites (hosted by Albertson Consulting) contain copyrighted material, trademarks and other proprietary information including, but not limited to, text, software, photos, video, graphics, music and sound, that are copyrighted under the United States copyright laws. Albertson Consulting owns a copyright in the selection, coordination, arrangement and enhancement of such content, as well as in the content original to it. Each third party content provider owns the copyright in content original to it.

No material protected by copyright, trademark or other proprietary right shall be uploaded, posted or otherwise made available on Albertson Consulting ’s server without the express permission of the owner of the copyright, trademark or other proprietary right and the burden of determining that any material is not protected by copyright rests with Client.

Each Client shall provide Albertson Consulting with accurate, complete and updated information as to his or her name, address, phone number, and other contact information provided by the Client during use of Albertson Consulting as a design/hosting company. Failure to do so shall constitute a breach of this Agreement.

No Client may (i) select or use a name or e-mail address of another person with the intent to impersonate that person; (ii) use a name or e-mail address subject to the rights of any person other than Client without authorization; (iii) use a name in violation of the intellectual property rights of any person; or (iv) use a name that Albertson Consulting, in its sole discretion, deems offensive.

The foregoing provisions of this Section are for the benefit of Albertson Consulting, its affiliates, third party content providers and licensors, and each shall have the right to assert and enforce such provisions directly on its own behalf.

3. THIRD PARTY CONTENT

Albertson Consulting is a distributor of content supplied by third parties and users of Albertson Consulting Sites. Any opinions, advice, statements, services, offers, or other information or content expressed or made available by third parties, including information providers, or Clients, are those of the respective author(s) or distributor(s) and not of Albertson Consulting. Neither Albertson Consulting nor any third party provider of information guarantees the accuracy, completeness, or usefulness of any content, nor its merchantability or fitness for any particular purpose. (Refer to Section 7 below for the complete provisions governing limitation of liabilities and disclaimers of warranty.) In many instances, the content available through the Online Services represents the opinions and judgments of the respective information provider, or Client of Albertson Consulting, and not the employees or agents of Albertson Consulting.

4. CONFIDENTIALITY

Each party agrees not to disclose any confidential information received from the other in any form to any employees who do not have a specific need to use such information or to any outside party (including contractors) without the other party's prior written consent. All employees or contractors who receive such confidential information must be bound by written agreement not to disclose such information to any other party. Each party acknowledges that the unauthorized disclosure or use of confidential information of the other party would cause irreparable harm and significant injury to the other party that may be difficult to compensate. Accordingly, each party agrees that the other party will have the right to seek and obtain temporary and permanent injunctive relief in addition to any other rights and remedies it may have. The obligations of confidentiality shall not apply to information which 1) is in public domain at the time of disclosure, 2) has been released by the other party without restrictions, 3) has been lawfully obtained by the disclosing party from a third party under no obligation of confidentiality, or 4) is independently developed by employees of the disclosing party without access to the confidential information.

5. LIMITED LICENSE

Albertson Consulting retains ownership of Code and grants Client a non-exclusive and non-transferable right to use Code for the express use of displaying Content on the World Wide Web.

Albertson Consulting retains the following rights as it pertains to software ownership:

Albertson Consulting Inc. retains the right to resell any licensed or custom built piece of software to any other paying customer in any format without restriction.

Albertson Consulting Inc. retains the exclusive right to modify the software. Software distributed / deployed to client server will be given in executable format only. All software maintenance and further customizations will be pre-formed by Albertson Consulting.

Albertson Consulting Inc. retains the exclusive right to host the software. The software and corresponding database cannot be hosted by any other provider.

Albertson Consulting Inc. retains the intellectual knowledge gained from client in execution of contract / project. This intellectual knowledge is only distributable in software format. It cannot be resold in any other media or knowledge transfer mechanism.

Albertson Consulting Inc. retains an exclusive right to sell the software to any other party. Client cannot resell, give or grant in whole or in part to any other party any Big Picture software products developed by Big Picture or Albertson Consulting.

