



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

Request for Quotation

RFQ NUMBER
DJS010228

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT
304-558-2544

RFQ COPY
 TYPE NAME/ADDRESS HERE

Compass Networks
4 Stonecrest Dr.
Huntington, WV 25701

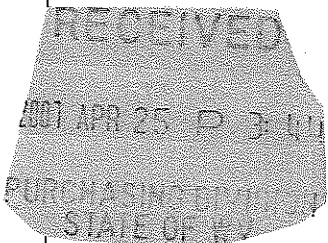
DIVISION OF JUVENILE SERVICES

SECOND FLOOR
 1200 QUARRIER STREET
 CHARLESTON, WV
 25301 304-558-6029

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/07/2007				

BID OPENING DATE: **03/29/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-09		72,903 ⁰⁰
<p>REQUEST FOR QUOTATION</p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS FOR THE DIVISION OF JUVENILE SERVICES TO PROVIDE A SINGLE USER IMAGING SYSTEM.</p> <p>ATTACHMENTS: 1. SPECIFICATIONS 2. AFFIDAVIT</p> <p>MANDATORY PRE-BID: LOCATION: PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305 DATE & TIME: 3/20/2007; 10:30 AM</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS</p>						



SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: **304-633-6206** DATE: **4/25/07**

TITLE: *Director of Document Imaging* FEIN: **55-0667417** ADDRESS CHANGES TO BE NOTED ABOVE

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

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum -** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
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3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

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



State of West Virginia
 Department of Administration
 Purchasing Division
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ADDRESS CORRESPONDENCE TO ATTENTION OF
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VENDOR

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SHIP TO

DIVISION OF JUVENILE SERVICES
 SECOND FLOOR
 1200 QUARRIER STREET
 CHARLESTON, WV
 25301 304-558-6029

DATE PRINTED 03/07/2007	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
BID OPENING DATE: 03/29/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
CERTIFICATION; OR <input checked="" type="checkbox"/> BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR <input type="checkbox"/> BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION. B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED: <input checked="" type="checkbox"/> BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID; OR <input type="checkbox"/> BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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<p>OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p>						

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DIVISION OF JUVENILE SERVICES

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25301 **304-558-6029**

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BID OPENING DATE: **03/29/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BIDDER: <u>Compass Networks</u></p> <p>DATE: <u>4/25/2007</u></p> <p>SIGNED: <u>[Signature]</u></p> <p>TITLE: <u>Director of Demand Imaging</u></p>						
<p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

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BID OPENING DATE: **03/29/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER:				JOHN ABBOTT-----		
RFQ. NO.:				DJS010228-----		
BID OPENING DATE:				3/29/2007-----		
BID OPENING TIME:				1:30 PM-----		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
				304-529-2621-----		
CONTACT PERSON (PLEASE PRINT CLEARLY):						
				Larry Lambert-----		
***** THIS IS THE END OF RFQ DJS010228 ***** TOTAL:						72,903 ⁰⁰

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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COTS-BASED SINGLE USER IMAGING SYSTEM
REQUEST FOR QUOTE
WEST VIRGINIA DIVISION OF JUVENILE SERVICES
RFP #: DJS010228

GENERAL INFORMATION

The central office for the Division of Juvenile Services (DJS) is located at 1200 Quarrier Street, Charleston, WV 25301.

DJS is seeking a cots-based, single user imaging system to for archiving and retrieving resident and eventually personnel files. DJS is interested in a solution which will allow the central site to store all records and via a secure internet connection, transmit files to their external facilities as required.

Each resident file is made up of approximately 100 pieces of paper, some double-sided, some multi-copy and various paper weights and sizes, including card stock, ranging in size from 5 x 7 to 8-1/2 x 11.

There are approximately 1000 intakes and 100 re-entries into the system files per year, equating to an average of 1,000,000 pages, or images, which will need to be scanned.

SPECIFICATIONS

1. Only COTS Application Solutions will be considered.
2. Vendor shall quote an ODBC compliant, COTS solution that will accommodate the requirements for a system providing real-time access for up to five (5) users, but shall be scalable to allow for future expansion.
3. The system shall have the ability to include electronic documents from other applications such as Word, WordPerfect or Excel. The vendor shall describe the method by which electronic documents are associated with imaged DJS files.
4. At a minimum, DJS needs to have all files indexed by name, social security number and date of birth (DOB), DJS#, MMIS# and Intake Facility name. The vendor should propose additional indexing schemes for consideration.
 - a. With regard to personnel records, the vendor should propose separate indexing scheme. This indexing scheme should include Name, DOB, SSN, Title, and Work Facility.

