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## Header 1

List View

**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#)

Procurement Folder: 492266

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: SureAdhere Mobile Technology, INC.

Alias/DBA:

Total Bid: \$177.50

Response Date:

Response Time:

SO Doc Code: CRFQ

SO Dept: 0506

SO Doc ID: EHP1900000001

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Status: Closed

Solicitation Description:

Total of Header Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 492266  
**Solicitation Description :** Video DOT Services  
**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-11-26 13:30:00	SR 0506 ESR11261800000002493	1

VENDOR
VS0000017606 SureAdhere Mobile Technology, INC.

**Solicitation Number:** CRFQ 0506 EHP1900000001

**Total Bid :** \$177.50      **Response Date:** 2018-11-26      **Response Time:** 12:25:51

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 April E Battle  
 (304) 558-0067  
 april.e.battle@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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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	4.1.1 Patient rate/5 patients per month	5.00000	EA	\$35.500000	\$177.50

Comm Code	Manufacturer	Specification	Model #
43233502			

<b>Extended Description :</b>	4.1.1 Patient rate/5 patients per month
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**Comments:** SureAdhere charges \$35.50/patient/month for a total of \$177.50/month for 5 patients.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	4.1.1 Health care reviewer rate/5 per month	5.00000	EA	\$0.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
43233502			

<b>Extended Description :</b>	4.1.1 Health care reviewer rate/5 per month
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**Comments:** SureAdhere does not charge for health care reviewer accounts. The state can have an unlimited amount of reviewer account as needed so as not to incentive sharing of accounts.

**West Virginia Office of Epidemiology and Prevention Services**  
**Division of Tuberculosis Elimination**  
**Request for Video DOT Services**  
(Solicitation #CRFQ-EHP1900000001)

**Prepared By:**  
**SureAdhere Mobile Technology, Inc.**  
**November 25, 2018**

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## Section 1. Introduction and Executive Summary

State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street, East  
Charleston, West Virginia 25305-0130

Dear Evaluation Committee Members;

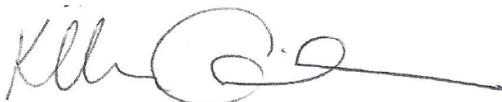
SureAdhere Mobile Technology, Inc. (“SureAdhere”) is pleased to submit this proposal in response to the West Virginia Office of Epidemiology and Prevention Services, Division of Tuberculosis Elimination’s request for Video DOT Services (Solicitation #CRFQ-EHP1900000001). SureAdhere is a company strategically focused on assisting Tuberculosis (TB) control programs to provide exceptional treatment monitoring and support to TB patients in a cost-efficient manner using mobile technology. We offer a turn-key, subscription-based Video Directly Observed Therapy (VDOT) service that was developed and evaluated through partnerships between academic researchers and public health agencies. Through these collaborations, SureAdhere’s VDOT system is a highly effective treatment monitoring tool ideally suited for any size health department, as well as other providers who need to observe their patients ingesting other treatment regimens or performing observable health behaviors.

SureAdhere’s roots date back to 2009, when co-founder Dr. Richard Garfein’s team at the University of California San Diego, which included company CEO Dr. Kelly Collins, pioneered the use of *asynchronous* VDOT as a mobile technology tool for improving TB treatment monitoring. Dr. Garfein is an internationally recognized infectious disease epidemiologist and expert in the field of tuberculosis epidemiology, diagnostics and treatment adherence. SureAdhere currently provides VDOT services to a number of state and local health departments throughout the U.S. and continues to expand its client base both domestically and globally.

SureAdhere’s VDOT platform includes a patient-facing mobile application (compatible with both iOS and Android operating systems), which patients use to make and upload daily (encrypted and date/time-stamped) videos of their medication ingestion. TB staff can then log into SureAdhere’s cloud-hosted, HIPAA-compliant web portal to view videos and document observations regarding the patient’s medication adherence. In this proposal, we discuss our VDOT platform functionalities in depth, and provide an explanation as to how our system meets or exceeds all VDOT system requirements specified in this solicitation.

SureAdhere is dedicated to serving public health departments as they work to cure TB, limit its transmission and prevent acquired drug resistance by using evidence-based, cost-effective, technology-driven strategies designed to improve medication adherence monitoring.

We appreciate your consideration of our proposal.