Albertson Consulting Inc. retains all other rights associated with Big Picture software that are not specifically granted in the following section.

Granted Rights

Unlimited use

All administrative interfaces are not limited in number of users, usage or any other fashion as it pertain usability.

All externally accessible interfaces are not limited in number of users, usage or any other fashion as it pertain usability.

Custom built interfaces to other data sources are not limited in number of users, usage or any other fashion as it pertain usability.

6. DISCLAIMER OF WARRANTEE; LIMITATION OF LIABILITY

EACH CLIENT EXPRESSLY AGREES THAT USE OF ALBERTSON CONSULTING ’S SERVICES ARE AT HIS OR HER SOLE RISK. NEITHER ALBERTSON CONSULTING, ITS AFFILIATES NOR ANY OF THEIR RESPECTIVE EMPLOYEES, AGENTS, THIRD PARTY CONTENT PROVIDERS OR LICENSORS WARRANT THAT ALBERTSON CONSULTING WILL BE UNINTERRUPTED OR ERROR FREE; NOR DO THEY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE ONLINE SERVICES OR AS TO THE ACCURACY, RELIABILITY OR CONTENT OF ANY INFORMATION, SERVICE, OR MERCHANDISE PROVIDED THROUGH ALBERTSON CONSULTING.

ALBERTSON CONSULTING ’S WEB PAGES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES WHICH ARE IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER THE LAWS APPLICABLE TO THIS AGREEMENT.

THE DISCLAIMERS OF LIABILITY CONTAINED IN THIS SECTION APPLY TO ANY DAMAGES OR INJURY CAUSED BY ANY FAILURE OF PERFORMANCE, ERROR, OMISSION, INTERRUPTION, DELETION, DEFECT, DELAY IN OPERATION OR TRANSMISSION, COMPUTER VIRUS, COMMUNICATION LINE FAILURE, THEFT OR DESTRUCTION OR UNAUTHORIZED ACCESS TO, ALTERATION OF, OR USE OF RECORD, WHETHER FOR BREACH OF CONTRACT, TORTIOUS BEHAVIOR, NEGLIGENCE, OR UNDER ANY OTHER CAUSE OF ACTION. EACH CLIENT SPECIFICALLY ACKNOWLEDGES THAT ALBERTSON CONSULTING IS NOT LIABLE FOR THE

DEFAMATORY, OFFENSIVE OR ILLEGAL CONDUCT OF OTHER THIRD PARTIES, OR CLIENTS AND THAT THE RISK OF INJURY FROM THE FOREGOING RESTS ENTIRELY WITH EACH CLIENT.

IN NO EVENT WILL ALBERTSON CONSULTING OR ANY PERSON OR ENTITY INVOLVED IN CREATING, PRODUCING OR DISTRIBUTING ALBERTSON CONSULTING CONTENT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE ALBERTSON CONSULTING OR OUT OF THE BREACH OF ANY WARRANTY. EACH CLIENT HEREBY ACKNOWLEDGES THAT THE PROVISIONS OF THIS SECTION SHALL APPLY TO ALL CONTENT ON ALBERTSON CONSULTING ’S SERVER.

ALBERTSON CONSULTING DOES NOT ENDORSE, WARRANT OR GUARANTEE ANY PRODUCT OR SERVICE OFFERED BY A THIRD PARTY THROUGH ALBERTSON CONSULTING ’S WEB PAGES AND WILL NOT BE A PARTY TO OR IN ANY WAY MONITOR ANY TRANSACTION BETWEEN CLIENT, AND THIRD PARTY PROVIDERS OF PRODUCTS OR SERVICES. AS WITH THE PURCHASE OF A PRODUCT OR SERVICE THROUGH ANY MEDIUM OR IN ANY ENVIRONMENT, EACH CLIENT SHOULD USE HIS OR HER BEST JUDGMENT AND EXERCISE CAUTION WHERE APPROPRIATE.