5. The system shall have the ability to perform frequent queries using these indexing fields for the purpose of locating specific resident records. The system shall also be flexible, allowing the user to add additional index fields, as required.
6. The system shall have security access capabilities, including, but not limited to: HIPPA compliance and agency authorization levels, with regard to resident records.
7. The system shall have the ability to apply temporary redaction of the document, e.g. strike sensitive information.
8. The system must be capable of storing images on media that meets legal governance regarding evidence in a court of law. (WORM)
9. The system shall be capable of sharing resident files with external DJS facilities, via a secure web-based server.
10. The vendor shall list and quote costs associated with ALL hardware required implementing a single user imaging system.
11. DJS intends to purchase a separate server to house the active, searchable imaging system. The vendor must include the specifications recommended for any hardware needed for this project, including, but not limited to: the central server, the recommended storage device, the imaging workstation and attached scanner.
12. Vendor shall quote all costs associated with a proposed storage solution which is appropriate to the volume of documents anticipated over a five year period. At a minimum this shall include consideration for storage on CD-R media.
13. The system shall provide a backup mechanism for both data and indexes. The vendor shall describe how their system will meet this requirement.
14. The system shall be capable of providing print on demand functionality as well as full record printing, as well as the ability to fax or e-mail documents.
15. The vendor must indicate any additional costs of hardware required to expand the initial system to accommodate multiple users.
16. The vendor must provide a detailed Project Plan, describing milestones, and timelines associated with each portion of this project.
17. DJS requests that the successful vendor's Project Leader be available, on a weekly basis to meet with the DJS staff, to provide updates and progress reports on the implementation.
18. The vendor shall propose necessary services and costs required for training of DJS personnel on the imaging system. This shall include at least eight hours of train-the-trainer training, for a minimum of three (3) DJS employees.

19. The vendor shall quote costs associated with all necessary services required for the installation of the imaging system. The vendor shall include any costs associated with modifications needed to customize system for DJS' specific needs.
20. The quote shall include any on-going maintenance cost necessary.
21. The vendor shall provide a minimum of three client references. The references shall be for systems of similar configuration. One of these references shall be for a system implemented in a similar government facility environment. References shall include a contact name, telephone number, company name, address and description of system, software, hardware, number of users, etc.
22. All costs associated with implementation, customization or installation shall be inclusive of travel, as required by West Virginia Purchasing Guidelines.
23. Vendor shall provide a detailed project proposal and description of system and elements being proposed.



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 25301 304-558-6029

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BID OPENING DATE: 04/19/2007 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM #01						
THIS ADDENDUM IS ISSUED TO EXTEND THE BID OPENING DATE TO 4/19/2007; 1:30 PM.						
ADDENDUM #02 WILL FOLLOW AT A LATER DATE, BUT BEFORE THE NEW BID OPENING DATE.						
***** END OF ADDENDUM #01 *****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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VENDOR

**NCOMPASS NETWORKS
 4 STONECREST DRIVE
 HUNTINGTON, WV 25701**

SHIP TO

**DIVISION OF JUVENILE SERVICES
 SECOND FLOOR
 1200 QUARRIER STREET
 CHARLESTON, WV
 25301 304-558-6029**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/16/2007				

BID OPENING DATE: **04/26/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>ADDENDUM #02</p> <p>THIS ADDENDUM IS ISSUED TO PROVIDE CLARIFICATIONS AS A RESULT OF THE PRE-BID MEETING HELD ON 3/20/07, AND TO EXTEND THE BID OPENING DATE.</p> <p>ATTACHMENT: 1. ADDENDUM #02 - CLARIFICATIONS 2. ADDENDUM ACKNOWLEDGEMENT</p> <p>NEW BID OPENING DATE: 4/26/2007; 1:30 PM</p> <p>***** END OF ADDENDUM #02</p>						

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ADDENDUM DJS010228 Imaging System

Clarifications

1. Change Single User System to Five (5) User System.
50ppm/black & white/3 stations. Data and image backup.
2. Servers will be needed. Possibly two (2). One server for storage of data and one a Web Server. Provide minimum specification for capabilities discussed. Storage of approximately an average of seven (7) years on resident files, before purging.
3. WEB-based Secure Access.
4. Delete item #12.
5. (#3) No revision or alterations allowed for original documentation. Additional documentation can be added to show revision/changes.
6. No requirement for OCR abilities.
7. Indexing capabilities via manual code for unique identifiers.
8. Database preference of SQL. Vendor installation.
9. Secure off-site storage at the Divisions discretion. (Hard-drive Backup at CTO office.)
10. Scanner with minimum specification to meet scan ability of approximately 5,000 documents per day. One (1) Heavy Duty and Two (2) Medium Duty.
11. Black & White document and image formats only.
12. Average document size will be 8-1/2 x11. Nothing smaller.
13. Ongoing support charges/fees and/or costs per year. I.e., service agreements, updates, license, maintenance, consumables, trainings on any updates, upgrades or changes to software, etc.
14. Minimum costs of future expansion capabilities.
15. Compatibility with Purchasing/Auditors imaging systems.
16. WORM cache is approved.
17. Minimum requirement needed for on demand printing and/or e-mailing.