Kelly M. Collins, PhD, MPH  
SureAdhere President & CEO

## Section 2. Addendum Acknowledgment

### ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ      EHP190000001

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)*

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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 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.

SureAdhere Mobile Technology, Inc.

Company



Authorized Signature

11/25/18

Date

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

## Section 3. Request for Quotation – Qualifications

### Section 3.1. Experience providing asynchronous video DOT service

Since 2009, SureAdhere’s co-founder (Dr. Garfein) and CEO (Dr. Collins) have worked to conceive, develop and evaluate an asynchronous VDOT application and its implantation worldwide. Their experience began prior to founding SureAdhere Mobile Technology, Inc. in 2014 and continues in both academic and commercial environments. They first developed VDOT in collaboration with the San Diego County Health and Human Services Agency, TB Control and Refugee Health Program, which has adopted VDOT as the standard-of-care for TB treatment adherence monitoring. The prototype VDOT app was initially developed and pilot tested in San Diego, California and Tijuana, Mexico with funding from the National Institutes for Health and found to be highly feasible, acceptable, and potentially improved adherence compared to in-person DOT (Garfein, et al., Int J Tuberc Lung Dis, 2015;19(9):1057-1064). The platform was subsequently evaluated in five California health departments, which showed that VDOT performed equally well in rural and urban health districts with high adherence and lower cost compared to DOT (Garfein, et al., Emerg Infect Dis, 2018;24(10):1807-1815). Dr. Garfein also led the effort by the California Department of Public Health and the California TB Controllers Association to produce best practice guidelines for the use of VDOT ([http://ctca.org/filelibrary/CDPH\\_CTCA%20eDOT%20Guidelines%20-%20Cleared-%20081116.pdf](http://ctca.org/filelibrary/CDPH_CTCA%20eDOT%20Guidelines%20-%20Cleared-%20081116.pdf)).

As an internationally recognized expert in the field of TB epidemiology and treatment adherence, Dr. Garfein currently serves as a member of the World Health Organization’s Global Task Force on Digital Health for Tuberculosis and is frequently invited to speak about VDOT at national and international conferences.

In 2014, SureAdhere Mobile Technology, Inc. (“SureAdhere”) was founded to translate this research into practice. Since licensing the VDOT software from the University of California San Diego, SureAdhere substantially upgraded the VDOT platform based on experience obtained from prior research and feedback from existing clients. The platform was also subjected to third-party auditing to ensure that technical specifications and company policies meet or exceed patient privacy and data security standards specified in the Health Insurance Portability and Accountability Act (HIPAA).

SureAdhere’s VDOT platform is currently in use by the New York City Department of Mental Health and Hygiene for monitoring TB treatment adherence, including patients enrolled in a CDC-funded randomized controlled trial of asynchronous and synchronous VDOT compared to DOT (<https://clinicaltrials.gov/ct2/show/NCT03266003?term=burzynski&recrs=a&rank=1>) that will inform national policy around VDOT use. In addition, Drs. Collins and Garfein have contributed to VDOT evaluations in seven U.S. cities, the United Kingdom, Vietnam and Uganda. Two recently funded studies will also evaluate SureAdhere’s VDOT app for multi-drug resistant TB patients in the Philippines and prisoners in Haiti.

### Section 3.2. Experience providing asynchronous video DOT service with other public health entities

Since June 2015, SureAdhere has provided VDOT service to over 5000 patients with drug susceptible, drug resistant, pulmonary and extrapulmonary TB, which included minors and non-English speakers. SureAdhere’s app has also been used to monitor treatment of latent TB infection (LTBI) and suspected active TB. Currently, SureAdhere’s clients include 24 TB programs in the U.S. and abroad and one substance abuse treatment program using VDOT for monitoring opioid substitution therapy. Given their experience serving clients with TB caseloads ranging from less than 10 (e.g., Napa County, CA, State of Missouri, State of Arkansas, etc.) to several hundred (e.g., New York City, NY, San Francisco, CA, etc.), SureAdhere is fully capable of providing service in the quantity specified in this Solicitation and can seamlessly scale up or down depending on the program’s needs. Based on its well-documented experience with national, state and local health departments, SureAdhere is exceptionally positioned to deliver the highest quality, reliable, HIPAA-compliant VDOT solution.

