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.

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Procurement | Budgeting | Accounts Receivable | Accounts Payable

Welcome, Robert M Ross

Solicitation Response(SR)   Dept: 0511   ID: ESR06262300000006569   Ver.: 1   Function: New   Phase: Final   Modified by batch , 06/28/2023

Header 1

List View

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

Procurement Folder: 1234820

Procurement Type: Central Master Agreement

Vendor ID: VS0000043256

Legal Name: Qcera, Inc.

Alias/DBA: Qcera, Inc.

Total Bid: $887,339.88

Response Date: 06/26/2023

Response Time: 19:59

Responded By User ID: mkahng

First Name: Margaret

Last Name: Kahng

Email: mkahng@qcera.com

Phone: 8184895448

SO Doc Code: CRFQ

SO Dept: 0511

SO Doc ID: MIS2300000005

Published Date: 6/21/23

Close Date: 6/28/23

Close Time: 13:30

Status: Closed

Solicitation Description: ATTENDANCE CASELOAD MANAGEMENT SOFTWARE

Total of Header Attachments: 1

Total of All Attachments: 1

Proc Folder:	1234820
Solicitation Description:	ATTENDANCE CASELOAD MANAGEMENT SOFTWARE
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2023-06-28 13:30	SR 0511 ESR06262300000006569	1

VENDOR
VS0000043256 Qcera, Inc.

Solicitation Number:	CRFQ 0511 MIS2300000005			
Total Bid:	887339.880000000046566128730 **Response Date:**	2023-06-26	**Response Time:**	19:59:06
Comments:	Please refer to the attached price quote for LeaveSource. LeaveSource is also available through SHI International at the same price.			

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor
Signature X   **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	Attendance Caseload Management Software (FMLA/FLOA/PLA)	9.00000	EA	10633.330000	95699.97

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: $95,700 the first year includes a one-time implementation/setup project fee of $12,000.   The subsequent years do not have the implementation fee.
Our Total Unit price of $95,700 does not fit unit price of this model. Our Unit price for LeaveSource should not be multiplied by 9.
The annual fee for the base LeaveSource software, including 9 users, ADA module, Self-service MyLeave, Document Management, employee and demographics file interface, is $83,700.00 for 6000 employees or less.
Implementation project period is between 8 to 10 weeks which includes a post go-live continued training and configuration fine tuning.
Leave Source is available through SHI International at the same price.

Extended Description:

3.1.2 Attendance Caseload Management Software (FMLA/FLOA/PLA)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Year One Optional Renewal				179399.97

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year Two Optional Renewal				263099.97

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year Three Optional Renewal				346799.97

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Additional Users/Licenses	1.00000	EA	2340.000000	2340.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Price is annual.

Extended Description:

3.1.2.21 Additional Users/Licenses- each add on user/license (9 used for bidding scenario only, quantity could increase or decrease during life of contract)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Online Training for Licenses Holders				0.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments: Upgrades and enhancements are included in the annual fees.
Future training after the implementation of LeaveSource has a fee.
Please refer to the attached price quote.

Extended Description:

3.1.2.22 Must provide online training for license holders at no cost. System upgrades, enhancements, and error corrections must be at no additional cost/charge when such upgrades, enhancements, and error corrections are generally made available to its other clients of similar systems at no additional cost/charge.

FMLA and Leave Management
Software Services Proposal – **Enterprise**

West Virginia Department of Health and Human Resource
Attendance Caseload Management Software
CRFQ MIS2300000005

June 28, 2023

Subject: LeaveSource® Enterprise – FMLA and Leave Management Software Solution

Qcera, Inc. is pleased to present our proposal for FMLA and Leave Management Software services. Our business is focused exclusively in providing services and software in the leave management field. Since 2000, we have been successfully providing employers as well as other leave management vendors with Qcera's proprietary absence management technology and solutions.