EACH CLIENT SPECIFICALLY ACKNOWLEDGES THAT IN NO EVENT WILL ALBERTSON CONSULTING , ITS AFFILIATES NOR ANY OF THEIR RESPECTIVE EMPLOYEES OR AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF (i) THE USE BY SUCH CLIENT OF ANY BROWSER OWNED OR OPERATED BY ANY PARTY AND/OR (ii) THE DOWNLOADING OF ANY SOFTWARE OWNED OR OPERATED BY ANY THIRD PARTY, INCLUDING BUT NOT LIMITED TO ALBERTSON CONSULTING PAGE CREATIONS, INC. (OR ANY SUCCESSOR PRODUCT) IN CONNECTION WITH THE SERVICE.

7. MONITORING

Albertson Consulting shall have the right, but not the obligation, to monitor the content of Albertson Consulting server to determine compliance with this Agreement and any other operating rules established by Albertson Consulting. Albertson Consulting shall have the right in its sole discretion to edit, refuse to post or remove any material submitted to or posted on Albertson Consulting server. Without limiting the foregoing, Albertson Consulting shall have the right to remove any material that Albertson Consulting , using reasonable judgment, finds to be in violation of the provisions hereof, otherwise objectionable or stale. Notwithstanding this right of Albertson Consulting, Clients shall remain solely responsible for the content of their pages. Each Client acknowledges and agrees that neither Albertson Consulting nor any third party content provider shall assume or have any liability for any action or inaction by Albertson Consulting or any third party content provider with respect to any conduct, communication or posting on Albertson Consulting server.

8. TERMINATION

Either Albertson Consulting or Client may terminate this Agreement upon terms being satisfied. Client's only right with respect to any dissatisfaction with (i) any terms and conditions of this Agreement, or any policy or practice of Albertson Consulting in operating Albertson Consulting, (ii) content available through Albertson Consulting or any change therein, or (iii) amount or type of fees or billing methods, or any change thereof, is to provide written notice to Albertson Consulting, 21 South Main Street, Minot, North Dakota 58701, or e-mail sent to *admin@BigPicture.com*. Client's notice will be effective upon receipt by Albertson Consulting. Without limiting the foregoing, Albertson Consulting shall have the right to immediately terminate this Agreement with respect to any Client in the event of any conduct by Client which Albertson Consulting, using reasonable judgment, considers to be unacceptable, or in the event of any breach by Client of this Agreement. The provisions of Sections 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, and shall survive termination of this Agreement.

Either party may terminate this agreement upon a breach of the other party. All content and data will be returned to client in its original form. Fees already remitted to Albertson Consulting are non-transferable and non-refundable. Fees may also be charged by Albertson to format the data to a client's satisfaction or distribution of data for use by another vendor.

At termination of this agreement data, graphics, artwork and content will be transferred to Client for use expressed in Section 5 of this agreement.

9. FORCE MAJEURE

Definition: "Force Majeure" shall mean any event or condition not reasonably within the control of either party, which prevents in whole or in material part the performance by one of the parties of its obligations hereunder or which renders the performance of such obligations so difficult or costly as to make such performance commercially unreasonable.

Notice: Upon giving notice to the other party, a party affected by an event of Force Majeure shall be released without any liability on its part from the performance of its obligations under this Agreement, except for the obligation to pay any amounts due and owing hereunder. The suspension of obligation to fulfill the agreement shall be enforced only to the extent and only for the period that its performance of such obligations is prevented by the event of Force Majeure. The other party may likewise suspend the performance of all or part of its obligations hereunder to the extent that such suspension is commercially reasonable.

10. TRADEMARKS

Albertson Consulting Inc. and their logos are registered trademarks or service marks of Albertson Consulting, Inc. All rights reserved. All other trademarks appearing on Albertson Consulting Server are the property of their respective owners, including, in some instances, Albertson Consulting, Inc.

11. EXTERNAL LINKS

Albertson Consulting server contains links to other web sites, resources and advertisers. Albertson Consulting is not responsible for the availability of these external sites nor does it endorse or is it responsible for any of the contents, advertising, products or other materials on such external sites. Under no circumstances shall Albertson Consulting be held responsible or liable, directly or indirectly, for any loss or damage caused or alleged to have been caused in connection with the use of or reliance on any content, goods or services available on such external site. Any concerns regarding any external link should be directed to its respective site administrator or Webmaster.