**Table 2. Reference #1—Denver Health and Hospital Authority**

	Denver Health and Hospital Authority
<b>Contact Name / Tel #</b>	Robert Belknap, MD, MPH/ (303) 522-6871 <a href="mailto:Robert.Belknap@dhha.org">Robert.Belknap@dhha.org</a>
<b>Address</b>	605 Bannock Street Denver, CO 80204-4505
<b>Contract Term/Amt.</b>	2 Years, \$8500/year
<b>Services Provided</b>	Video-DOT for Tuberculosis Treatment Monitoring
<b>Performance Outcomes</b>	The Denver Health and Hospital Authority began monitoring TB patients with VDOT in January 2016. Their contract allows them to monitor up to 40 patients concurrently using VDOT.

**Table 3. Reference #2—San Francisco Department of Public Health**

	San Francisco Department of Public Health
<b>Contact Name / Tel #</b>	Laura Romo / (415) 206-2276 <a href="mailto:lromo@sfdph.gov">lromo@sfdph.gov</a>
<b>Address</b>	2460 22nd Street, Building 90, Ward 94 San Francisco, CA 94110
<b>Contract Term/Amt.</b>	5 Years, Not to exceed \$89,242
<b>Services Provided</b>	Video-DOT for Tuberculosis Treatment Monitoring
<b>Performance Outcomes</b>	The San Francisco Department of Public Health (SFDPH) began monitoring TB patients with SureAdhere VDOT in January 2016 as part of the program’s transition from serving as a UCSD VDOT research study site to using VDOT as the standard of care for monitoring their TB patients’ treatment adherence.

**Table 4. Reference #3—New York City Department of Health & Mental Hygiene**

<b>Organization Name</b>	New York City Department of Health & Mental Hygiene
<b>Contact Name / Tel #</b>	Christine Chuck, MPA / (347) 396-7480 <a href="mailto:Cchuck@health.nyc.gov">Cchuck@health.nyc.gov</a>
<b>Address</b>	42-09 28 <sup>th</sup> Street, Office 21-171 Queens, NY 11101-4132
<b>Contract Term/Amt.</b>	\$19,500—\$1,625 per month
<b>Services Provided</b>	Video-DOT for Tuberculosis Treatment Monitoring
<b>Performance Outcomes</b>	The New York City Department of Health and Mental Hygiene (NYCDHMH) began using the SureAdhere VDOT platform for asynchronous TB treatment monitoring in 2015. Their staff has monitored approximately 400 active TB patients to treatment completion using the SureAdhere VDOT platform since July 2015.

## Section 4. Request for Quotation – Mandatory Requirements

### Section 4.1 Mandatory Contract Services Requirements and Deliverables

Vendor will provide an asynchronous video DOT application for the per patient rate of an estimated 5 patients per month and for the per healthcare reviewer rate of an estimated 5 healthcare reviewers per month

<b>Specification</b>	<b>Compliant</b>	<b>Details</b>
<b>4.1.1.1 Asynchronous video DOT application must be Health Insurance Portability Accountability ACT (HIPAA) compliant and provide end-to-end encryption.</b>	YES	<p>SureAdhere’s VDOT platform is fully compliant with HIPAA. In January 2016, SureAdhere contracted with a third-party auditor (Chan Health) to conduct a HIPAA security assessment of our system &amp; software; a copy of our compliance letter will be made available upon request. SureAdhere conducts annual penetration testing of both our web portal and mobile applications, and quarterly vulnerability scans of all production IP’s to ensure ongoing HIPAA and HITECH compliance.</p> <p>The next scheduled audit will be performed in November 2018.</p> <p>All protected health information (PHI), including patient videos, is encrypted through AES 256/RAS 2048-supported protocols during transmission and while stored on mobile devices and SureAdhere servers.</p> <p>All patient video and text messaging data are stored in an encrypted format, uploaded to a secure server that exceeds HIPAA compliance standards, and protected with username/pin log-in access credentials. Videos stored in an encrypted format on patient smartphones are deleted upon successful upload to the SureAdhere server and are deleted from the server after six months (or earlier if specified by the Department/Agency).</p>