Qcera's expertise in FMLA and leave management is reflected in the depth of features and services that are available in our industry leading software – LeaveSource. Offered as a web-hosted application, LeaveSource significantly reduces your total cost of ownership as there is: no software to install, no hardware to purchase or maintain, and no upgrades requiring internal IT support. Once subscribed, Qcera takes care of all your maintenance, support, and software upgrades at premier data centers. As a result, you are free to focus on running your business, while Qcera focuses on running your software and improving your FMLA compliance.

During the implementation process, we will work closely with your staff to understand your FMLA and leave policies and then load the specific policies into the rules table in LeaveSource. LeaveSource records each absence request and provides a complete picture of the employee's leave availability and usage.

The key features that our system and service provide are:

- Ongoing update of FMLA and State regulations in LeaveSource.
- Customized notices and communication pieces for the employee.
- Automated notification to supervisors, HR staff and payroll throughout the leave episode.
- Intelligent attachment of forms and enclosures to letters based on State or leave situations.
- Consistent and automated application of leave eligibility and leave entitlement rules.
- Automated alerts as intermittent leaves exceed predetermined thresholds.
- Automated account balances for time used and available for applicable leave regulations.
- Fully documented leave history, including all letters and emails sent.
- Online work list for tracking and managing leave.
- Insurance premium payment administration.
- Robust ad-hoc report writer in addition to the standard report set including graphical charts.
- Tracking of employer specific leave policies such as medical & personal LOA and military leave.
- Self-Service module for supervisors and employees.
- Data File interfaces with HRIS and Timekeeping systems.

We are confident that you will quickly benefit from choosing Qcera's LeaveSource services. Peace of mind will come from knowing that your leave of absence administration is fair, consistent and in compliance with the Federal and State leave of absence regulations.

Please review the following information and contact us with any questions. We look forward to hearing from you.

Sincerely,

Leave Team
(310) 473-7988 ext. 100
leaveteam@qcera.com

West Virginia DHHR   June 28, 2023

	FML and Leave of Absence Administration Software Application Services

Proposed Service

LeaveSource is a web-hosted in cloud solution.

PRODUCT & SERVICES BASE PACKAGE	BASE FEE
LeaveSource® Enterprise Bundle • **FMLA, State, Employer Leave policy and Premium Payment tracking, automated load of employee census file from HRIS, including ADA Job Accommodation module, MyLeave Self Service, Document Management Module** **Includes up to 9 Leave Admin user accounts** Estimated 5,000 – 6,000 employees active on payroll	**$83,700.00 Annual Minimum fee** **For employee count less than 6000 employees on payroll.**
IMPLEMENTATION START-UP	ONE-TIME FEE
One-time fee for the standard implementation of LeaveSource – Includes: ❖ Project management with project plan and all project documents ❖ Company leave policy analysis ❖ Employee data interface development and setup ❖ Loading of prior leave history from file or input process ❖ Leave administration workflow design ❖ Development of custom set of letters & emails ❖ Instructor led, hands on, online training set for leave administrator users ❖ A 8 to 10 week implementation project that includes post-implementation support and fine tuning.	**$12,000.00*** *Extension of implementation duration due to delays by the client may incur additional fees. **FIRST YEAR TOTAL 83,700 + 12,000 = $95,700.00**
OPTIONAL ADD-ONS	FEES FOR SELECTED SERVICES
Additional Leave Administrator accounts	**$195.00** per user per month
Additional HR Administrator user accounts	**$115.00** per user per month
Additional View Only user accounts	**$50.00** per user per month
Workers' Compensation Management Module All client user accounts have access to the module. Implementation fee includes: ❖ Policy and workflow configuration ❖ Hands-on, online training for client HR user(s) ❖ WC administration workflow design ❖ Development of custom set of letters & emails ❖ A 1-2 week implementation project	**One-time Implementation Set-up Fee: $2,000.00** **Ongoing $0.25 PEPM** (minimum of $400.00/month)
Additional data interface development	**$3,000.00** one-time set up fee per interface (Includes 20 hours of development) **$100.00** per month ongoing maintenance fee per interface
Additional Online Training	**$500** per 2-hour session, up to 5 users at one time
Professional Services	**$250** per hour

Prices good for 30 days.

