



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.

Header @ 4

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Procurement Folder: 1565904

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000161584

Legal Name: COLLABORATIVE FUSION INC

Alias/DBA:

Total Bid: \$460,095.00

Response Date: 05/19/2025

Response Time: 15:24

Responded By User ID: ecoggins

First Name: Ann Marie

Last Name: Brown

Email: annmarie.brown@juvare.com

Phone: 3366895060

SO Doc Code: CRFQ

SO Dept: 0506

SO Doc ID: CTP2500000001

Published Date: 5/14/25

Close Date: 5/20/25

Close Time: 13:30

Status: Closed

Solicitation Description: EMERGENCY CREDENTIALING SYSTEM

Total of Header Attachments: 4

Total of All Attachments: 4



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

State of West Virginia
Solicitation Response

Proc Folder: 1565904
Solicitation Description: EMERGENCY CREDENTIALING SYSTEM
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2025-05-20 13:30	SR 0506 ESR05192500000007124	1

VENDOR
000000161584
COLLABORATIVE FUSION INC

Solicitation Number: CRFQ 0506 CTP2500000001
Total Bid: 460095
Response Date: 2025-05-19
Response Time: 15:24:26
Comments:

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	Year 1 - Deliverable 1 - Per Section 4.12.1.1				5000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 1 - Deliverable 1 - Per Section 4.12.1.1

By the end of Day two (2) of the contract start date, Vendor will meet with CTP to develop basic concepts of credential system, implementation strategy and training plan. This portion of the deliverable can be accomplished by a telephone conference call or "web ex" type presentation. The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Year 1 - Deliverable 2 - Per Section 4.12.1.2				0.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: Included with Deliverable 1

Extended Description:

Year 1 - Deliverable 2 - Per Section 4.12.1.2

By the end of Week one (1) of the contract start date, Vendor will meet with Notification System Workgroup (State developed) to finalize implementation strategy and training plan. This meeting must be conducted in Charleston, WV with State staff. The implementation strategy must include comprehensive technical documentation necessary that defines the implementation of the system in a new hosting setting. The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year 1 - Deliverable 3 - Per Section 4.12.1.3				0.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: Included with Deliverable 1

Extended Description:

Year 1 - Deliverable 3 - Per Section 4.12.1.3

By the end of Week two (2) of the contract start date, Vendor will develop/implement State and Local Health components of Notification System. This will include the integration of the system to applicable web-based databases and IT systems (e.g. state and federal professional licensure agencies, WV Department of Motor Vehicles, National ESAR-VHP), using vendor supplied integration tools. Also included is the completion of the transfer (or re-build) of currently housed group and individual registrant data from the incumbent Vendor's system to the new Vendor's system. The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year 1 - Deliverable 4 - Per Section 4.12.1.4				0.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: Included with Deliverable 1

Extended Description:

Year 1 - Deliverable 4 - Per Section 4.12.1.4
By the end of Week three (3) of the contract start date, Vendor will complete "dry run" performance tests and correct any residual issues. This will be executed and evaluated on site in Charleston, WV. The system will be initialized and placed in-service. A vendor presence will be required in Charleston WV during the performance test and initiation of the system.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Year 1 - Deliverable 5 - Per Section 4.12.1.5				0.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: Included with Deliverable 1

Extended Description:

Year 1 - Deliverable 5 - Per Section 4.12.1.5
By the end of Week three (3) of the contract start date, Vendor will develop and conduct four (4) initial onsite, in-person user training as outlined in Section 4.11.4. A reproducible copy of all training material must be provided to CTP.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Year 1 - Deliverable 6 - Per Section 4.12.1.6				895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 1 - Deliverable 6 - Per Section 4.12.1.6
By the end of the thirty (30) calendar days of the contract start date, Vendor will develop and conduct one web-based initial user training (off-site delivery is acceptable), at least one hour in length, as outlined in Section 4.11.5. A recorded copy of the webinars must be provided to CTP.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Year 1 - Deliverable 7 - Per Section 4.12.1.7				895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 1 - Deliverable 7 - Per Section 4.12.1.7
By the end of the one-hundred eighty (180) calendar days of the contract start date, Vendor must provide one training on new system updates/ changes, via web-based delivery or reproducible DVD.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Year 1 - Deliverable 8 - Per Section 4.12.1.8				60000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 1 - Deliverable 8 - Per Section 4.12.1.8
From sixty (60) calendar days of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity to ensure constant availability of system. The vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.
. Please provide a monthly and total yearly (11 month) cost for this deliverable after the initiation date up to the end of the contract period. The first 4 weeks are development costs and not included in this amount.
The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Year 1 - Deliverable 9- Per Section 4.12.1.9				29250.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: 195 Hours

Extended Description:

Year 1 - Deliverable 9- Per Section 4.12.1.9
From sixty (60) calendar days of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. Maximum of thirty (30) hours of technical assistance for the first month and a maximum of fifteen (15) hours of technical assistance per month thereafter.
. Please provide a monthly and total yearly (11 month) cost for this deliverable after the initiation date up to the end of the contract period. The first 30 calendar days (month) are development costs and not included in this amount.
The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Year 1 - Deliverable 10 - Per Section 4.12.1.10				20000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 1 - Deliverable 10 - Per Section 4.12.1.10
By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, one WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Year 2 - Deliverable 1 - Per Section 4.12.2.1				60000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 2 - Deliverable 1 - Per Section 4.12.2.1
From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required
. Please provide a monthly and yearly total cost for this deliverable.
The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Year 2 - Deliverable 2 - Per Section 4.12.2.2				27000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: 180 Hours

Extended Description:

Year 2 - Deliverable 2 - Per Section 4.12.2.2

From Week one (1) of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month

. Please provide a monthly and yearly total cost for this deliverable.

The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Year 2 - Deliverable 3 - Per Section 4.12.2.3				5000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 2 - Deliverable 3 - Per Section 4.12.2.3

By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.

The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Year 2 - Deliverable 4 - Per Section 4.12.2.4				1790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: QTY 2 (\$895 EA)

Extended Description:

Year 2 - Deliverable 4 - Per Section 4.12.2.4

By the end of one-hundred twenty (120) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.

The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Year 2- Deliverable 5-Per Section 4.12.2.5				895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 2- Deliverable 5-Per Section 4.12.2.5

By the end of Week one (1) of the contract start date, Vendor must be prepared to provide training on system updates/changes, via web-based delivery or reproducible DVD

The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Year 2 - Deliverable 6 - Per Section 4.12.2.6				20000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 2 - Deliverable 6 - Per Section 4.12.2.6

By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements

Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Year 3 - Deliverable 1 - Per Section 4.12.3.1				60000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 3 - Deliverable 1 - Per Section 4.12.3.1

From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity to ensure constant availability of system. The vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.

. Please provide a monthly and yearly total cost for this deliverable.

The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Year 3 - Deliverable 2 - Per Section 4.12.3.2				27000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: 180 Hours

Extended Description:

Year 3 - Deliverable 2 - Per Section 4.12.3.2

From Week one (1) of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.

. Please provide a monthly and yearly total cost for this deliverable.

The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Year 3 - Deliverable 3 - Per Section 4.12.3.3				5000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 3 - Deliverable 3 - Per Section 4.12.3.3
By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Year 3 - Deliverable 4 - Per Section 4.12.3.4				1790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: QTY 2 (\$895 EA)

Extended Description:

Year 3 - Deliverable 4 - Per Section 4.12.3.4
By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Year 3- Deliverable 5- Per Section 4.12.3.5				895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 3- Deliverable 5- Per Section 4.12.3.5
By the end of Week one (1) of the contract start date, Vendor must provide One training on system updates/changes, via web-based delivery or reproducible DVD.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	Year 3 - Deliverable 6 - Per Section 4.12.3.6				20000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 3 - Deliverable 6 - Per Section 4.12.3.6
By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, One WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Year 4 - Deliverable 1 - Per Section 4.12.4.1				60000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 4 - Deliverable 1 - Per Section 4.12.4.1
From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity to ensure constant availability of system. The vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.
. Please provide a monthly and yearly total cost for this deliverable.
The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Year 4 - Deliverable 2 - Per Section 4.12.4.2				27000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: 180 Hours

Extended Description:

Year 4 - Deliverable 2 - Per Section 4.12.4.2
From Week one (1) of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.
. Please provide a monthly and yearly total cost for this deliverable.
The vendor will invoice, and the Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Year 4 - Deliverable 3 - Per Section 4.12.4.3				5000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 4 - Deliverable 3 - Per Section 4.12.4.3
By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.12.6. One reproducible copy of all training material must be provided to CTP.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Year 4 - Deliverable 4 - Per Section 4.12.4.4				1790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments: QTY 2 (\$895 EA)

Extended Description:

Year 4 - Deliverable 4 - Per Section 4.12.4.4
By the end of Thirty (30) calendar days and sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Year 4 - Deliverable 5 - Per Section 4.12.4.5				895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 4 - Deliverable 5 - Per Section 4.12.4.5
By the end of Week one (1) of the contract start date, Vendor must provide training on system updates/changes, via web-based delivery or reproducible DVD.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	Year 4 - Deliverable 6 - Per Section 4.12.4.6				20000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

Commodity Line Comments:

Extended Description:

Year 4 - Deliverable 6 - Per Section 4.12.4.6
By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.
The vendor will invoice, and the Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.