12. EQUIPMENT

Each Client shall be responsible for obtaining and maintaining all telephone, computer hardware, and other equipment needed for Client's access to and use of Albertson Consulting server, and Client shall be responsible for all charges related thereto.

13. PRIVACY

Personal data provided by each Client to Albertson Consulting will be used only in connection with Albertson Consulting and will not be given to others. While Albertson Consulting will seek to require third party content providers and other parties to adhere to Albertson Consulting privacy policies, Albertson Consulting does not bear any responsibility for any actions or policies of such third parties.

14. PAYMENT

Albertson Consulting invoices all fees monthly for work completed on Client's web site and any other work that has been finished prior to the invoice date. Failure to remit payment within 30 days without consent or justification may result in a "shut-down" of the application until payment has been received. All pricing and other terms will be address in a separate addendum.

15. MISCELLANEOUS

This Agreement and any operating rules for Albertson Consulting established by Albertson Consulting constitute the entire agreement of the parties with respect to the subject matter hereof, and supersede all previous written or oral agreements between the parties with respect to such subject matter. This Agreement shall be construed in accordance with the laws of the State of North Dakota, without regard to its conflict of laws outside of North Dakota. No waiver by either party of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default. Content contained on Client's web site that is publicly available will remain property of said Client. All other publishing material including layout materials used in the design of Client's web site will remain the intellectual property of Albertson Consulting, Inc. Software applications developed for use on Client's web site remain the intellectual property of Albertson Consulting, Inc.

Severability: If any provision of the Agreement is held to be invalid, illegal, or unenforceable, such provision shall be considered severable from this Agreement and the remaining provisions shall continue in full force and effect. The parties will replace a severed provision by a provision that is closest to the intent of the parties.

Representative of: ______________________________

Printed Name: ______________________________

Signature: ______________________ Date: ______________________

Representative of: Albertson Consulting

Printed Name: Daniel Albertson

Signature: ______________________ Date: ______________________

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Albertson Consulting Inc

Authorized Signature: [signature] Date: 4-4-17

State of ND

County of Ward, to-wit:

Taken, subscribed, and sworn to before me this 4th day of April, 2017.

My Commission expires ______, 2021

AFFIX SEAL HERE

MARIE HALLOF
Notary Public
State of North Dakota
My Commission Expires May 18, 2021

NOTARY PUBLIC [signature: Marie Hallof]

Purchasing Affidavit (Revised 08/01/2015)

Purchasing Divison 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	**State of West Virginia** **Request for Quotation** **34 — Service - Prof**

Proc Folder: 292907

Doc Description: Addendum No. 1 Licensure/Records Management

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-02-22	2017-04-06 13:30:00	CRFQ 0913 PHB1700000001	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Albertson Consulting Inc / Big Picture Software
100 South Main Street
Minot, ND 58701
701-839-7523 Ext 114

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature X [signature] FEIN # 45-0459847 DATE 4/11/2017

All offers subject to all terms and conditions contained in this solicitation

FORM ID : WV-PRC-CRFQ-001

ADDITIONAL INFORMAITON:

Addendum No. 1

Addendum No. 1 is issued to publish and distribute the attached information to the vendor community.
****

Request For Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Board of Pharmacy to establish a contract for the one-time purchase of an off-the-shelf licensure/records product and content management system, per the attached bid requirements, specifications and terms and conditions.

INVOICE TO	SHIP TO
BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV25311 US	BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Licensing Database Management Program	0.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Concurrent User License(s) for thirteen (13) Board of Pharmacy Users of Licensure Records Product with Content Management Database System (including website redesign, administrative interface, and cloud-based program) for up to 20,000 various licenses, registrations, permits, and certificates.