WV-36a STATE OF WEST VIRGINIA PURCHASING CONTINUATION SHEET	Buyer:	Page	Req. or P. O. No.:
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Vendor:	Spending Unit:
---------	----------------

Requisition No.: _____

ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

No. 1 x

No. 2 x

No. 3 _____

No. 4 _____

No. 5 _____

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.



 Signature

Compass Networks

 Company

4/25/07

 Date



Cover Page for nCompass Networks

**Division of Juvenile Services
RFQ# DJS010228**

April 25, 2007

Version 1.0

- **The following document is the Proposal Statement of Work between nCompass Networks and Division of Juvenile Services.**

Prepared by:

Larry Lambert
Director of Document Imaging
304-633-6206 (Voice)
304-529-2621 (Fax)
larry@4ncn.com

Project Proposal for Division of Juvenile Services

Background/Overview

To provide a 5-User Document Imaging Solution for Division of Juvenile Services as outlined in RFQ# DJS010228.

Objective

The effective date of this Proposal Statement of Work (SOW) will be from the day that nCompass receives a purchase order.

- Services will be performed at the client location.
- The duration of this SOW is expected to be one week.

ACP is providing the following services under this SOW:

Define Phases of Projects

1. Project Management

nCompass will manage and implement the services described under this SOW ("Services"). nCompass and Customer will each assign a project manager who will coordinate the activities to be performed under this SOW ("Project Manager"). The Project Manager for each party will serve as the point-of-contact for all communications and any modification to the scope, requirements, or responsibilities under this SOW.

nCompass Responsibilities

nCompass and/or its Project Manager will perform the following activities:

- Serve as central point of contact for all service delivery issues.
- Manage nCompass tasks, resources associated with the project, and coordinate activities with Customer.
- Conduct meetings to communicate roles and responsibilities, review assumptions, and schedule activities.
- Employ a daily reporting mechanism to identify project tasks, next steps, and potential problems.
- Manage the escalation of issues between nCompass and Customer.

Customer Responsibilities

Customer and/or its Project Manager will perform the following activities:

- Provide reasonable assistance, cooperation, timely decisions and support in connection with the delivery of the Services by nCompass.
- Coordinate the scheduling of all necessary resources required for the Services.
- Obtain all consents, approvals, and licenses required by Customer's suppliers, licensors, and lessors that are necessary to support or permit the provision of Services under this SOW.
- Manage the escalation of issues between nCompass and Customer.

2. Detailed Description of Services

Phase I: Software and Hardware Procurement

- Order all quoted software and hardware
- Notify customer when order is complete

Phase II: Delivery, Installation, and Setup

- Schedule delivery of all products
- Configure servers
- Setup Laserfiche Database
- Setup Web access to the database
- Install Scanners
- Install Laserfiche Client Software

Phase III: Training

- Basic End User Training
- Scan Operator Training
- Advanced End User Training
- Administrative Training

3. Project Closeout

- a) Obtain customer sign off acceptance.
- b) Report on completed engagement and any issues and opportunities for follow-up.

Project Milestones and Estimated Timelines

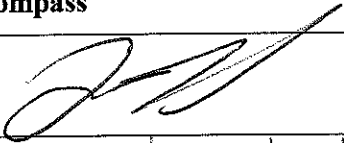
The milestones are useful to discuss project results and to mitigate risks identified for successful completion of this project.