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

**State of West Virginia
Centralized Request for Quote
Info Technology**

Proc Folder: 1565904

Doc Description: EMERGENCY CREDENTIALING SYSTEM

Reason for Modification:

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2025-05-01	2025-05-20 13:30	CRFQ 0506 CTP2500000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : Collaborative Fusion, Inc.

Address :

Street : 211 Perimeter Center Parkway NE, Suite 700

City : Atlanta

State : GA

Country : USA

Zip : 30346

Principal Contact : Ann Marie Brown

Vendor Contact Phone: 336-689-5060

Extension:

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

**Vendor
Signature X**

Signed by:

Rajib Roy

03854DED775042E

FEIN# 25-1865773

DATE 5/19/2025

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

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.

(Printed Name and Title) Ann Marie Brown, Director, Client Success Public Health & Healthcare
 (Address) 211 Perimeter Center Parkway NE, Suite 700, Atlanta, GA 30346
 (Phone Number) / (Fax Number) 336-689-5060
 (email address) annmarie.brown@juvare.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Juvaré

Signed by:
 (Company)
 Rajib Roy
 (Signature of Authorized Representative)
 Rajib Roy President and CEO May 19, 2025 | 12:05:23 EDT

(Printed Name and Title of Authorized Representative) (Date)
 866-200-0165

(Phone Number) (Fax Number)
 legal@juvare.com

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ CTP2500000001

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 checked="" 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.

Juware

Company

Signed by:

Rajib Roy

Authorized Signature

May 19, 2025 | 12:05:23 EDT

Date

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



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

**State of West Virginia
Centralized Request for Quote
Info Technology**

Proc Folder: 1565904			Reason for Modification: ADDENDUM 1 TO PROVIDE ANSWERS TO VENDOR QUESTIONS
Doc Description: EMERGENCY CREDENTIALING SYSTEM			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-05-14	2025-05-20 13:30	CRFQ 0506 CTP2500000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:
Vendor Name : Collaborative Fusion, Inc.
Address :
Street : 211 Perimeter Center Parkway NE, Suite 700
City : Atlanta
State : GA **Country :** USA **Zip :** 30346
Principal Contact : Ann Marie Brown
Vendor Contact Phone: 336-689-5060 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Signed by:
Vendor Signature X *Rajib Roy*
03854DED775042F...

FEIN# 25-1865773

DATE 5/19/2025

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



Juvare Contact
Ann Marie Brown
(336) 689-5060
annmarie.brown@juvare.com

**When you send in a Purchase Order for the items below,
THE PURCHASE ORDER MUST INCLUDE THE
QUOTE NUMBER & QUOTE DATE TO BE ACCEPTED**

Quote Number: Q-19587

Quote Date: 5/9/2025

Quote for: WV ESAR-VHP - RFQ

Quote Expires: 7/5/2025

Quote To:

**West Virginia Department of Health &
Human Services, WV**

State Capitol Complex

Bldg. 3, Room 206

Charleston, West Virginia 25305

Ship To:

**West Virginia Department of Health &
Human Services, WV**

State Capitol Complex

Bldg. 3, Room 206

Charleston, West Virginia 25305

Quote Contact:

Benjamin Brown, Responder Health, Safety &
Volunteer Coordinator

benjamin.l.brown@wv.gov | (304) 558-0684

Thank you for your support of Juvare products and services! When you are ready to proceed with a Purchase Order:

- Address all Purchase Orders to **Collaborative Fusion, Inc., 211 Perimeter Center Parkway, NE, Suite 700, Atlanta, Georgia 30346.**
- The terms and conditions of the master agreement by and between Juvare, LLC (or the above affiliate) and the Client, as set forth in the applicable master agreement, shall govern and control this Quote and all services, products and deliverables provided pursuant to this Quote. Any terms and conditions in the purchase order that attempt to add, change, remove or otherwise modify terms and conditions set forth in such master agreement shall not be effective unless and until signed in a written amendment by and between the parties to the master agreement. Any such modifications via a purchase order shall be deemed null and void.
- Quotes issued in **US Dollars** and are exclusive of applicable taxes and travel expenses. Items not manufactured by Juvare are subject to change. Substitutes will be provided for customer consideration and approval.

Collaborative Fusion, Inc., a Juvare Company

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Juvare Contact
 Ann Marie Brown
 (336) 689-5060
 annmarie.brown@juvare.com

Year 1

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
300-S-RMS-1	CORES Responder Management System (RMS) Year1 Line 8 Deliverable 8 CORES RMS - Annual Maintenance	\$60,000.00	1.00	\$60,000.00
700-P-SCP-3	Professional Services - Service Credit Hours (CORES) Year 1 Line 9 Deliverable 9 technical assistance - 195 hrs	\$150.00	195.00	\$29,250.00
800-R-WBT-1	Training Center - Web-Based Training Year 1 Line 6 Deliverable 6 Line 7 Deliverable 7 2 (Two) web-based initial user training	\$895.00	2.00	\$1,790.00
700-CT-OST	CORES RMS - On-site training Year1 Lines 1-5 Deliverables 1-5 initial onsite,technical assist and trainings	\$5,000.00	1.00	\$5,000.00
900-NUS-FE-1	Juvare Functional Exercise Year 1 Line 10 Deliverable 10 Exercise (HSEEP)	\$20,000.00	1.00	\$20,000.00
900-NUS-FE-1	Juvare Functional Exercise Year 2 Line 16 Deliverable 6 Exercise (HSEEP)	\$20,000.00	1.00	\$20,000.00
900-NUS-FE-1	Juvare Functional Exercise Year 3 Line 22 Deliverable 6 Exercise (HSEEP)	\$20,000.00	1.00	\$20,000.00
900-NUS-FE-1	Juvare Functional Exercise Year 4 Line 28 Deliverable 6 Exercise (HSEEP)	\$20,000.00	1.00	\$20,000.00
Year 1 Total:				\$176,040.00

Year 2

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
300-S-RMS-1	CORES Responder Management System (RMS) Year2 Line 11 Deliverable 1 CORES RMS - Annual Maintenance	\$60,000.00	1.00	\$60,000.00
700-P-SCP-3	Professional Services - Service Credit Hours (CORES) Year 2 Line 12 Deliverable 2 technical assistance - 180 hrs	\$150.00	180.00	\$27,000.00
800-R-WBT-1	Training Center - Web-Based Training Year 2 Line 14-15 Deliverable 4-5 3 (three) web-based initial user training	\$895.00	3.00	\$2,685.00
700-CT-OST	CORES RMS - On-site training Year 2 Line 13 Deliverable 3 one onsite initial user training	\$5,000.00	1.00	\$5,000.00
Year 2 Total:				\$94,685.00

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Juware Contact
 Ann Marie Brown
 (336) 689-5060
 annmarie.brown@juware.com

Year 3

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
300-S-RMS-1	CORES Responder Management System (RMS) Year3 Line 17 Deliverable 1 CORES RMS - Annual Maintenance	\$60,000.00	1.00	\$60,000.00
700-P-SCP-3	Professional Services - Service Credit Hours (CORES) Year 3 Line 18 Deliverable 2 technical assistance - 180 hrs	\$150.00	180.00	\$27,000.00
800-R-WBT-1	Training Center - Web-Based Training Year3 Line 20-21 Deliverable 4-5 3 (three) web-based initial user training	\$895.00	3.00	\$2,685.00
700-CT-OST	CORES Onsite Training Year 3 Line 19 Deliverable 3 one onsite initial user training	\$5,000.00	1.00	\$5,000.00
Year 3 Total:				\$94,685.00

Year 4

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
300-S-RMS-1	CORES Responder Management System (RMS) Year 4 Line 23 Deliverable 1 CORES RMS - Annual Maintenance	\$60,000.00	1.00	\$60,000.00
700-P-SCP-3	Professional Services - Service Credit Hours (CORES) Year 4 Line24 Deliverable 2 technical assistance - 180 hrs	\$150.00	180.00	\$27,000.00
800-R-WBT-1	Training Center - Web-Based Training Year 4 Line 26-27 Deliverable 4-5 3 (three) web-based initial user training	\$895.00	3.00	\$2,685.00
700-CT-OST	CORES Onsite Training Year 4 Line 25 Deliverable 3 one onsite initial user training	\$5,000.00	1.00	\$5,000.00
Year 4 Total:				\$94,685.00

Contract Total *plus applicable taxes	USD 460,095.00
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Additional Disclaimer

Work cannot be started and dates for services cannot be secured until the applicable initial payment or purchase order has been received. Pricing contained herein is based on

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Juvare Contact
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(336) 689-5060
annmarie.brown@juvare.com

configuration outlined above. Some items may not be sold separately. Pricing is valid until the expiration date set forth above.