INVOICE TO	SHIP TO
BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV25311 US	BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation and Installation to Acceptance	0.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Implementation and Installation to Acceptance; and First Year Maintenance and Support/Warranty/Hosting

INVOICE TO	SHIP TO
BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV25311 US	BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Year 2 Maintenance, Support/ Warranty/Hosting	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Second Year Maintenance and Support/Warranty/Hosting

INVOICE TO	SHIP TO
BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV25311 US	BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Year 3 Maintenance, Support/ Warranty/Hosting	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Third Year Maintenance and Support/Warranty/Hosting

INVOICE TO	SHIP TO
BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV25311 US	BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Year 4 Maintenance, Support/ Warranty/Hosting	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Fourth Year Maintenance and Support/Warranty/Hosting

INVOICE TO		SHIP TO	
BOARD OF PHARMACY 2310 KANAWHA BLVD E		BOARD OF PHARMACY 2310 KANAWHA BLVD E	
CHARLESTON	WV25311	CHARLESTON	WV 25311
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Year 5 Maintenance, Support/ Warranty/Hosting	0.00000	YR		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Fifth Year Maintenance and Support/Warranty/Hosting

INVOICE TO		SHIP TO	
BOARD OF PHARMACY 2310 KANAWHA BLVD E		BOARD OF PHARMACY 2310 KANAWHA BLVD E	
CHARLESTON	WV25311	CHARLESTON	WV 25311
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Additional License - Per User	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Additional License, Per User

INVOICE TO	SHIP TO
BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV25311 US	BOARD OF PHARMACY 2310 KANAWHA BLVD E CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Additional Professional Services Support Hours	0.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description :

Additional Professional Services Support Hours

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Mandatory Pre-bid Meeting @ 10:00 A.M.	2017-03-09
2	Question submission deadline @ 10:00 A.M.	2017-03-23

SOLICITATION NUMBER: PHB1700000001
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as PHB1700000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[X] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. To publish the mandatory pre-bid meeting sign in sheet.

2. To publish the Exhibit B HIPAA attachment.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

SIGN IN SHEET

Page 1 of 1

Request for Proposal No. PHB17-1

PLEASE PRINT

Date: 3/9/17

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: Big Picture Software Rep: Chelsea Slack Email Address: cslack@ebigpicture.com	100 Main Street South Minot, ND 58701	PHONE 701-839-1523 ext. 117 TOLL FREE 888-907-2790 ext 114 FAX 520-300-1033
Company: Rep: Email Address:		PHONE TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX

Exhibit B

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

    a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: http://www.state.wv.us/admin/purchase/vrc/agencyli.html.

    b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).

    c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.

    d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.

    e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111th Congress (2009).

f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.

g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.

h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.

i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.

j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

2. Permitted Uses and Disclosures.

a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.

b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.

c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

3. **Obligations of Associate.**

a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.

b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.

c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:

i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;

ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;

iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;

iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.

d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.

e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.

ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.

iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:

- the date of disclosure;
- the name of the entity or person who received the PHI, and if known, the address of the entity or person;
- a brief description of the PHI disclosed; and
- a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.

iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."

v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

g. **Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.

h. **Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.

j. **Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.

k. **Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.

l. **Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and, unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or https://apps.wv.gov/ot/ir/Default.aspx.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

4. Addendum Administration.

a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.

b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.

d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.

e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

5. **General Provisions/Ownership of PHI.**

a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.

b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.

c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.

d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.

e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.

g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.

h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: PHB1700000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[✓] Addendum No. 1	[ ] Addendum No. 6
[ ] Addendum No. 2	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Albertson Consulting Inc/Big Picture Software
Company

[signature]
Authorized Signature

4/1/2017
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: ____

Name of Agency: ____

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

Members Social Security number (SSN)

Date of Birth

Home Address

Telephone Number

Medical Information

AGREED:

Name of Agency: Albertson Consultings Inc

Signature: Ty Radey

Title: Director of Government Markets

Date: 4/1/2017

Name of Associate:

Signature:

Title:

Date:

Form - WVBAA-012004
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th
DAY OF Jan 20 17
Patrick Morrisey
Attorney General
BY