LeaveSource Services

The following services are included in the fees quoted in this proposal.

Software & System Service
Qcera provides the following standard services:
- Scheduled upgrades to the LeaveSource application.
- Hardware and software maintenance including system tuning, backups & recovery capabilities and infrastructure troubleshooting up to the point of LeaveSource's connection to the Internet.
- Scheduling and maintenance of secure data load processes.
- A secured connection (SSL), data encryption and unique login accounts for system security within LeaveSource.
- Encrypted transfer of data files using PGP encryption software via FTP over the Internet.
- On termination of service, a data extract of leave of absence data is provided.

The following are the responsibilities of the Employer and are not included in services provided by Qcera:
- Configuration, troubleshooting, or maintenance of Internet connectivity and/or computers equipment at Employer's location that is used to access LeaveSource.
- The Employer is responsible for providing all FMLA/leave administration services and leave determinations to their employees with Qcera responsible only for providing the LeaveSource system for use, providing services in support of LeaveSource and for providing training on use of the application.
- The Employer will be responsible for making sure all computers used to access LeaveSource are PC based workstation running a Microsoft operating system, using Microsoft Internet Explorer 9 browser or above.

Implementation Service
Qcera works with the Employer on a team to complete the activities required during the implementation on LeaveSource. Qcera will provide an implementation project plan for the team to use as a guide for scheduling tasks. Non-standard implementations may require additional time and additional fees.

Standard implementation services include the following:
- Implementation project management services including a project plan, agendas and meeting minutes. Qcera project resources that include project management and FMLA expertise.
- At least two online, teleconference meetings weekly, throughout the implementation period.
- Employer's leave policy review.
- Review of LeaveSource features and best practice discussion.
- Design of leave administration process and workflow.
- Employee census data load – definition, programming, testing, and setup of file exchange. One file loaded on start up then regularly on a defined schedule.
- Leave History load – definition, programming, testing, and setup of a file to capture leave history. The history file will be loaded once prior to the start date.
- LeaveSource Employer Specifications – fill out Qcera standard specification forms used to configure Employer on system.
- Employer letters – define custom text for the standard letter set for each entity.
- Notification emails – custom text for the standard email set for each entity.
- Employer reports – setup the standard set, setup of the adhoc reporting tool.
- User setup – define user rights and access, setup in system.
- One User Training set – for leave administrator users.
- Post implementation support meetings during the first month.

Any Employer specific requirement outside Qcera's standard implementation may incur a fee billed at the Professional Services rate.

Training
Online training on the use of LeaveSource software is included in the implementation fee. Training will be conducted online and via teleconference.

After the implementation, if additional training is needed for a new user, a 2-hour Training Session can be provided for a fee as listed above. Training Session can include up to 5 users at one time.

Onsite training is available upon request for a fee, plus travel and travel related costs.

Post Implementation Meeting and Follow up
Qcera's training include post go-live training and follow-up meetings. Qcera will meet with the client users via web conference to answer any questions that arise during the go-live period of absence processing on LeaveSource. During these meetings we will review and answer user questions on the leave of absence situations the users are processing in LeaveSource.

Ongoing Support
Standard ongoing, unlimited support for questions related to the product or system is provided via email. Support questions can be asked conveniently anytime, 24 by 7 from LeaveSource via the support email feature or any email account. Initial response to support emails will be made within 24 hours, Monday through Friday. Most support questions are fully resolved within the first 24 hours. Resolution may take longer on some requests due to the complexity of problem.

Professional Services
Any custom requirements, non-standard data interfaces, data analysis, custom programming or additional training requests will be handled through Qcera Professional Services. Qcera's professional services rate is $250 per hour plus any required expenses. All travel related expenses are billed as pass through to the Employer.