If the "Bill To" entity above is tax-exempt, such entity shall be responsible for providing all necessary documentation to show such tax-exempt status.

Estimated amounts for Pre-Paid Travel Expenses are for informational purposes only; all Travel Expenses incurred by Juvare or its affiliate shall be invoiced to and paid by Client.

**When you send in a Purchase Order (PO) for the items above,
THE PURCHASE ORDER MUST INCLUDE THE QUOTE NUMBER & QUOTE DATE TO BE
ACCEPTED.**

We look forward to working with you and your staff!

Line	Year 1		
1	thru 5	Year 1 - Deliverable 1 -5	initial onsite,technical assist and trainings 1
	6	Year 1 - Deliverable 6	one web-based initial user training 1
	7	Year 1 - Deliverable 7	one web-based initial user training 1
	8	Year 1 - Deliverable 8	CORES Maintenance 1
	9	Year 1 - Deliverable 9	technical assistance - 195 195
	10	Year 1 - Deliverable 10	Exercise (HSEEP) 1
		Year 2	
	11	Year 2- Deliverable 1	CORES Maintenance 1
	12	Year 2- Deliverable 2	CORES technical assistance -180 180
	13	Year 2- Deliverable 3	one onsite initial user training 1
	14	Year 2- Deliverable 4	two web-based initial user training 2
	15	Year 2- Deliverable 5	one web-based initial user training 1
	16	Year 2- Deliverable 6	Exercise (HSEEP) 1
		Year 3	
	17	Year 3- Deliverable 1	CORES Maintenance 1
	18	Year 3- Deliverable 2	CORES technical assistance -180 180
	19	Year 3- Deliverable 3	one onsite initial user training 1
	20	Year 3- Deliverable 4	two web-based initial user training 2
	21	Year 3- Deliverable 5	one web-based initial user training 1
	22	Year 3- Deliverable 6	Exercise (HSEEP) 1
		Year 4	
	23	Year 4 - Deliverable 1	CORES Maintenance 1
	24	Year 4 - Deliverable 2	CORES technical assistance -180 180
	25	Year 4 - Deliverable 3	one onsite initial user training 1
	26	Year 4 - Deliverable 4	two web-based initial user training 2
	27	Year 4 - Deliverable 5	one web-based initial user training 1
	28	Year 4 - Deliverable 6	Exercise (HSEEP) 1

\$ 5,000.00	\$ 5,000.00	
\$ 895.00	\$ 895.00	
\$ 895.00	\$ 895.00	\$ 1,790.00
\$ 60,000.00	\$ 60,000.00	
\$ 150.00	\$ 29,250.00	
\$ 20,000.00	\$ 20,000.00	
	\$ 116,040.00	

\$ 60,000.00	\$ 60,000.00	
\$ 150.00	\$ 27,000.00	
\$ 5,000.00	\$ 5,000.00	
\$ 895.00	\$ 1,790.00	
\$ 895.00	\$ 895.00	\$ 2,685.00
\$ 20,000.00	\$ 20,000.00	
	\$ 114,685.00	

\$ 60,000.00	\$ 60,000.00
\$ 150.00	\$ 27,000.00
\$ 5,000.00	\$ 5,000.00
\$ 895.00	\$ 1,790.00
\$ 895.00	\$ 895.00
\$ 20,000.00	\$ 20,000.00
	\$ 114,685.00

\$ 60,000.00	\$ 60,000.00	
\$ 150.00	\$ 27,000.00	
\$ 5,000.00	\$ 5,000.00	
\$ 895.00	\$ 1,790.00	
\$ 895.00	\$ 895.00	
\$ 20,000.00	\$ 20,000.00	
	\$ 114,685.00	
		\$ 460,095.00



Prepare. Connect. Respond.

Emergency Credentialing System

CRFQ CTP2500000001

Submitted to West Virginia DHHS

05/20/2025



05/20/2025

Crystal Hustead
2019 Washington Street E
Charleston, WV 25305

Reference: CRFQ CTP2500000001, Emergency Credentialing System

Dear Ms. Hustead,

Collaborative Fusion, Inc. (Juvare, LLC) is pleased to offer the following bid to the Bureau for Public Health for ongoing support and maintenance of CORES RMS. As the Bureau's current provider of this platform, Juvare is uniquely positioned to be immediately responsive to the State's requirements for a hosted emergency notification system and can fully meet the timelines specified within its RFQ.

We have taken great strides and invested heavily in our volunteer credentialing, management, and deployment capabilities as well as emergency notifications and health alerting capabilities. As an existing user of both the CORES HAN (supporting WVPH alert) and CORES RMS modules (supporting WVREDI), the West Virginia DHHR has an opportunity to continue to utilize these solutions and maintaining program consistency via the benefits discussed in this proposal.

Against this backdrop, we thank you for this opportunity, and look forward to continuing our relationship with the West Virginia Department of Health and Human Resources. Please contact Ann Marie Brown, Client Success Manager, at 336-689-5060 or via email at annmarie.brown@juvare.com should you need any further information.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Sam Kietz', written in a cursive style.

Sam Kietz
EVP, Chief Revenue Officer
Juvare

3.0 QUALIFICATIONS

The successful Vendor must have three (3) years minimum experience as an incident management software business as evidenced by website information, business license, and/or other proof. Documentation demonstrating the Vendor meets this experience should be submitted with bid but must be provided prior to award.

Confirmed. Juvare has provided public health and medical emergency responder registration/credentialing/deployment and mission management for 20 years, since 2000. Juvare currently has over 50 Statewide implementations of Juvare Public Health Preparedness & Response Solutions. Currently we have 34 CORES RMS clients.

The vendor must have three (3) years minimum experience in developing and supporting an ESAR-VHP compliant emergency credentialing and volunteer management software of similar scope as evidenced by website information, business license, verifiable references and/or other proof. Documentation demonstrating the Vendor meets this experience should be submitted with bid but must be provided prior to award.

Confirmed. We are proud to have more than 15 years of experience developing and supporting an ESAR-VHP compliant emergency credentialing and volunteer management software.

4.0 MANDATORY REQUIREMENTS

Juvare confirms that it can provide all Mandatory Requirements, and has individually addressed the relevant requirements below:

4.1 Mandatory Contract Services Requirements and Deliverables

The system must support the registration of volunteer health and medical professionals (as well as non-professional administrative and support personnel).

Confirmed. The WVREDI/CORES solution will fully support this fundamental requirement.

The system must verify license information provided by health professionals through integrated links with various licensure agencies. System must complete the verification automatically and report findings to the system administrator.

Confirmed. WVREDI/CORES RMS will verify license information provided by health professionals and will complete the verification automatically. All findings and updates will be reported to the system administrator.

The system must allow the assignment of emergency credentialing levels (per federal ESAR-VHP guidelines).

Confirmed. Per federal guidelines, WVREDI/CORES will allow the assignment of emergency credentialing levels.

WVREDI/CORES is engineered to integrate with the range of state, national, and federal data sources necessary to obtain and verify a volunteer's credential information. Juvare's integrations with credential information sources will allow volunteers to be assigned an Emergency Credential Level

(ECL) as described in and required by the federal ESAR-VHP Guidelines. The application of ECLs is accomplished automatically by an algorithm programmed into CORES RMS. CORES RMS also enables administrators to re-verify credentials immediately prior to an actual deployment in addition to the automatic reverification of credentials on a daily basis. Juvare has conducted nearly one hundred and fifty (150) system integrations and is prepared to work with the State and/or any credential verification organizations necessary to offer the State a seamless solution to this area of the program. Juvare can also work with the State to assist in integrating ESAR-VHP registration with the professional license renewal processes.

The Vendor's system must fulfill all federal ESAR-VHP technical guidelines and compliance requirements at the present time, i.e. it must be currently fully functional, presently able to be utilized in an emergency, commercially available at this time, and compliant with all requirements of the ESAR-VHP technical guidelines.

Confirmed. WVREDI/CORES RMS is always up to date, providing readily available and verifiable information regarding a responder's identity, licensure, credential verification status, and employment. It features advanced tools to manage and communicate with responders during deployments and provides full compliance with the Federal ESAR-VHP Technical and Policy Guidelines, exceeding industry standards for security.

The Vendor will keep abreast of, and adapt their system to federal, state and local regulatory changes within any required effective dates, such as the capacity to add Emergency Credential Levels (ECL)'s of additional medical professionals. These changes must be included in yearly maintenance as part of the system upgrades at no additional cost.

Confirmed. WVREDI/CORES RMS is engineered to integrate with the range of state, national, and federal data sources necessary to obtain and verify a volunteer's credential information. Juvare's integrations with credential information sources will allow volunteers to be assigned an Emergency Credential Level (ECL) as described in and required by the federal ESAR-VHP Guidelines. The application of ECLs is accomplished automatically by an algorithm programmed into CORES RMS.