Milestone	Days	Activities
Software and Hardware Procurement	7	<ul style="list-style-type: none">• Place Orders• Monitor shipment of products• Notify customer upon receipt to plan implementation
Delivery, Installation, and Setup	3	<ul style="list-style-type: none">• Schedule Delivery of products• Install Servers• Setup Database• Setup Web Application• Setup Scanners• Install Client Software
Training	1.5	<ul style="list-style-type: none">• Assessment Documentation
Client review and signoff	.5	<ul style="list-style-type: none">• Customer Satisfaction and Next Steps

4. Assumptions

The following general assumptions are made:

- Prior to the start of this SOW, Customer will indicate to nCompass in writing a person to be the point of contact. All Project communications will be addressed to such point of contact (the "Customer Contact").
- The Customer Contact will have the authority to act for Customer in all aspects of the Project.
- The Customer Contact shall have the authority to resolve conflicting requirements.
- The Customer Contact will ensure that any communication between Customer and nCompass is made through the appropriate nCompass Project Manager.
- The Customer Contact will ensure that nCompass Project personnel have reasonable and safe access to the Project site and adequate office space, as required.
- The Customer Contact will help resolve Project issues and ensure that issues are brought to the attention of the appropriate persons within Customer's organization, as required.
- Customer will provide network connectivity in the work area for Internet and e-mail access.
- Customer will provide access to and use of information, data, Customer facilities, equipment, and internal resources as reasonably necessary to deliver the Services
- Customer will inform nCompass of all Logon ID's, passwords, domain specifications, and access issues prior to scheduled Services.
- Scope of project is based on information provided in the RFQ.

nCompass
By: 
Printed Name: <i>Larry Lambert</i>
Title: <i>Director of Document Imaging</i>
Date: <i>4/25/07</i>

Quote descriptions included with the proposal.

Quote 28545

This is the initial cost proposal for implementation of everything the RFQ requires.

Quote 28546

This shows the ongoing cost for Software support and ongoing costs for scanner support.

Quote 28547

This shows the cost to add an additional full user to the system moving forward. These are able to be purchased one at a time.



Vendor Summary

#4 Stonecrest Drive
Huntington, WV 25701

Quote: 28545

Date: 04/24/2007

Customer: Berneice Moore
WV Div Juvenile Services
1200 Quarrier St, 2nd Floor
Charleston WV 25301

Phones: Wk 304-558-6029

Sales Rep: Larry Lambert
304-529-6069 x 2127
800-734-2755

	Part Number	Description	Qty	Price	Extended
1)		Servers and WORM storage			
		LF Server	1		
	SAITE1300SS	SONY STORAGE TAPE DRIVES 500/1300gb Sait1 U160	1		
		Scsi Lvd/se Hd68 Ext Slvr W/ Media			
	SAIT1500W	SONY CORPORATION RECORDING MED 1pk Sait1	6		
		500/1.3gb Worm Data Cart			
		SQL Server	1		
		Subtotal	1	17,418.00	17,418.00
2)		Laserfiche Software			
	S30	LaserFiche LF Standard Server	1		
	F	LaserFiche LF Full User	5		
	PS	LaserFiche LF Snapshot per user	5		
	PM	LaserFiche LF MAPI per user	5		
	QF-1	LaserFiche QF-ScanConnect	5		
	WA1	LaserFiche Web Access	1		
	97871	LaserFiche Advanced Audit Trail	1		
		Subtotal	1	21,648.00	21,648.00
3)		LSAP			
	S3P	LaserFiche LF Standard Server Priority LSAP	1		
	FP	LaserFiche LF Full User Priority LSAP	5		
	PSP	Laserfiche Snapsot Priority LSAP	5		
	PMP	Laserfiche Email Priority LSAP	5		
	WA1P	LaserFiche Web Access Priority LSAP	1		
	97871UP	Laserfiche Advanced Audit Trail Priority LSAP	1		
		Web Based Support	1		
		Subtotal	1	9,163.00	9,163.00
4)	CG01000-518601	FUJITSU IMAGING (SCANNERS) Fi-5650c Sf Clr Dupl	3	5,443.00	16,329.00
5)	CG01000-515201	57ppm Usb Scsi 12x18in 600dpi W/ Vrs 4.1 Pro	3	1,115.00	3,345.00
		FUJITSU SERVICES Ext To 1yr Nbd Scancare Warr			
		Consmbls Train Parts/labor/trvl			
6)		Installation and Training	1	5,000.00	5,000.00

Subtotal 72,903.00

TOTAL \$72,903.00

Vendor Signature Required
FEIN: 55-0667417



Vendor Summary

#4 Stonecrest Drive
Huntington, WV 25701

Quote: 28546

Date: 04/25/2007

Customer: Berneice Moore
WV Div Juvenile Services
1200 Quarrier St, 2nd Floor
Charleston WV 25301