<p><b>4.1.1.2 Asynchronous video DOT application must be compatible with Android and iPhone Operating System (iOS) devices and contain a web-interface.</b></p>	<p>YES</p>	<p>The SureAdhere Mobile Application is compatible with iOS 7.0 (and above) and Android 2.4 (and above). The app can be downloaded for free to a patient’s personal device, or (if desired) a Department/Agency owned device. With minimal training, both the app and Client Management System (CMS) are provided in a user-ready format.</p>
<p><b>4.1.1.3 Asynchronous video DOT application must track observed and/or reported symptoms and medication side-effects</b></p>	<p>YES</p>	<p>The CMS contains fields for documenting medication side effects that are reported by the patient or observed by the treatment monitor. Patients may report side effects in their videos, by phone, or in person. Furthermore, the treatment monitor may observe signs while watching patient videos and document them in the CMS. When side effects are documented in the CMS, they are clearly displayed in the patient’s daily treatment record, monthly calendar, and patient dashboard. In addition, the patient’s case manager can receive email notifications whenever side effects are entered into the CMS.</p>
<p><b>4.1.1.4 Asynchronous video DOT application must provide a date and time stamp for all videos</b></p>	<p>YES</p>	<p>All videos are date- and time-stamped by the VDOT app before they are encrypted and uploaded to the CMS. To ensure fidelity, videos are stored in a manner that prevents patients from accessing them, so they cannot be altered, deleted, or sent more than once.</p>
<p><b>4.1.1.5 Asynchronous video DOT application must provide automatic patient reminders</b></p>	<p>YES</p>	<p><b>Patient Medication Reminders and Alerts.</b> Optional patient reminders can be sent via email or SMS message depending on patient preference. Text messages may also be sent to a phone number that is different from the device used to take daily videos, which gives patients more options to receive reminders in a manner that is most convenient and confidential for them. Additionally, patients are prompted to contact their provider in the event they are experiencing symptoms or side-effects <i>before</i> they can record a video using the application.</p> <p><b>Delinquent Video Notifications for Providers.</b> TB Control staff have the option to set up alerts that notify the provider (i.e., the nurse or DOT worker) if a patient misses a dose or fails to upload a video to the system. For example, a nurse can set</p>

		his/her user account to receive email notifications once or twice per day that contain a list of his/her designated patients who have not uploaded a video by the scheduled medication time over the last 24 hours.
<b>4.1.1.6 Asynchronous video DOT application must provide in-person DOT support</b>	YES	SureAdhere's CMS can be used to document medication adherence through any type of observation, including in-person DOT. The CMS includes a field to specify the method of observation for every dose taken.
<b>4.1.1.7 Asynchronous video DOT application must provide ability for a provider to initiate a HIPAA-secure live chat with patient.</b>	Partial—Full Functionality Expected in 2 <sup>nd</sup> quarter 2019.	SureAdhere is in the process of incorporating a HIPAA compliant live chat application into our VDOT platform. We expect to have this functionality released by the second quarter 2019. However, while a live chat window cannot be directly opened in our application just yet, the SureAdhere case management system may still be used to observe and document patients ingesting medications via other HIPAA-secure, no-cost conferencing applications such as Skype for Business, Zoom, etc. Video conference observations can then be recorded as such to differentiate them from <i>asynchronous</i> video DOT and in-person DOT in the case management system.
<b>4.1.1.8 Asynchronous video DOT application must provide multi-device login capability for user (i.e. information is tied to user id, not the device).</b>	YES	Each patient is provided with a userID and PIN that they use to log into the SureAdhere video DOT application from one or more devices. Thus, patients may replace their device or use multiple devices using the same userID and PIN and have all their videos upload to the same patient account.
<b>4.1.1.9 Asynchronous video DOT application must provide report generation and the ability to create regular, customizable data exports (.csv and/or .pdf).</b>	YES	The CMS contains a 'Reports' tab from which providers may view, print and download reports for one or more patients, including all video sessions. Currently, the system supports the generation and exportation of both individual and aggregate medication adherence reports based on patient/staff manager lists. If the precise report of interest is not yet included in the CMS, SureAdhere will partner with Department/Agency to develop additional reports <b>at no additional cost</b> . Once SureAdhere engineers have programmed a report into the CMS, it can be generated on-demand by Department/Agency staff at any time.