CORES RMS also enables administrators to re-verify credentials immediately prior to an actual deployment in addition to the automatic re-verification of credentials daily. Juvare has conducted nearly one hundred and fifty (150) system integrations and is prepared to work with the State and/or any credential verification organizations necessary to offer the State a seamless solution to this area of the program. Juvare can also work with the State to assist in integrating ESAR-VHP registration with the professional license renewal processes. Any changes are included in yearly maintenance as part of the system upgrades at no additional cost.

The system must be able to alert; muster; deploy; and mission manage individuals or groups.

Confirmed. WVREDI/CORES RMS will alert, muster, deploy, and mission manage individuals or groups.

The system must be available via the internet and must provide secure access for volunteers and system administrators to utilize the system from any computer with internet access.

Confirmed. WVREDI/CORES RMS solution is continuously available via the internet and must provide secure access for volunteers and system administrators to utilize the system from any computer with internet access.

4.1.8 The system must be comprised of two distinct operating platforms: 4.1.8.1 Training Environment 4.1.8.2 Actual Production Environment

Confirmed. CORES RMS is made up of two parts, one that supports the training environment and one utilized for the actual production environment. The Training Site is a fully functioning site that is available 24/7/365 and is populated with fake data to be used at your convenience for training. The Training Site is always kept at least as current as the production site.

System Tools/Features

4.2.1 The system must collect volunteer credential elements, as defined by the ESAR-VHP program, including but not limited to: 4.2.1.1.1 Adverse actions. 4.2.1.1.2 Restrictions. 4.2.1.1.3 Expiration dates.

Confirmed. WVREDI/CORES RMS is engineered to integrate with the range of state, national, and federal data sources necessary to obtain and verify a volunteer's credential information, including adverse actions, restrictions and expiration dates. Juvare's integrations with credential information sources will allow volunteers to be assigned an Emergency Credential Level (ECL) as described in and required by the federal ESAR-VHP Guidelines. The application of ECLs is accomplished automatically by an algorithm programmed into CORES RMS. WVREDI/CORES RMS also enables administrators to re-verify credentials immediately prior to an actual deployment in addition to the automatic re-verification of credentials on a daily basis.

4.2.2 The system must allow for configuration, including the addition of custom registrant questions, with allowance of text/drop-down/radio button/checkbox controls (selections that a user can choose from) to be configured to work with the above data elements.

Confirmed. WVREDI/CORES RMS has been constructed to allow for ongoing configuration – including custom registrant questions, text boxes, radio buttons, checkbox controls, etc.

The system must identify and select volunteers based on employer and group affiliations (e.g., all physicians who are Medical Reserve Corp members, Health Department employees, or specific medical center employees, ECL).

Confirmed. WVREDI/CORES RMS will identify and select volunteers based on employer and group affiliations.

The system must search for and select volunteers by searching on multiple criteria, utilizing data elements collected from volunteers (e.g., administrators should be able to search for registered nurses in Kanawha County who have Advanced Cardiovascular Life Support (ACLS), Pediatric Advanced Life Support (PALS), and fluency in spoken Spanish.

Confirmed. We ensure the WVREDI/CORES RMS solution will be able to search for and select volunteers based on multiple criteria, including data elements collected from volunteers.

The system must provide for the immediate verification of volunteer information at all emergency staging check-in areas (e.g., ID, current credentials).

Confirmed. WVREDI/CORES RMS provides a mechanism for the immediate verification of volunteer information at emergency staging check-in areas.

The system must have the ability to invite volunteers (individually and/or as a group) to register via a solicitation email with a website link.

Confirmed. WVREDI/CORES RMS possesses the ability to invite volunteers to register via a solicitation email with a website link.

Volunteers must be able to accept or reject missions online.

Confirmed. Invites generated from WVREDI/CORES RMS provide the ability for volunteers to either accept or reject a mission.

The system must allow volunteers to indicate deployment preferences, geographic limits and time commitments.

Confirmed. WVREDI/CORES RMS allows volunteers the ability to reflect a host of preferences including but not limited to geographic limits and time commitments.

4.2.9 The system must have the capability to electronically request (via electronic data sharing link) identification cards to be printed through the WV Department of Motor Vehicles (DMV) for use by the state at disaster sites. 4.2.9.1 Cost of this integration must be assumed by the successful Vendor

Confirmed. We currently provide this in your current system (WVREDI/CORES RMS) and will continue to support this in the future.

The system must provide web access and perform all system functions from any electronic platform with proper authentication. This includes but is not limited to the following: desktop computers, laptop computers, and iPad and Android devices.

Confirmed. WVREDI/CORES RMS is accessible via web access. All system functions can be performed from any electronic platform with the proper authentication, which includes desktop computers, laptop computers, iPads, Android devices, etc.

4.2.11 The system must have the ability to assign emergency credentialing levels (maximum of four, Levels 1, 2, 3, and 4) for the following occupations listed below and the ability to add occupations as desired: 4.2.11.1 Physicians (Allopathic and Osteopathic) 4.2.11.2 Registered Nurses 4.2.11.3 Advanced Practice Registered Nurses (APRNs) including Nurse Practitioners, Certified Nurse Anesthetists, Certified Nurse Midwives, and Clinical Nurse Specialists 4.2.11.4 Pharmacists 4.2.11.5 Psychologists 4.2.11.6 Clinical Social Workers 4.2.11.7 Mental Health Counselors 4.2.11.8 Radiologic Technologists and Technicians 4.2.11.9 Respiratory Therapists 4.2.11.10 Medical and Clinical Laboratory Technologists 4.2.11.11 Medical and Clinical Laboratory Technicians 4.2.11.12 Licensed Practical Nurses and Licensed Vocational Nurses 4.2.11.13 Dentists 4.2.11.14 Marriage and Family Therapists 4.2.11.15 Physician Assistants 4.2.11.16 Veterinarians 4.2.11.17 Cardiovascular Technologists and Technicians

4.2.11.18 Diagnostic Medical Sonographers 4.2.11.19 Emergency Medical Technicians and Paramedics 4.2.11.20 Medical Records and Health Information Technicians

Confirmed. WVREDI/CORES RMS has the ability to assign emergency credentialing levels for all occupations listed. WVREDI/CORES RMS is also able to add additional occupations as needed to meet your needs.

The system must provide for the registration process to be specific for each occupation type. That is, physicians should see registration questions regarding specialty, subspecialty, admitting status, Drug Enforcement Agency (DEA) number, etc., but Marriage and Family Therapists should not see the same questions.

Confirmed. WVREDI/CORES RMS allows for one-step registration process based on occupation type.

4.2.13 The system must user configurable. Data fields and types may be added or removed and permit the setting of a field as "required" as needed. For example, relevant registration should include personal information, emergency contact information, current professional and employment information, national credentialing and certification information, specialty and sub-specialty information, active hospital privileges and current practice information, DEA registration for physicians, and inspector general status. If a state or federal inspector general has placed some action against the applicant's professional license, the system's registration process for a volunteer should provide a method for that information, which is supplied by the applicant, to be captured, along with the other items listed.

Confirmed. One of the key benefits of the WVREDI/CORES RMS system is that Administrators with permissions have the ability to make field edits. If a state or federal inspector general has place some action against the applicant's professional license, the WVREDI/CORES RMS system will show that information once the credentials supplied by the applicant have been verified.

The system must provide a means of collecting a variety of configurable information beyond the basic registration information, such as would be necessary to support resource typing and selecting appropriate professionals for a given mission. Such information should include but not be limited to: the volunteer's level of proficiency in other languages, including American Sign Language; medical and non-medical skills of the health professional that may be beneficial to a disaster response, e.g., search and rescue; medical history information as vaccinations, immunizations, and relevant disease testing; and special needs or disabilities.

Confirmed. WVREDI/CORES RMS provides an ongoing mechanism for collecting a variety of configurable information beyond the basic registration information that is required of each volunteer. This information can be queried when staffing an event to best match qualified volunteers with positions to be staffed. We would be happy to discuss specific needs regarding this area with the State.

The system must be able to add web-based links to features such as Frequently Asked Questions (FAQs) and program materials as needed and/or anything applicable to the mission.

Confirmed. Web-based links to FAQ's and other program materials are always able to be added to WVREDI/CORES RMS.

The system must be able to register actively practicing health professionals, retired health professionals, and non-medical volunteers.

Confirmed. WVREDI/CORES RMS provides the ability to register and manage both medical and non-medical volunteers. Provided external users and internal staff and administrators have Internet access and a modern web-browser, registration for both medical and nonmedical personnel can be facilitated. Juvare offers an optional module to facilitate registration if/when Internet access is not available.

The system must provide a consent mechanism for registering health professionals to indicate that they are giving permission for their professional credentials to be verified by the appropriate agency.

Confirmed. WVREDI/CORES RMS will provide for this required consent mechanism to be provided during registration.