Phones: Wk 304-558-6029

Sales Rep: Larry Lambert
304-529-6069 x 2127
800-734-2755

	Part Number	Description	Qty	Price	Extended
1)		Yearly Costs for support after initial first year for software.			
	S3P	LaserFiche LF Standard Server Priority LSAP	1		
	FP	LaserFiche LF Full User Priority LSAP	5		
	PSP	Laserfiche Snapshot Priority LSAP	5		
	PMP	Laserfiche Email Priority LSAP	5		
	WA1P	LaserFiche Web Access Priority LSAP	1		
	97871UP	Laserfiche Advanced Audit Trail Priority LSAP	1		
		Web Based Support	1		
		Subtotal	1	9,163.00	9,163.00
2)		Yearly Costs for additional scanner support after first year.			
	CG01000-515601	FUJITSU SERVICES Scancare+ Up To 1yr Nbd Post Warr	3		
		Consmbls/train/part&lbr/trvl			
		Subtotal	1	4,032.00	4,032.00
Subtotal					13,195.00
TOTAL					\$13,195.00



Vendor Signature Required
FEIN: 55-0667417



Vendor Summary

#4 Stonecrest Drive
Huntington, WV 25701

Quote: 28547	Date: 04/25/2007
---------------------	-------------------------

Customer: Berneice Moore WV Div Juvenile Services 1200 Quarrier St, 2nd Floor Charleston WV 25301	Phones: Wk 304-558-6029
	Sales Rep: Larry Lambert 304-529-6069 x 2127 800-734-2755

	Part Number	Description	Qty	Price	Extended
1)		Cost per user to add to the system			
	F	LaserFiche LF Full User	1		
	FP	LaserFiche LF Full User Priority LSAP	1		
	PS	LaserFiche LF Snapshot per user	1		
	PSP	Laserfiche Snapsot Priority LSAP	1		
	PM	LaserFiche LF MAPI per user	1		
	PMP	Laserfiche Email Priority LSAP	1		
		Subtotal	1	949.00	949.00

Subtotal	949.00
TOTAL	\$949.00



Vendor Signature Required
 FEIN: 55-0667417

Below are four references for nCompass Networks. Three of these references have garnered national attention at Laserfiche and we have included the case study that was done on each location.

Client:

Offutt, Fisher, & Nord
Kim Lake
304-781-1134
949 Third Avenue
Suite 300
Huntington, WV 25701

Installation description:

This client has a 35-users SQL version system and they have been using Laserfiche since 2001. This system has grown over the years from a 2-user system to where it is today. This shows the flexible licensing of the product. The attached case study gives further information.

Client:

Bloss & Dillard
Tate Tooley
304-429-6961
1925 Adams Avenue
Huntington, WV 25704

Installation Description:

This client has a 30-user SQL version system and well over 3 million images in their system at this juncture. They have been using Laserfiche since 2002. The attached case study gives further information. This client was also a featured speaker at the Laserfiche Users conference a couple of years ago to talk about their installation.

Client:

Iredell Memorial Hospital
Marsha Hunter
704-878-4620
557 Brookdale Drive
Statesville, NC 28687

Installation Description:

This client has a 40-user SQL version system and have grown this from the ER only to several other departments and will be taking it hospital wide the end of this year. Once again this show how flexible the system is in terms of scalability and departments that can use the system. The just added the web functionality to the system for a special integration with outside physicians to access the system remotely. The attached case study once again gives further information. They were just a featured speaker at the users conference this past January.

Client:

City of Beckley
William Kelly
304-256-1765
340 Prince Street
Beckley, WV 25802

Installation Description:

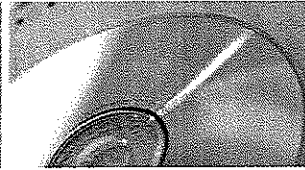
This client has used Laserfiche for several years. This originally was just in the police department but as time went on they saw the value of making it a city-wide standard. We are working in that regards presently. They have a 30-user SQL version system and just recently purchased Agenda Manager to automate their council meetings. We will be adding users in different departments as we role out the solution across different areas.

Offutt, Fisher & Nord

Market: Legal

Business Description: Law firm specializing in representation of individuals or corporations involved in litigation or potential litigation.

case study



"Since installing LaserFiche, our billing department has seen a monumental improvement. We scan all expenses immediately, and they are saved in the LaserFiche file. Billing then prepares bills and prints them directly from LaserFiche. We are now very current on our billing, more so than several big-city law firms I spoke with at a recent conference."

"Everyday I come up with another way LaserFiche can benefit us. It feels very natural to be using it and getting information from it every day, but we don't want to become lazy. We want to explore the new features, like Workflow and Web Access, and keep building on what we have."

Kim Sarka Lake, Office Manager
Offutt, Fisher & Nord

System Type: LaserFiche Executive version 6.0 with 7 full user licenses

Install Date: June 2001

Document management needs: Up to thousands of pages per day. Paper archives are scanned into LaserFiche on an as-needed basis. The firm has millions of documents, compiled over years of research, in its file cabinets. Currently, about twenty percent is available in LaserFiche.