<p><b>4.1.1.10 Asynchronous video DOT application must provide ability to visualize both population and patient-specific analytics.</b></p>	<p>YES</p>	<p>The SureAdhere CMS allows users to visualize both patient and population specific analytics. For example, the CMS contains a “Dashboard” tab that displays adherence data by day, week, and month for groups of patients corresponding to one or more available filters. The information can be viewed in a bar chart or a line graph. Additionally, the dashboard display is color-coded to allow users to quickly determine the status of individual patients or multiple patients.</p> <p>Additionally, in each patient’s profile, an “Overview” tab graphically displays the patient’s overall adherence, number of doses taken/missed, the method of observation used, and medication side effects reported/observed.</p>
<p><b>4.1.1.11 Asynchronous video DOT application must support multiple dosing schedules (i.e. daily, split or intermittent).</b></p>	<p>YES</p>	<p>SureAdhere’s CMS supports daily, split and intermittent dosing. In addition, the CMS will allow users to change the dosing frequency while tracking when doses were expected throughout the patient’s entire treatment history. Split dosing schedules created in the CMS are displayed as multiple doses for each day in the patient’s dose calendar.</p>
<p><b>4.1.1.12 Vendor must offer daily unlimited use of the system.</b></p>	<p>YES</p>	<p>The SureAdhere system is available 24/7 with no limits on the frequency or duration of use by patients or providers.</p>
<p><b>4.1.1.13 Vendor must provide configuration and set up of mobile portal and web application</b></p>	<p>YES</p>	<p>The SureAdhere CMS is entirely web-based and all interaction occurs through a web browser. Thus, no software or hardware installation by the Department/Agency is required. SureAdhere will provide a designated Department/Agency staff member with login credentials to the CMS where they can register other staff users and provide them with individualized login credentials. Staff users may then register and monitor patients in the CMS.</p> <p>To use the SureAdhere VDOT Mobile App, the patient or provider downloads the free app on the patient’s device from the Apple App Store (iOS devices) or Google Play Store (Android devices).</p>

		During the initial training for Department/Agency staff, SureAdhere will explain how to find and download the app and to teach their patients to do so as well. Training and support will be provided on registering staff and patients in the CMS, as well as troubleshooting problems they might encounter using the system. In addition, SureAdhere Users Manuals and support staff will be available to troubleshoot any problems downloading the app.
<b>4.1.1.14 Vendor must provide web-base training for onboarding of patients and healthcare reviewers.</b>	YES	<p>SureAdhere will provide the County with a 1.5-hour software training session for all Department/Agency TB Control staff. This session will include a basic VDOT process overview, a live demonstration session of the CMS website and SureAdhere mobile applications and troubleshooting techniques to address technical problems most commonly reported by patients. The session also includes time for discussion and questions regarding the set-up and use of the CMS and mobile applications. Contextual information surrounding patient eligibility and patient training are also covered when discussing VDOT deployment among specific patient populations.</p> <p>In addition to the training, SureAdhere provides digital user manuals, video training resources, and ongoing customer support to ensure that Department/Agency staff are able to correctly and consistently perform all functions available in the VDOT platform.</p>
<b>4.1.1.15 Vendor must provide 24-hour online technical support.</b>	YES	SureAdhere has online support resources available 24/7.
<b>4.1.1.16 Vendor must provide telephone access to technical support during normal business hours of 8:30 am to 4:30 pm EST Monday through Friday.</b>	YES	Regular Business Hours, Monday to Friday, 8:30 am to 5 pm EST
<b>4.1.1.17 Vendor must submit a plan to the State of WV, Office of Epidemiology and Prevention Services Division of Tuberculosis Elimination upon award of</b>	YES	SureAdhere consents to provide a plan of how a data break will be handled to the State of WV, Office of Epidemiology and Prevention Services Division of Tuberculosis Elimination, within 30 days upon award of contract.