4.2.18 The system must provide for electronic verification of a health professional's license status by using interfaces or data transfer mechanisms to external databases as listed in 4.2.19. 4.2.18.1 Electronic verification must be performed when: 4.2.18.1.1 Registrant initially submits an application for acceptance. 4.2.18.1.2 The state or local controlling authority deems necessary. 4.2.18.1.3 The receiving entity deems necessary. 4.2.18.1.4 Weekly as an automatic feature of the credentialing system. 4.2.18.2 If variations to full/unrestricted licenses are discovered, this information must be "flagged" by the system immediately.

Confirmed. We meet all these requirements listed. WVREDI/CORES RMS is a secure web-based platform (hosted at Juvare managed data centers) which facilitates pre-event and just-in-time registration, credentialing, notification, deployment, and management of both medical and non-medical volunteers. WVREDI/CORES RMS is 100% compliant with the federal ESAR-VHP Technical and Policy Guidelines and exceeds industry-related security standards. The system ensures readily available, verifiable, and up-to-date information regarding a volunteer's identity, licenses, credential verification status, and employment information as well as tools to notify and manage the deployment of responders.

4.2.19 In order to meet the requirement listed in 4.2.18, the successful Vendor must provide, at no cost to the State of WV, integration links with the following list of professional databases. All costs associated with the links and/or technical linking resources between the system and the databases, including any associated expense incurred by the WV Office of Technology or other third-party IT entity, must be assumed by the Vendor. Links to the following databases will be provided by the Agency to the successful vendor after award. 4.2.19.1 Drug Enforcement Agency (DEA)-Federal 4.2.19.2 Office of the Inspector General - Federal 4.2.19.3 Board of Social Work Examiners- West Virginia 4.2.19.4 Office of Emergency Medical Services - West Virginia 4.2.19.5 Board of License Practical Nurses - West Virginia 4.2.19.6 Board of Registered Professional Nurses - RN's and Nurse Practitioners - West Virginia 4.2.19.7 Board of Medicine - Physicians and Physician Assistants - West Virginia

4.2.19.8 Board of Pharmacy- West Virginia 4.2.19.9 Board of Clinical Labs - Technicians and Technologists - West Virginia 4.2.19.10 Board of Psychologists - West Virginia 4.2.19.11 Board of Radiology- Radiology Technicians and Technologists - West Virginia.

Confirmed. Juvare will continue to maintain these integrations already set up in the WVREDI/CORES RMS site.

The system must allow manual updating of volunteer's credential information.

Confirmed. WVREDI/CORES RMS allows for the manual updating of volunteer's credential information.

The system must be able to generate and export an electronic data file in a secure format.

Confirmed. WVREDI/CORES RMS will generate an electronic file that can be exported in a secure format.

The system must allow the successful registrant to select affiliation with the applicable health and medical volunteer response team in their WV County of employment or their WV County of residence.

Confirmed. WVREDI/CORES RMS allows a registrant to select affiliation with the applicable health and medical volunteer response team in their WV County of employment or their WV County of residence.

The system must have the capability to provide volunteer information to other entities (e.g., other states or the federal government) under the control and authorization of the system administrator and only in accordance with preferences indicated by the volunteer registrant.

Confirmed. WVREDI/CORES RMS contains the ability to share volunteer information with other entities approved by the State.

The system must be able to perform the following mission management element of tracking volunteer activity and movement via data entry and time stamp.

Confirmed. A vital component to the WVREDI/CORES RMS system is that it can track volunteer activity and movement through data entry and a time stamp upon-check in and check-out of a volunteer. Using the Badging module, it is very easy to quickly scan volunteers in and out of events. You can either scan volunteers in the entire WVREDI/CORES RMS system, or you can locate a volunteer in a selected mission using the Scan button on the Time & Attendance page in the mission. Once you scan a volunteer, the User Quick View window opens displaying the volunteers' basic profile details.

The system must create report data and query results must be easily exportable to Comma-separated values (CSV) and Portable Document Format (PDF).

Confirmed. WVREDI/CORES RMS includes dozens of standard system reports and an ad-hoc report generation tool to provide administrators with management-level visibility into the database/registered user population. Examples of these reports include responder licenses that are expired or expiring, responder count by occupations, responder count by units, currently available responders, users currently logged in, and user registration histories.

The system must generate ad hoc and standard queries and reports, including but not limited to volunteers registered by city, county, region, license type, and by credential level/status.

Confirmed. WVREDI/CORES RMS includes a variety of standard reports, as well as ad-hoc reporting and searching tools for contacts. WVREDI/CORES RMS has an advanced filtering tool that provides flexible options for exporting Sent Message data was added to the system. WVREDI/CORES RMS reporting allows custom, frequently launched reports to be added as a standard report. All WVREDI/CORES RMS report data is available as a CSV that they can use to create pivot tables in Excel.

The system must allow volunteers to print travel orders, deployment information, and other personal information stored in the system

Confirmed. WVREDI/CORES RMS provides volunteers with the ability to print travel orders, deployment information, and other personal information stored in the system.

User Interface, Ease of Use

The system must clearly show user data entry errors on a per-page basis.

Confirmed. WVREDI/CORES RMS is able to clearly show data entry errors to each user on a page by page basis.

Each volunteer must be able to self-register, enter their own user ID, password and other profile information, and update or change their information 24/7/365 once their registration is approved.

Confirmed. WVREDI/CORES RMS provides the ability for each volunteer to self-register, enter their own user ID, password and other profile information, and update or change their information 24/7/365 once their registration is approved.

The system must be user customizable (logo's screen colors, etc.) to meet the needs of the State.

Confirmed. WVREDI/CORES RMS can be customized to meet the needs of the State at no charge. This is the currently design chose by the State.

The system must provide a method to reset user passwords without system administrator intervention.

Confirmed. WVREDI/CORES RMS provides users with the ability to reset their passwords without involving a system administrator.

Administration

4.4.1 The system must allow for the assignment of administrators to individual organizations. 4.4.1.1 The system should restrict organization administrators to their assigned organization, without restricting state system administrators control over all organizations.

Confirmed. WVREDI/CORES RMS allows for the assignment of administrators to individual organizations. The built-in features of the WVREDI/CORES RMS system will provide for this requirement. WVREDI/CORES RMS features a fully configurable and nested “tree” organizational structure for administration. This model permits regional and local administrators to manage their own contacts, alerts, deployment groups, and more. There may be an unlimited number of organizations in the structure, each with specific user roles, access rights, and visibility attributes. This allows local administrators to self-govern their organizations characteristics and accept/validate members autonomously. Access levels are permission sets that allow members to perform different tasks within an organization. Each organization comes with two standard access levels: Administrator and Base User, but you can modify them or create new ones. By assigning organization members to access levels, you determine the information they can see and actions they are allowed to perform.

The system must have the ability to provide a summary of users contacted via the alerting/messaging system and must allow for the dissemination of deployment orders to those volunteers contacted and affirming a willingness to deploy for a given mission/emergency.

Confirmed. WVREDI/CORES RMS can provide a summary of users contacted via the system as well.

The system must allow the creation, use, and administration of groups within the overall system. For example, volunteers may be grouped by city, county, region, hospital, license type, Medical Reserve Corp (MRC), or other factors.

Confirmed. This is a feature in WVREDI/CORES RMS supported either by the fully configurable and nested “tree” organizational structure or by groups.

The system must have the capacity for delegated administration to other users for their own jurisdictional purposes.

Confirmed. This is a feature in WVREDI/CORES RMS supported either by the fully configurable and nested “tree” organizational structure or by groups.

The system must allow access to and verification of a volunteer's credential information in an emergency situation.

Confirmed. WVREDI/CORES RMS allows access to and verification of all volunteer’s credentials during if an emergency were to arise.

The system must allow multiple levels of access for administrators and staff based on role, allowing a user to access all components of the system allowed under the user's security designation.

Confirmed. WVREDI/CORES RMS provides several levels of access for both administrators and staff based on their determined system role and their membership and access levels in organizations.

The system must support the administrative tracking of deployed volunteers, including specific mission, deployment status, and service hours.

Confirmed. WVREDI/CORES RMS meets this crucial requirement.

The system must allow Administrators to enable and configure proactive email reminders that are automatically sent to users who have not modified or completed their profile information within a designated period of time. This time period will be project or incident dependent and will be determined by the administrators.

Confirmed. Through WVREDI/CORES RMS Administrators are able to create and send proactive email reminders that are sent automatically to the intended volunteer.

The system must have a publicly accessible landing/log in/registration page branded to recognize WV DH and the WV ESAR-VHP system.

Confirmed. WVREDI/CORES RMS has a publicly accessible landing/log in/registration page branded to recognize WV DHHR and the WV ESAR-VHP system available via <https://wvredi.org>.

Capacity and Performance

The proposed software/hardware combination must be accessible 7 days per week, 24 hours per day, and 365 days per year with the exception of scheduled maintenance.