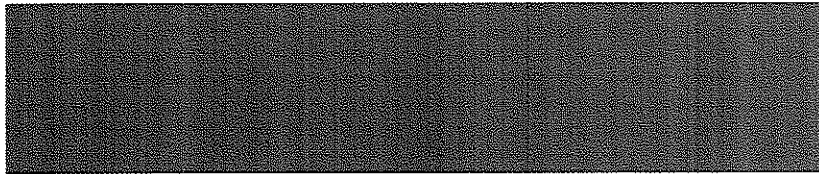
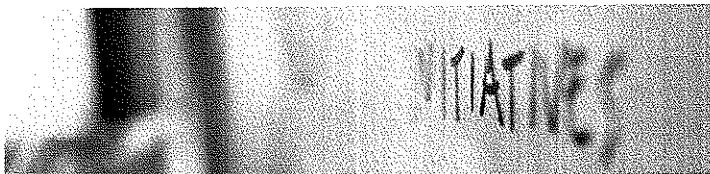
Integration: Studying an integration between LaserFiche and Amicus legal management software

LaserFiche features utilized

Quick Fields-Used to quickly Bates Stamp papers after they are scanned into LaserFiche. Quick Fields re-purposes and organizes documents- some thousands of pages in length- as they are needed for cases, depositions, correspondence or any other other legal situation.

LaserFiche Plus-Unique CDs are created for attorneys when they go on the road, holding thousands of pages of case-specific LaserFiche documents at the attorneys' disposal. Four or five CDs are burned for each case. Each CD enables full LaserFiche search, redaction and annotation capabilities from remote locations, when they are needed.

Web Access-Individual clients will have access to their case files via the Internet. Case-specific files will be available in a secure, password-protected format.



Bloss & Dillard, Inc.

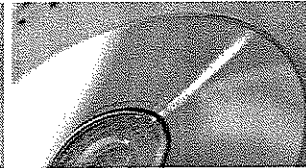
Market: Insurance

Business Description: A managing general agent (MGA) in Huntington, W.V. The company represents more than 1,500 independent agents throughout W.V., Ohio, Ky., and Penn.

case study



LASERFICHE



"LaserFiche makes everything available to our underwriters at their fingertips. They no longer have to search for quote files and other unproductive activities. When we decided to focus on technology, building a paperless environment was the logical first step forward."

"We were able to mold LaserFiche around our current workflow. As an IT director, I was relieved to have in place a plug-and-play system that improved our work processes without confusing our employees. People don't like to change the way they work. An open-ended system was the key to our decision-making process."

Tate Tooley, IT Director
Bloss & Dillard, Inc.

System Type: LaserFiche United version 6.03 with 24 full users

Install Date: December 2002

Document management needs: 7,000 paper policies, averaging 50 pages per policy. More than 120,000 documents were back-scanned upon installation. New policies are automatically stored in LaserFiche.

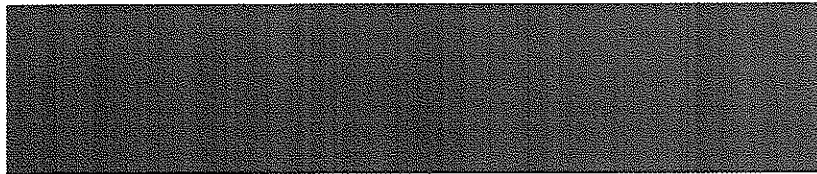
Integration: Uses LaserFiche to create folder structures that mimic the legacy Agency Management System.

LaserFiche features utilized

Quick Fields- After installing LaserFiche, Bloss & Dillard used Quick Fields to digitize all of their paper policies. Batch-processing and automatically indexing all of Bloss & Dillard's archives gave staff access to logically organized digital files as soon as they were scanned. During the back-scanning process, Quick Fields saved 20 minutes per policy, which factored out to about 2,300 hours worth of labor costs saved for Bloss & Dillard.

Snap Shot - used to store electronic copies of policies in LaserFiche, at the same time client copies are printed.

Import Agent- auto imports faxes and e-mails into the LaserFiche repository. The documents are then routed to the appropriate underwriter within hours. Since many of Bloss & Dillard's clients work from remote offices and correspond electronically, this feature allows instant communication where previous interaction might have taken days.



Laserfiche® Case Study Iredell Memorial Hospital



Organization Profile

Iredell Memorial Hospital has pioneered cancer treatments such as cryosurgery and intensely modulated radiation therapy (IMRT), and runs a premier cardiac rehabilitation program. A women's health center, diabetes center, surgical center and home health agency are among its state-of-the-art services to Statesville and the surrounding community.

