

ORIGINAL

**State of West Virginia
Department of Health and
Human Resources**

**Emergency
Notification Services**

**Request for Quote
#BPH11103**

Due: March 10, 2011

Collaborative Fusion™

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**WV PURCHASING
DIVISION**

March 8, 2011

Roberta Wagner
Department of Administration
Purchasing Division, Building 15
2019 Washington Street, East
Charleston, WV 25305 - 0130

Re: State of West Virginia Emergency Notification Services Request for Quote #BPH11103

Dear Ms. Wagner,

Collaborative Fusion, Inc. (CFI) is pleased to provide this response to the above referenced Request for Quote for Emergency Notification Services# BPH11103. CFI is confident that our proposal best meets the needs of the State of West Virginia based on our proven track record in the State, this market, our industry-leading expertise in deploying emergency notification services and Health Alert Network (HAN) systems, and our established project approach as detailed in this proposal. Additionally, CFI is eager to provide a live system demonstration, if requested, to help during the evaluation process.

CFI has provided information about our CORES™ Health Alert Network System (CORES HAN) based on the CORES Platform. CORES HAN, a CDC Public Health Information Network (PHIN) compliant HAN, is designed to meet the messaging and notification needs of local, regional, state, and federal public health agencies. CORES HAN is compliant with the CDC Direct Alerting and CDC Cascade Alerting standards Version 2. CORES HAN provides a secure and easy to use solution to reliably, rapidly, and effectively distribute health information and alerts in PHIN or non-PHIN message formats. It can be used to distribute critical health advisories, alerts for urgent health threats, prevention guidelines, and other information relevant to state and local readiness for handling disease outbreaks and public health emergencies. CORES HAN also has an optional document library for information sharing and content management.

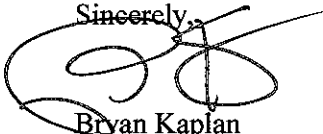
Required Forms

CFI has included a signed copy of the RFQ, no debit affidavit, WV-96 form, and the acknowledgement of Addendum 1 as part of Appendix VI of this RFQ response. CFI also acknowledges and has signed the No Other Terms form and submitted it inside Appendix VI.

Capability Statement

Bryan Kaplan is authorized, as a corporate officer of CFI, to sign this letter and obligate CFI to perform the work required and fulfill the commitments contained in this RFP response, if awarded. Further, Mr. Kaplan's signature affirms that CFI is capable of performing the work and fulfilling all of the commitments made in this proposal. Mr. Kaplan is also the contact person for all technical and contractual clarifications throughout the evaluation period. Bryan Kaplan may be reached at 412-422-3463 x4012 or via e-mail at bkaplan@collaborativefusion.com. Mr. Kaplan's fax number is 412-291-3099. Collaborative Fusion, Inc.'s headquarters is at 5849 Forbes Avenue, Pittsburgh, PA 15217.

Sincerely,



Bryan Kaplan
Vice President of Operations

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1.0 Introduction & Corporate Background

1.1 Solution Overview

Collaborative Fusion, Inc. (CFI) has reviewed the State of West Virginia's Request for Quote (RFQ) BPH11103 for an Emergency Notification System and determined that we meet or exceed all requirements stated in the RFQ. CFI is pleased to provide this RFQ response to meet the Department of Health and Human Resources (DHHR), Bureau for Public Health (BPH), Center for Threat Preparedness (CTP) requirement to provide an automated notification system for public health and medical emergency callouts and other critical information to members of various emergency and health preparedness response teams and public health partners.