Confirmed. WVREDI/CORES RMS is accessible 7 days per week, 24 hours per day, and 365 days per year with the exception of scheduled maintenance.

The Vendor must support minimum browser requirements for Internet Explorer 9 or Equal, Firefox 3.5 or Equal, Chrome 16.0 or Equal, and/or Safari 5.0 or Equal.

Confirmed. WVREDI/CORES RMS currently functions on the most recent version of commonly used Internet browsers, including Internet Explorer, Apple Safari, Google Chrome, and Mozilla Firefox.

The Vendor must provide a minimum of 5+ megabits per second (mbps) guaranteed internet bandwidth.

Confirmed.

4.5.4 The system must be capable of real-time priority messaging, tracking and confirmation providing automated external notifications and tracking of results of these notifications using at least the following: phones (e.g., text-to-speech Interactive Voice Response (IVR) system), fax, email, and Short Message Service (SMS). Minimum capacity must support a minimum of 3,000 outbound phone messages and 50,000 e-mails/Short Message Service (SMS) messages delivered per hour.

Confirmed. These requested actions are fundamental to our ESAP-VHP solution.

WVREDI/CORES RMS provides a robust notification platform to produce, distribute, and verify receipt of voice, text, SMS and email messages sent to persons, groups, organizations or system roles. It provides integrated, state-of-the-art, two-way notification capacity to recipients via telephone, SMS, email, fax, etc. Notifications are documented by real-time reporting, providing administrators with a closed-loop communication audit trail, tracking the time the notification was launched, who received it, which devices were contacted, which responses were selected, when the notification was completed and more. The module provides call-bridge capabilities (supports the bridging of notification recipients into call centers, conference call bridges, or to other phone numbers), and can be optionally expanded to support over 1,000,000 recipient notifications per hour. WVREDI/CORES

RMS supports the use of DTMF tones to collect data for both inbound and outbound calls and enables notification senders to collect responses from recipients through the use of touch-tone keys, voice-recorded messages, and interactive message polling features. All responses are cataloged and available as part of the real-time reporting interface.

WVREDI/CORES RMS has the capability to differentiate between human voices versus answering machines when delivering telephony notifications. WVREDI/CORES RMS performs a detailed call analysis to ensure that the correct type of message is delivered and when WVREDI/CORES RMS encounters an answering machine or voicemail system, it will wait for the appropriate signal (such as a beep) prior to leaving the message.

If a message is left, WVREDI/CORES RMS enables recipients to call a telephone number to retrieve previous notifications. When a message is left on a voicemail or otherwise provided to a recipient, a unique message ID is also provided. The message recipient keys in the unique ID when calling the inbound number to retrieve their message with a time and date stamp.

The minimum capacity requirements can be met.

The system must support the previewing or testing of outbound messages prior to actually sending those messages.

Confirmed. All outbound messages may be previewed and tested prior to transmission.

The notification engine must allow for two-way communication between the State and the volunteer.

Confirmed.

The system must be able to register a minimum of 200 volunteers simultaneously.

Confirmed. This capability is a part of our ESAR-VHP solution, WVREDI/CORES RMS, that we will provide the State.

The system administrator must be able to purge (delete) users from the system.

Confirmed. Designated system administrators are provided the ability of archiving or inactivating users from the system based on the State's criteria. The information is never really deleted, but maintained behind-the-scenes in the archived state for reference, if necessary.

The Vendor must implement and host the West Virginia ESAR-VHP system in such a way as to guarantee that, in the event of a multi-state disaster or emergency, the West Virginia system suffers no degradation in performance (including, but not limited to, system capacity, bandwidth, notification service, support, or any other program component) due to contractor obligations to non-West Virginia clients, products, or services.

Confirmed. We assure the West Virginia ESAR-VHP system (WVREDI/CORES RMS) will be hosted in such a way as to guarantee the system suffers no degradation in performance during the event of a multi-state disaster or emergency.

The system must be expandable to meet the future needs of the State, .i.e. the integration of new/additional licensure databases.

Confirmed. WVREDI/CORES RMS will be able to meet future needs of the State in regards to the integration of new or additional licensure databases.

The system must have the ability to allow other organizations' websites to link to the state's ESAR-VHP system so as to facilitate collaborative volunteer solicitation and registration. All costs related to these links will be covered by the "entity" requesting to be linked.

Confirmed. WVREDI/CORES RMS provides the State with the ability to allow other organizations' websites to link to the state's ESAR-VHP system so as to facilitate collaborative volunteer solicitation and registration.

4.5.12 The system must allow for the electronic completion, storage, and encryption of personal health information forms. The service selected must meet the following criteria:
4.5.12.1 Must comply with all applicable Public Health Information Network (PHIN) certification requirements as articulated in the CDD Partner Communication and Alerting (PCA) Guide. The PCA Guide can be found at: <http://cdc.gov/phin/resources/guides.html>

Confirmed. CORES RMS allows for personal health information form management and complies with all applicable Public Health Information Network (PHIN) certification requirements as articulated in the CDD Partner Communication and Alerting (PCA) Guide by way of the Document Library feature. WVREDI does not currently use the Document Library option. If the state wishes to store encrypted personal health information forms in WVREDI, the Document Library module can be purchased and added to the ESAR-VHP solution. Within the Document Library, you can arrange your files in an easy-to-view hierarchy that incorporates folders, subfolders, and files in a tree-like structure for better document management. Administrators can set permissions for users, administrators, groups, organizations, and access levels that you choose for the folder or file you have selected. The permissions apply to the individual folder, sub-folders, and files within the folders and subfolders.

The system must have ability to rapidly provide temporary capacity and maintain performance rate during a large-scale emergency.

Confirmed. WVREDI/CORES contains the ability to increase temporary capacity and maintain promised performance levels during a large emergency.

Backup and Recovery

4.6.1 The Vendor must perform a daily backup of the data and systems either disk-based or tape media
4.6.1.1 Vendor must maintain 60 days of data backups
4.6.1.2 One (1) weekly copy of the data and systems backups must be maintained off site.
4.6.1.3 Daily backup reports of all successful/failed systems backups/archives must be provided to the Agency upon request

Confirmed. All listed requirements are supported. WVREDI/CORES contains the ability to increase temporary capacity and maintain promised performance levels during a large emergency.

30 days upon award, vendor must provide information on how the system will be recovered in the event of a system failure. This information should include Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).

Confirmed. Based on this condition, Juvare will provide information to the Agency on how the system will be recovered in the event of a system failure. It will include Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) along with several other data points.

The RTO and RPO should be less than 12 hours and 4 hours respectively.

Confirmed. This will be taken into account during the production of our detailed system recovery plan for the State.

An alternative disaster recovery off-site function for all server components and replicated data must be provided. The off-site redundant system must be housed at a separate geographical location(> 100 miles) of the physical location of the primary servers and related equipment in case of a catastrophic event.

Confirmed. Juvare maintains a rigorous Disaster Recovery plan. A copy of this plan can be provided upon request.

Security and Audit

The system must allow for the State of West Virginia to customize Terms of Service, Privacy Information, and other information for registering volunteers.

Confirmed. These data points can be customized by the State.

4.7.2 The Vendor must provide and maintain a security plan that must include, but is not limited to: 4.7.2.1 Integrated firewalls with active packet scrubbing. 4.7.2.2 Private database network. 4.7.2.3 Private backup network. 4.7.2.4 Intrusion detection systems (including adequate anti-virus/anti-spyware/anti-malware). 4.7.2.5 Protection against automatic password generation systems.

We confirm our security plan will contain this and the prerequisites listed above.

The system must maintain an audit trail of all database transactions (add, change, delete) identifying the individual performing the transaction, the date and the time, and the original data in instances where changes are made and provide access to that data by the Agency.

Confirmed. WVREDI/CORES RMS has a change log feature that allows for compliance with this request.

The Vendor must report any security breach incidents (regardless of severity or loss of actual data) to the Agency within four (4) hours of discovery.

Confirmed. If the event a breach were to occur, Juvare will notify the Agency within four (4) hours of learning of the incident.

The Vendor must ensure confidentiality of Agency data and have policies and procedures, and processes in place to ensure confidentiality of data. Vendor must make these documents available to the Agency upon request.

Confirmed. We will support this requirement.

4.7.6 Through the Service Level Agreement (SLA), the Vendor must identify measures it takes to assure the confidentiality of Personally Identifiable Information (PII) within thirty (30) calendar days of Contract start date. PII includes the following: Individually identifiable information from or about an individual customer including, (a) a first and last name or first initial and last name; (b) a home or other physical address, which includes at least street name and name of city or town; (c) an email address; (d) a telephone number; (e) a Social Security number; (f) date of birth; (g) a driver's license number; (h) photo, or (i) any other information from or about an individual customer that is combined with (a) through (i) above.

Confirmed.

The system must allow volunteers to accept or decline terms and conditions that have been customized for the State of West Virginia.