Situation

Iredell Memorial was losing \$40,000 a month due to lost ER records. The staff logs in all emergency visits and reconciles them with patient charts at the end of the shift. Generating nearly 300,000 pages a month, the ER staff often found that they couldn't reconcile the log with the patient records because paper records were lost. Without documentation, the hospital had no way to collect for its services.

Solution

Nearly a year after installing Laserfiche®, the hospital has not lost a single scanned ER record. Iredell Memorial began using Laserfiche in the emergency room, but Laserfiche so exceeded expectations that the outpatient lab and hospital administration now use it, with plans to roll out to additional departments.

Benefits

- \$40,000 per month savings in the ER
- 80 percent reduction in paper use and automation of business processes
- Automated chart creation and indexing using the HL7 protocol
- Elimination of physical copying and transport of records
- Compliance with HIPAA and JCAHO
- Speedier coding and billing

Laserfiche Components

- Laserfiche Standard Server™
- E-mail Plug-In™ and Snapshot™
- Audit Trail™
- Integration Express™
- Quick Fields™—Bar Code—Real Time Lookup
- Laserfiche Plus™



Best Practices in the ER and Beyond

"Really and truly, we're thrilled. I want to make Laserfiche the document management system for the entire hospital."

Marsha Hunter, Medical Records Director
Iredell Memorial Hospital

The Challenge

For Iredell Memorial Hospital, lost records meant enormous losses in revenues. But keeping critical information available to those professionals who need it is also a tremendous challenge at the facility, which delivers outstanding, cutting-edge care. With 135 physicians on staff, several specialized treatment centers and nearly 5000 emergency room visits per month, Iredell staff found their workflow and productivity hampered by their records system, which involved assembling, distributing, storing, and retrieving volumes of paper.

The effort of managing paper meant the hospital wasn't making effective use of its 1700-member staff. Using Laserfiche®, Iredell succeeded not only in cutting revenue loss in the ER and improving its patient record management, but it also greatly improved the efficiency of its own staff and the physicians the hospital works with.

The Situation

With as many as 300 ER visits on a single weekend night, lost and misplaced records forced the hospital to write off about \$40,000 per month, with no way to properly code and bill for the visits. To solve the problem, management looked at a number of products over several months. After a presentation by Larry Lambert of NCompass Networks, a Laserfiche Value Added Reseller, Iredell chose on Laserfiche.

The Solution

"Laserfiche gave us what we needed and it was very user-friendly," says Hunter. "And we could develop the different templates and have a direct interface with the Keane Patient Management System®, which runs our patient accounting system. We manage patient charts electronically instead of on paper. The interfaces were easily written using the HL7 protocol and created index fields that allow authorized staff throughout the hospital to quickly search for any records"

Iredell Memorial Hospital

The ER staff scans the records into Laserfiche, which reads the bar code and pulls relevant patient information and date of service from the Keane application. Staff no longer needs to manually input the data so labor time greatly reduced. Quick access to patient information from anywhere in the hospital is an added benefit.

Up and running in two weeks

"At the end of just two weeks we had scanned all the records from the previous month," notes Hunter. "We had a fully functional system and the coders were coding remotely. Getting this kind of technology solution in place normally takes months." Lambert worked with two members from Iredell's HIS department to install the product and develop the integration with Keane.

Training was equally seamless, recalls Hunter, who wrote the policies to guide use of the system. "We had a lot of people to train and the ER is 24/7. We had to make sure all the clerks understood the processes and how to get records into the system according to the policies." Each training session, first for 15 ER staff and then for 10 file room staff in medical records, took about a half hour "and they were very comfortable with the system."

Seamless storage and retrieval without paper

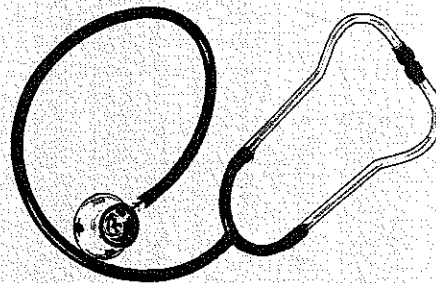
Switching to Laserfiche produced dramatic results in streamlining workflow and hospital processes. Previously, the records system had been 100 percent paper, with the average ER chart composed of about 15 pages. In addition, the ER reception clerk routinely made and distributed four copies, one for hospital billing, one for physician billing, one for the quality department and

one for the nursing staff.