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Troy Rauschenberger Director of Government Markets
(Name, Title)

Troy Raushenberger Director of Government Markets
(Printed Name and Title)

100 Main Street South Minot, ND 58701
(Address)

701-839-7523 - Ext 114
(Phone Number) / (Fax Number)

Troy@ebigPicture.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Albertson Consulting Inc / Big Picture Software
(Company)

Troy Rauschenberger Director of Goverment Markets
(Authorized Signature) (Representative Name, Title)

Troy Rauschenberger Director of Goverment Markets
(Printed Name and Title of Authorized Representative)

4/2/2017
(Date)

701-720-8817
(Phone Number) (Fax Number)

11.3. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Daniel Albertson

Telephone Number: 701-839-7523 Ext 101

Fax Number: ______________________

Email Address: Daniel@albertsonconsulting.com

WV-10
Approved / Revised
12/16/15

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 Vendor Preference, if applicable.

1. N/A **Application is made for 2.5% vendor preference for the reason checked:**
N/A 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,**
N/A 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;
N/A Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **or,**
N/A 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,**

N/A 2. ☐ **Application is made for 2.5% 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,**

N/A 3. ☐ **Application is made for 2.5% vendor preference for the reason checked:**
Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or,**

N/A 4. ☐ **Application is made for 5% 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,**

N/A 5. ☐ **Application is made for 3.5% 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,**

N/A 6. ☐ **Application is made for 3.5% 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.

N/A 7. ☐ **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules.***
Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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) rescind the contract or purchase order; 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.

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: Albertson Consulting Inc   Signed: [signature]

Date: 4/2/2017   Title: Director of Government Markets

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

Exhibit" "A" Pricing Page for Board of Pharmacy Licensing Database

Item #	Item	Vendor Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Contract Items						
1	Concurrent User License(s) for thirteen (13) West Virginia Board of Pharmacy staff members/users of Licensure/Records Product with Content Management Database System. This also includes web site redesign, administrative interface and cloud-based program for up to 20,000 various licenses, registrations, permits and certificates)	We are bidding a one-time LS (Lump Sum) for (Item# 1) which is for the initial Big Picture Software License for (13) of the boards staff members. Bid also includes website Inegration into existing website, administrative interface program and database program for the various licenses and certificates currently residing in the existing WV Board of Pharmacy (database)				59,800
2	Implementation and Installation to Acceptance including First Year Maintenance and Year 1 Maintenance Support/Warranty/Hosting	Cost is for a LS (Lump Sum) payment for professional services for implementation & stand-up of the system, including implementation of cloud-based program. Importing of records/data, board staff training, (2) onsite visit and all other requirements set-fourth in the RFQ to meet the boards requirements. This Lump Sum bid also includes the "First Year" Support/Warranty/Hosting of the software.	Lump Sum	1	0.00	180,200.00
Contract Services						
3	Year 2 Maintenance and Support/Warranty/Hosting	The cost reflects our 2nd year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.	Year	1	0.00	25,400.00
4	Year 3 Maintenance and Support/Warranty/Hosting	The cost reflects our 3rd year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.	Year	1	0.00	26,400.00
5	Year 4 Maintenance and Support/Warranty/Hosting	The cost reflects our 4th year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.	Year	1	0.00	28,400.00
6	Year 4 Maintenance and Support/Warranty/Hosting	The cost reflects our 4th year for the licensing of our software along with Support/Warranty/Maintenance agreement and Hosting. Includes Fourteen (12) non-accumulating support hours. Assigned hours can be used for development or general system support.	Year	1	0.00	30,400.00
####						
Unit						
7	Additional License, per User	Per additional system user over the orginal quoted price for (13) Thirteen System Users	Each	1	4,500.00	4,500.00
8	Additional Professional Services Support Hours	Any additional "Support Hours" will be billed at $135.00 per hour.	Hour	8	135.00	1,080.00
		Total Bid Amount (Item #1 + 2 +3 + 4 + 5 + 6 + 7 + 8) =				**296,380.00**