<p><b>the contract of how a data break will be handled within 30 days of award.</b></p>		
<p><b>4.1.1.18 Vendor must sign a vendor confidentiality agreement (<a href="http://www.onlinelearning.wv.gov/course/DHHR01/confidentiality%20acknowledgement.pdf">http://www.onlinelearning.wv.gov/course/DHHR01/confidentiality%20acknowledgement.pdf</a>) and ensure privacy of data prior to contact award.</b></p>	<p>YES</p>	<p>If selected for the contract, SureAdhere will sign a vendor confidentiality agreement and ensure privacy of data prior to contact award.</p>
<p><b>4.1.1.19 Vendor will maintain application security to prevent unauthorized access to or disclosure of data transmissions.</b></p>	<p>YES</p>	<p>SureAdhere will maintain application security to prevent unauthorized access to or disclosure of data transmissions by conducting regular vulnerability scans (using third-party software) on our system to monitor and improve security controls and processes. SureAdhere also contracts with a third-party security auditor (Chan Health) to conduct annual penetration testing on our mobile and web applications to identify and mitigate new and unforeseen threats and vulnerabilities.</p> <p>SureAdhere also contracts with Crow Horowath to conduct periodic HIPAA audits to ensure our platform and company maintain up-to-date HIPAA policies and procedures.</p> <p>All protected health information (PHI), including patient videos, is encrypted through AES 256/RAS 2048-supported protocols during transmission and while stored on mobile devices and SureAdhere servers.</p>
<p><b>4.1.1.20 Vendor will notify the State of WV, Office of Epidemiology and Prevention Services Division of Tuberculosis Elimination by phone and email, given upon award of contract, of any unauthorized attempt to obtain access or otherwise tamper with data immediately upon discovery.</b></p>	<p>YES</p>	<p>Upon award of contract, SureAdhere will agree to notify the State of WV, Office of Epidemiology and Prevention Services Division of Tuberculosis Elimination by phone and email of any unauthorized attempt to obtain access or otherwise tamper with data immediately upon discovery.</p>

<p><b>4.1.1.21 Vendor will maintain active audit logs for one month on the server and store the previous month, keeping a minimum of four months of audit logs onsite.</b></p>	<p>YES</p>	<p>The SureAdhere audit is customizable to the specific requests of a department. SureAdhere consents to maintaining an active audit log for one month on the server and storing the previous month, and keeping a minimum of four months of audit logs onsite.</p>
<p><b>4.1.1.22 Vendor will provide privacy protections equivalent to those provided by Standards for Privacy of Individually Identifiable Health Information, 45CFR Part 160 and Sub-Parts A&amp;E of Part 164. <a href="https://www.hhs.gov/sites/default/files/introduction.pdf">https://www.hhs.gov/sites/default/files/introduction.pdf</a></b></p>	<p>YES</p>	<p>SureAdhere will provide privacy protections equivalent to those provided by Standards for Privacy of Individually Identifiable Health Information, 45CFR Part 160 and Sub-Parts A&amp;E of Part 164.</p>
<p><b>4.1.1.23 Vendor will notify the State of WV, Office of Epidemiology and Prevention Services, Division of Tuberculosis Elimination immediately by phone and email, given upon award of contract, of an unlawful or unauthorized use of disclosure of protected health information (PHI) of which they become aware, if the data is determined to have been compromised. The vendor will provide all necessary details including, but not limited to, what data was compromised, when, how and by whom; and when they first became aware and provide a corrective action plan as to how any unlawful or unauthorized access will be avoided in the future.</b></p>	<p>YES</p>	<p>SureAdhere will provide the necessary detailed information if it becomes aware that the data was determined to be compromised.</p>
<p><b>4.1.1.24 Vendor will work with the State of WV, Office of Epidemiology and Prevention Services, Division of Tuberculosis Elimination to investigate and comply with any state or federal laws</b></p>	<p>YES</p>	<p>SureAdhere will comply with any West Virginia state or federal laws concerning unlawful or unauthorized use for disclosure occurs including, but not limited to payment of amounts deemed reasonable and necessary to mitigate the effects of the breach.</p>

<p><a href="http://technology.wv.gov/SiteCollectionDocuments/policies%20Issued%20by%20the%20CTO/2017/PO1001_Security_Sept2017.pdf">http://technology.wv.gov/SiteCollectionDocuments/policies%20Issued%20by%20the%20CTO/2017/PO1001_Security_Sept2017.pdf</a>) if any unlawful or unauthorized use for disclosure occurs including, but not limited to payment of amounts deemed reasonable and necessary to mitigate the effects of the breach.</p>		
<p>4.1.1.25 Vendor will document and keep current its security measure as required by applicable law:  <a href="http://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2017/PO1001_Security_Sept2017.pdf">http://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2017/PO1001_Security_Sept2017.pdf</a></p>	<p>YES</p>	
<p>4.1.1.26 In the event of termination of vendor, the vendor will surrender and transfer all data to the Division of Tuberculosis Elimination, allowing for electronic download file transfer protocol (FTP). After confirmation of successful transfer, the vendor will destroy all data to ensure data privacy.</p>	<p>YES</p>	<p>In the event of termination, SureAdhere will surrender and transfer all data to the Division of Tuberculosis Elimination, by giving an electronic download file transfer protocol (FTP). After confirmation of successful transfer, SureAdhere will destroy all data to ensure data privacy.</p>