Now the ER staff scans in records after the patient leaves, and anyone who needs to can view them—even simultaneously. "We've reduced paper in the copying process by 80 percent," says Ron Gobble, Emergency Room Coordinator. "We scan all through the day, which is great. If there's a patient that left two hours ago and calls back, all that information is already in Laserfiche and the nurse can just pull it up and look at it. We're very pleased on our end."

Using Laserfiche means that staff no longer has to track down a physical chart—they can access all the records in the Laserfiche repository. "Now we can give access to anyone who needs it," says Gobble. "We don't have to wait for the chart to pass around." Most importantly, once a clerk scans in a record it can't be lost. "We haven't lost a single record," says Hunter.

But the ER uses Laserfiche for more than charts. Staff scans in prior years' correspondence and old memos, so they don't have to physically store them. "It's great to get them out of the office," says Gobble. "If you need it, you can just pull it up—you don't need to go searching through a bunch of files."



Remote access and distribution

Hunter also appreciates the increased space Laserfiche has brought to the hospital through remote access and elimination of physical storage space. "In health care, real estate is probably the most expensive thing we have. So if I can free up office space or move my employees home, we're thrilled."

Laserfiche has greatly improved access to patient records by off-site physicians as well, allowing staff to email records to the doctors. "It really helps with our physicians group that's in a town nearby. Before, we'd have to send them a record by courier. Now we can just encrypt it and send it right out—it really saves us a lot of time here, and frees up some of our personnel for other duties." It also saves the physicians a good deal of money on courier fees.

Gobble also sees a vast improvement in handling physicians' addenda, when they've missed something on their physician's order sheets. "We can highlight it using the annotation functionality, fax it to them and they can send it back and it's done. We used to have to get the physical record to the department when the physician was here. Now they make their changes and we just rescan it in." Eventually, Gobble hopes to make the Laserfiche fax feature available, so staff can automatically fax records to doctors from within the application.

Beyond the ER

According to Hunter, "As soon as we went live with the ER system, the outpatient laboratory came on board. They were getting orders and requests and didn't have a way to store them except for manual file folders—we couldn't review them

Iredell Memorial Hospital

when we were coding the lab records. Now we scan all outpatient lab requests so we can code more effectively."

Hunter has strong praise for Laserfiche. "We were able to accomplish everything we wanted to and more. Our physicians are able to get the records the next day. We have a program that automatically emails the charts over from the day before and it's been a wonderful elimination of work for them and for us. They've been able to do their billing much more quickly."

Today, the hospital uses Laserfiche in its rehabilitation center, cancer center, radiation therapy center, medical records department, quality department and in administration. To further improve communications and workflow, the hospital is about to integrate Laserfiche with its own physician's Web portal. Doctors will soon be able to review not only ER records, but documents such as stop-med orders.

Hunter anticipates using Laserfiche for Microsoft® Word and Adobe® PDF documents and directly link to SoftMed®, Iredell's dictation transcription product, so that eventually staff will need to scan only handwritten documents. And as Iredell continues to explore electronic document management, Hunter looks forward to using Laserfiche as the cornerstone of an electronic medical records (EMR) system. "I want to make Laserfiche the document management system for the entire hospital," she says.

Compliance

Like any medical facility, Iredell faces a host of regulatory and auditing issues when dealing with patients, their safety and their

records. Laserfiche has not only helped with business process management, but also eased security and record integrity compliance for the JCAHO-certified hospital.

"We're able to set security levels for each department. We can control access to the system, chart, and document level. We are able to run audits on what records are accessed, view any problems and make sure records aren't being printed out by people who shouldn't have access to them," says Hunter. "The security levels are great because we give a lot of people read-only access and that helps us know that records are secure."

Hunter notes that Laserfiche helps Iredell with disaster preparedness, enabling the hospital to securely store its records with a completely redundant system offsite. "If one system goes down, we can easily do a complete recovery."

According to Hunter, Iredell Memorial relies on Laserfiche to "make records available in electronic format, streamline functionality and save money on the back end by not losing revenues to misplaced records. The very act of moving from paper to electronic records is one of the best practices we've implemented." ♦

Your Next Step

Call (800) 985-8533 to arrange a demonstration. To request a free demo CD or take an online product tour, e-mail info@laserfiche.com or www.laserfiche.com/healthcare.

About Laserfiche

A resource for over 22,000 organizations since 1987, Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovation has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

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info@laserfiche.com

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Run Smarter®

Laserfiche®

AFFIDAVIT

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING:

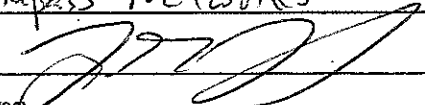
Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Compass Networks

Authorized Signature:  Date: 4/25/07