Confirmed. WVREDI/CORES RMS gives volunteers the option to accept or decline terms and conditions customized by the State.

The system must preserve interrupted registration processes but must prevent saving personal information on a local computer beyond the current session

Confirmed. WVREDI/CORES RMS allows for one-step registration process and the system does not save information beyond the current session.

Vendor Hosting and Services

The software system must be a turnkey application service provider (ASP) system requiring no additional or external databases, software, hardware, or equipment. The system must be fully implemented and operational within 21 calendar days of award.

Confirmed. WVREDI/CORES RMS is completely turnkey and requires no additional external databases, software, hardware, or equipment. As we are the current provider to the State, we will continue to maintain and support the system with no interruption of service upon award of the contract.

The facility where the system is hosted must be a Tier III equivalent facility with N+ 1 capability for all heating, ventilation, and air conditioning HVAC, electrical, uninterruptible power supply UPS and generator facilities. Facility must have dual instances for power and network /Internet connectivity.

Confirmed. WVREDI/CORES RMS is housed in a facility that meets or exceeds these requirements.

All server system components hosting the system must be redundant / clustered with redundant Storage Area Network (SAN) connectivity and data replication. An off-site redundancy for the server components and replicated data must be provided.

Confirmed. All system components necessary to host the systems are set up on redundant / clustered with redundant Storage Area Network (SAN) connectivity and data replication. An off-site redundancy for the server components and replicated data must be provided.

The Vendor must maintain and support the system through an off-site hosting service. Upon Award, the Vendor must provide the Agency with a comprehensive service-level agreement SLA that fully describes the level of performance and down time associated with the hosting service.

Confirmed. Our SLA will be provided to the State upon commencement of the State's new contract.

4.8.5 The Vendor must provide 99.99% service availability of the hosted system measured in five (5) minute intervals 24/7/365, subject to credits or refunds for service availability of less than the guaranteed 99.99%. In the event that the WV DH is unable to achieve the 99.99% system availability for a given month, Vendor will face potential loss of contract with WVDH.

Confirmed. Juvare will guarantee 99.9% service availability of the hosted system, excluding scheduled maintenance, measured in five (5) minute intervals 24/7/365, subject to credits or refunds for service availability of less than the guaranteed 99.95% (excluding scheduled maintenance).

4.8.6 NOTICE: Due to the emergency use of this system, routine maintenance, system upgrades or repairs for system degradation or failure must be managed as quickly as possible. 4.8.6.1 Routine maintenance and system upgrades must be done outside the hours of 6:00 am through 6:00 pm EST Monday through Friday (unless system maintenance can be completed in a phased approach without loss of system integrity). 4.8.6.2 Department of Health and Human Resources/Bureau for Public Health/Center for Threat Preparedness DH/BPH/CTP must be notified within seven (7) calendar days prior to the routine maintenance and system upgrades to pre-identified contact. 4.8.6.3 Emergency interventions must be initiated by phone to a pre-identified contact immediately (within one hour) upon discovery of a problem. and every effort must be made to complete repairs or provide appropriate temporary system-wide solutions until permanent repairs can be completed, as quickly as possible with a minimum of system disruption/downtime. Problem resolution must be applied when the resolution/solution is determined.

Confirmed, these requirements are supported. CORES maintenance windows run from 5 AM – 8 AM ET but each site is not down for that entire period, only portions of it. Pre-identified client contacts are notified via email or phone immediately (within one hour) upon discovery of a problem and every effort is made to complete repairs, or provide appropriate temporary system-wide solutions until permanent repairs can be completed, as quickly as possible with a minimum of system disruption/downtime. Problem resolution must be applied when the resolution/solution is determined.

Vendor must provide a two (2) hour response time, seven (7) days a week, 365 days a year. Immediately Upon Award, Vendor must provide documentation describing their policy and procedure for 24/7/365 provision of technical support, including response times, communication methods, and escalation procedures.

Confirmed. Our full SLA document will be provided to the State upon award of this contract.

All software installations and upgrades will be the responsibility of the Vendor. The Agency must be notified thirty (30) calendar days prior to all future upgrades and modifications to the system by phone to the pre-identified contact.

Confirmed. Juvare takes responsibility for all necessary software installations and upgrades. If any such installation or upgrade is needed throughout the duration of the contract Juvare will provide the State with at least thirty (30) calendar days' notice.

Vendor must provide 24/7/365 technical support.

Confirmed. This requirement will be met and maintained during the contract.

System Help Desk support must be available during 8:00 am -5:00 pm EST Monday- Friday (regular business hours) and 24/7/365 in the event of a disaster (determined by the State of WV), to assist with problem analysis and provide instructions for troubleshooting problems.

Confirmed. Our Help Desk support center is available 8:00 am -5:00 pm EST Monday – Friday (regular business hours) and 24/7/365 in the event of a disaster.

Immediately Upon award, the System Help Desk must provide a published escalation policy for problems that cannot be resolved by first-line Help Desk personnel

Confirmed. This requirement will be met.

Transfer/Migration Ownership and of Data

An authorized remote User must be able to download all data to which they have been granted access into a spreadsheet, database, and/or statistical software on the User's local computer.

Confirmed. Remote users authorized by the State will be able to download all data that is needed to complete their designation tasks.

Vendor must agree that the State of West Virginia is the owner of all data maintained on these systems by submitting a bid.

Confirmed. We agree to this condition.

The Vendor must return all data maintained in the hosted environment back to the Agency in an exportable tabular format with a data dictionary within five (5) calendar days of completing or termination of contract.

Confirmed. All data maintained in the hosted environment will be returned back to the Agency in an exportable tabular format with a data dictionary within five (5) calendar days of completing or termination of contract.

4.9.4 Within twenty-four (24) hours of transfer of data back to Agency and/or migration of data to a new or replacement system, Vendor must clear the State's data that resides on its computer hardware or software by erasing or wiping/sanitizing in a manner that prevents retrieval of electronically stored information. The following method must be used to accomplish the clearing of data: (i) overwriting the previously stored data on a drive or a disk at least 10 times and (ii) certifying in writing that the overwriting process has been completed by the predetermined agency contact and providing the following information: (1) the serial number of the computer or other surplus electronic data processing equipment; (2) the

name of the overwriting software used; and (3) the name, date, and signature of the person performing the overwriting process. If the method above will not prevent retrieval of the electronically stored information, a method such as burning in a pyrolytic furnace or other incinerator or incendiary device, destroying in a dry pulverizing system, shredding, grinding, milling, knurling, disintegration, or degaussing is appropriate and Vendor will be required to certify in writing the method used including the date and time of data destruction within 24 hours to the predetermined Agency contact.

Confirmed. Juvare is committed that each of these requirements will be met.

4.9.5 To support continuation of the WV ESAR-VHP program in the event of business failure, contractor bankruptcy, or other circumstances that render the system inoperable, contractor must provide to the predetermined Agency contact comprehensive detailed technical documentation necessary to implement the system in a new hosting setting. This detailed document must be submitted within 10 calendar days of the contract start date and include the following: 4.9.5.1 Comprehensive technical operations documentation, including hosting environment requirements. 4.9.5.2 Configuration documentation. 4.9.5.3 Installation instructions. 4.9.5.4 Implementation plan. 4.9.5.5 Startup/shutdown procedures. 4.9.5.6 Backup, recovery and restoration of system and server data and files (includes operational recovery). 4.9.5.7 Server hardware and software technical specifications and configuration. 4.9.5.8 Patch management. 4.9.5.9 Batch processing details. 4.9.5.10 Security administration. 4.9.5.11 Backup and recovery scripts and procedures. 4.9.5.12 Detailed procedures to perform incremental, differential, and full back-up recovery operations to ensure project and business continuity. 4.9.5.13 Help desk triage and troubleshooting documentation. 4.9.5.14 Error messages and error correction procedures. 4.9.5.15 Troubleshooting documentation. 4.9.5.16 Steps required to migrate software from test to production environments. 4.9.5.17 Logical and physical data model.

Confirmed. We will work closely with the State to negotiate final terms under which this requirement will be met.

Implementation and Transition

The Vendor must ensure that the proposed system is fully operational and performing properly upon implementation; including any system software or services that will be required to facilitate the implementation and management of the proposed system.

Confirmed. As the current vendor for the WVREDI system, we will continue to maintain and support the system without interruption beginning the first day of the contract. We will ensure our CORES RMS system is fully operational and performing properly from the designated start date.

The Vendor must provide on-site technical staff during the installation and implementation of the system to provide technical staff to provide assistance in demonstrating the functions of the system.

Confirmed. As the current vendor for the WVREDI system, we will seamlessly maintain and support the system and provide staff as needed.