**Section 5. Request for Quotation – Contract Award**

Please see **Exhibit A, Pricing Pages** on page 17 of this document.

## **Section 6. Request for Quotation – Performance**

SureAdhere’s VDOT system will be available for use as soon as the contract is awarded. SureAdhere will work with the WV Division of Tuberculosis Elimination to settle on an acceptable schedule for performance prior to contract execution and commits to abide by the decided throughout the contract period.

## Section 7. Miscellaneous

### Section 7.1. Contract Manager

**Contract Manager:** Kelly M. Collins  
**Telephone Number:** 1-775-343-5302  
**Fax Number:** \_\_\_\_\_  
**Email Address:** Kelly.Collins@suredhere.com

**Section 8. Designated Contact and Certification and Signature**

**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.

Kelly M. Collins, CEO  
 \_\_\_\_\_  
 (Name, Title)  
 Kelly M. Collins, CEO  
 \_\_\_\_\_  
 (Printed Name and Title)  
 4445 Eastgate Mall, Ste 200  
 \_\_\_\_\_  
 (Address)  
 1-775-343-5302  
 \_\_\_\_\_  
 (Phone Number) / (Fax Number)  
 Kelly.Collins@suredhere.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.

SureAdhere Mobile Technolgoy  
 \_\_\_\_\_  
 (Company)  
  
 \_\_\_\_\_  
 (Authorized Signature) (Representative Name, Title)  
 Kelly M. Collins  
 \_\_\_\_\_  
 (Printed Name and Title of Authorized Representative)  
 11/25/18  
 \_\_\_\_\_  
 (Date)  
 775-343-5302  
 \_\_\_\_\_  
 (Phone Number) (Fax Number)

## Exhibit A\_Pricing Pages

### Pricing Pages CRFQ – EHP 1900000001

Contract Item #	Description	Estimated Quantity	Unit Price	Extended Price
4.1.1	Per Patient rate	5x12=60 (Patient-months)	\$35.50/ patient-month	\$2,130
4.1.1	Per Healthcare Reviewer rate	5x12=60 (Patient-months)	\$0	\$0
Grand Total		60 patient-months	\$ 35.50/ patient-month	\$ 2,130

Contracts will be awarded to the Vendor that provides the Service Items meeting the required specifications for the lowest overall Grand Total cost.

Delivery of orders will be F.O.B. Destination.

The estimated quantity for each Service Item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual Service Item is guaranteed or implied.

<b>Vendor Name:</b> SureAdhere Mobile Technology Inc.
<b>Physical Address:</b> 4445 Eastgate Mall, Suite 200 San Diego, CA 92121
<b>Remit to Address:</b> 4445 Eastgate Mall, Suite 200 San Diego, CA 92121
<b>Telephone:</b> (858) 812-2878
<b>Fax:</b> N/A

<b>Email:</b> <a href="mailto:Kelly.Collins@suredhere.com">Kelly.Collins@suredhere.com</a>
<b>Vendor Representative (print name):</b> Kelly Collins

Signature: 	Date: 11/25/18
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Exhibit B\_Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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 exceeds 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: SureAdhere Mobile Technology, Inc
Authorized Signature: [Signature] Date: 11/26/18
State of WASHINGTON
County of WHATCOM, to-wit:

Taken, subscribed, and sworn to before me this 26 day of NOVEMBER, 2018
My Commission expires JULY 9, 2022

AFFIX SEAL HERE

NOTARY PUBLIC

[Signature]

Purchasing Affidavit (Revised 07/19/2018)



**Exhibit C\_Disclosure of Interested Parties to Contracts (N/A)**

N/A—Contract dollar amount is under \$1M.