The Vendor must provide a complete and detailed project plan within seven (7) calendar days of contract start date. The project plan will include dates, roles, and deliverables. The project plan will also include tasks such as information gathering, project analysis, system deployment, testing, acceptance, training, and other tasks normally performed by the Vendor during the deployment of systems. This project plan must clearly identify roles and responsibilities of Vendor supplied personnel, roles and responsibilities that the Vendor requires WV DH personnel to assume in conjunction with the project, estimated milestone completion dates, and estimated time requirements

Confirmed. As the current vendor for the WVREDI system, we will continue to maintain and support the WVREDI system without interruption. If a project plan is needed, we will provide a complete and detailed project plan within seven (7) calendar days of the contract start date.

Training and Exercises

4.11.1 The Vendor must provide to the pre-determined Agency Contact a training plan within seven (7) calendar days of contract start date. The plan must include general approach, curriculum outlines, types of course materials, and a list of objectives and outcomes for each type of training.

Confirmed. We will provide a training plan within seven (7) calendar days of contract start date to the pre-determined contact set forth by the Agency. The plan will include but not limited to general approach, curriculum outlines, types of course materials, and a list of objectives and outcomes for each type of training.

All training offerings must include detailed, on-line and printable training materials which are reproducible. The State of WV must have authority to reproduce or modify materials for training purposes. Training materials will become the property of the State to copy at will for additional users.

Confirmed. Training materials are fundamental to our implementation process. They will be included to the State as part of the overall fee. If changes are needed, we ask the State notify us prior to disseminating the revised materials.

The system must have the ability to integrate with commercial learning management systems (i.e. Blackboard, TRAIN, etc.) to track the training of selected volunteers.

Confirmed. Yes, our proprietary system has the ability to integrate with other learning management systems and several CORES RMS clients integrate with TRAIN.

The Vendor must provide four (4) initial, in-person, classroom style, on site, training offerings, each to accommodate a maximum of 25 students. This training must be completed within three (3) weeks of notice to proceed. Training facilities with computers will be provided by the State in or near 100 miles from Charleston, WV 25301.

Confirmed. As the current vendor for the WVREDI system, Juvare will conduct four (4) inperson administrator trainings as requested by the State. Juvare is committed to working with the State to train administrators with instructor-led refresher (and initial, if necessary) training sessions. Through a train-the-trainer program, the training team will continue work with the State to ensure that

administrators are able to self-administer training sessions to individuals who are unable to participate in the Juvare led training sessions.

CORES RMS includes a robust online help functionality, including detailed and step-by-step tutorials, quick reference guides, glossaries, and video support materials. Juvare offers our online help and quick reference guides to site administrators in MS Word format to facilitate the customization of Juvare's training materials to meet the State's needs for training users on the system.

Juvare maintains separate demo/training and development environments to offer training in an environment separate from production. Sites are loaded with both representative sample configuration data as well as test/dummy data, to ensure these sites are useful for training purposes.

In addition to the initial onsite training, the Vendor must develop and conduct two (2) (off-site allowable), recordable, web-based trainings, each one hour in length, within one hundred eighty (180) calendar days of the contract start date.

Confirmed. We will provide two web-based trainings within 180 days of the contract start date.

The Vendor must develop and conduct one (1) on-site, classroom style training and two recordable, web-based (off-site allowable) offerings for optional year two (2) and each succeeding year of the contract.

Confirmed. We can accommodate this request.

The Vendor must provide for added users to obtain initial training-by recordable web training or via a training CD.

Confirmed. Our training sessions will be recorded and will be available for viewing for any new employees or system users that need it.

The Vendor must provide training when updates or changes are made to the system within seven (7) calendar days when those changes mandate new ways to operate the systems. This training must be provided via recordable web training or CD.

Confirmed. We will provide web-based training when updates or changes are made to the system within seven (7) calendar days when those changes mandate new ways to operate the system.

Within the contract year, the Vendor must facilitate one (1) Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements: Date will be determined in collaboration with the agency contact

Confirmed. This requirement will be fully met. We look forward to discussing the proposed date for this exercise.

Deliverables, Scope of Work and Timeframe

YEAR 1

Deliverable 1: By the end of Day two (2) of the contract start date, Vendor will meet with CTP to develop basic concepts of credential system, implementation strategy and training plan. This deliverable can be accomplished by a telephone conference call or "web ex" type presentation.

Confirmed.

Deliverable 2: By the end of Week one (1) of the contract start date, Vendor will meet with Notification System Workgroup (State developed) to finalize implementation strategy and training plan. This meeting must be conducted in Charleston, WV 25301 with State staff. The implementation strategy must include comprehensive technical documentation necessary that defines the implementation of the system in a new hosting setting.

Confirmed.

Deliverable 3: By the end of Week two (2) of the contract start date, Vendor will develop/implement State and Local Health components of Notification System. This will include integration of the system to applicable web-based databases and IT systems (e.g. state and federal professional licensure agencies, WV Department of Motor Vehicles, National ESAR-VHP) using vendor supplied integration tools. Also included is the completion of the transfer (or re-build) of currently housed group and individual registrant data from the incumbent Vendor's system to the new Vendor's system.

Confirmed.

Deliverable 4: By the end of Week three (3) of the contract start date, Vendor will complete "dry run" performance tests and correct any residual issues. This will be executed and evaluated on site in Charleston, WV. System will be initialized and placed in-service. Vendor presence will be required in Charleston, WV during the performance test and initiation of the system.

Confirmed.

Deliverable 5: By the end of Week three (3) of the contract start date, Vendor will develop and conduct four initial onsite, in-person user trainings as outlined in Section 4.11.4. A reproducible copy of all training material must be provided to CTP.

Confirmed.

4.12.1.6 Deliverable 6: By the end of thirty (30) calendar days and ninety (90) calendar days of the contract start date, the Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one (1) hour in length, as outlined in Section 4.11.5. A recorded copy of the webinars must be provided to CTP.

Confirmed.

Deliverable 7: By the end of one hundred eighty (180) calendar days of the contract start date, Vendor must be prepared to provide training on new system updates/changes, via web-based delivery or reproducible DVD.

Confirmed.

Deliverable 8: From sixty (60) calendar days of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.

Confirmed.

4.12.1.9 Deliverable 9: From sixty (60) calendar days of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. Thirty (30) hours of technical assistance for the first month and fifteen (15) hours of technical assistance per month thereafter.

Confirmed.

4.12.1.10 Deliverable 10: By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements

Confirmed.

Optional Renewal YEAR 2

Deliverable 1: From Week one (1) of the contract renewal date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.

Confirmed.

4.12.2.2 Deliverable 2: From Week one (1) of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. Fifteen (15) hours of technical assistance per month.

Confirmed.

Deliverable 3: By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in- person user training as outlined in Section 4.11.6. A reproducible copy of all training material must be provided to CTP.

Confirmed.

Deliverable 4: By the end of one-hundred twenty (120) calendar days and two-hundred forty (240) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.

Confirmed.

Deliverable 5: By the end of Week one (1) of the contract start date, Vendor must be prepared to provide training on system updates/changes, via web-based delivery or reproducible DVD. Confirmed.

Deliverable 6: By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV- specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements. Confirmed.

Optional Renewal YEAR 3

Deliverable 1: From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required. Confirmed.

Deliverable 2: From Week one (1) of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. 15 hours of technical assistance per month. Confirmed.

4.12.3.3 Deliverable 3: By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in- person user training as outlined in Section 4.11.6. A reproducible copy of all training material must be provided to CTP. Confirmed.

4.12.3.4 Deliverable 4: By the end of Thirty (30) calendar days and sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP. Confirmed.

Deliverable 5: By the end of Week one (1) of the contract start date, Vendor must be prepared to provide training on system updates/changes, via web-based delivery or reproducible DVD. Confirmed.

Deliverable 6: By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV- specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.

Confirmed.

Optional Renewal YEAR 4

Deliverable 1: From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.

Confirmed.

Deliverable 2: From Week one (1) of the contract start date through the end of the contract, technical assistance will be performed as needed upon contact by State or Local staff. 15 hours of technical assistance per month.

Confirmed.

Deliverable 3: By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in- person user training as outlined in Section 4.11.6. A reproducible copy of all training material must be provided to CTP.

Confirmed.

4.12.4.4 Deliverable 4: By the end of Thirty (30) calendar days and sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.

Confirmed.

Deliverable 5: By the end of Week one (1) of the contract start date, Vendor must be prepared to provide training on system updates/changes, via web-based delivery or reproducible DVD.

Confirmed.

Deliverable 6: By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV- specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements

Confirmed.

WVDH's Contribution to Contract

4.13.1 The CTP will collaborate with the Vendor and will serve as the point of contact. Additionally, they will contribute the following to the contract: 4.13.1.1 Meet immediately with the vendor to develop project plan. 4.13.1.2 Provide Vendor with contact person/address/phone number for each local health department and other agency that has volunteer (or other) teams to be loaded into system (or built). 4.13.1.3 Provide location for

training, with computers for use. 4.13.1.4 Meet quarterly with Vendor to discuss project status, receive updates on technological or contract upgrades/revisions. 4.13.1.5 Provide drills/exercises to test system's performance.

Confirmed.