To meet the requirements of this RFQ, CFI is proud to offer CORES Health Alert Network (CORES HAN) System which will provide CTP with a mechanism to deliver messages via various communications mediums (including inbound calling) 24 hours a day, 7 days a week, 365 days per year with minimal interruption. CORES HAN is a robust high-speed notification system to produce, distribute, and verify receipt of phone and data messages sent to persons and/or groups. CFI's CORES HAN provides a CDC Public Health Information Network (PHIN) compliant HAN designed to meet the messaging and notification needs of local, regional, state, and federal public health agencies. CORES HAN is compliant with the CDC Direct Alerting and CDC Cascade Alerting standards. CORES HAN provides a secure and easy to use solution to reliably, rapidly, and effectively distribute critical health information and alerts. It can be used to distribute critical health advisories, alerts for urgent health threats, prevention guidelines, and other information relevant to state and local readiness for handling disease outbreaks and public health emergencies. CORES HAN also can be licensed with the optional CORES Document Library Module for information sharing and comprehensive content management. CFI is confident that our solution represents the best value for the State given our current work experience in the State, subject matter expertise, successful development of similar programs, and our leadership position in this market. The enclosed proposal details CFI's commitment to providing the State of West Virginia's Emergency Notification System.

1.2 Collaborative Fusion, Inc. Overview & Structure

CFI is the nation's leading provider of responder, notification, and incident management solutions to government and health agencies. CFI's products and services help private organizations and local, state, and federal agencies best prepare for, respond to, and recover from emergencies. CFI currently offers a range of software and consultative services to government and private sector clients including to WV DHHR.

Since 2001, CFI has been completely dedicated to the field of health disaster management and is a pioneer in the design and use of technology in response to health disasters. CFI has over 6 years of experience providing rapid notification systems. CFI was the first company to develop a statewide ESAR-VHP system for volunteer management of healthcare professionals, and has gone on to work extensively with the medical and health community to provide innovative and effective Patient Tracking, HAvBED, Identification Card, and HAN systems to our government partners. Under disaster conditions and real emergencies, no other technology platform has been put to the test like CFI systems. Today, the states of West Virginia, California, Pennsylvania, North Carolina, Georgia, Louisiana, Minnesota, Massachusetts, Delaware, Florida, Missouri,

Maryland, Maine, Alabama, Utah, the District of Columbia, and the City and County of San Francisco place their confidence and trust in CFI technology and services.

Collaborative Fusion, Inc. (CFI) was incorporated in 2000 as a Delaware Corporation. CFI is headquartered in Pittsburgh, Pennsylvania with offices in Atlanta, Georgia, Charlotte, North Carolina, and Washington D.C. CFI is organized into three business units, including Technology Development & Operations, Business Development & Client Services, and Administration Support Services. All of CFI's operations are performed domestically in the United States.

CFI's management philosophy is defined by its commitment to customer service. Each functional unit directly reports to CFI's Vice President of Operations who ensures that professional practices, quality control, and appropriate cross department communication systems are provided effectively. CFI's Vice President of Operations reports to CFI's President and CFI's Board of Directors. Each client engagement is supported by a combination of personnel across departments, with each client typically supported by a dedicated Client Team Leader (CTL) and a Technical Team Leader (TTL) who each ensure proper distribution of work and direct supervision. CTLs are directly responsible for performing effective and satisfactory client relations and ensuring contract performance. TTLs support each CTL and are tasked with systems delivery and integration services support responsibilities. CFI also uses Implementation Specialists during the initial phases of a project as they are experts in initial setup and configuration of specific CFI products and report to the Client Team Leaders.

CFI is also committed to improving the knowledge of our employees and ensuring that each employee, whether they have previous emergency or public health experience or not, is well-versed in emergency preparedness and response concepts and terminology. Every employee at CFI has completed the following emergency management courses:

- IS-100.a - Introduction to Incident Command System;
- IS-547: Introduction to Continuity of Operations (COOP);
- IS-700.a - National Incident Management System (NIMS) An Introduction;
- IS-800.b - National Response Framework, An Introduction;
- IS-802: Emergency Support Functions (ESF) #2 – Communications;
- IS-807: Emergency Support Function (ESF) #7 - Logistics Management and Resource Support Annex; and
- IS-808 - Emergency Support Function #8 (Health and Medical).

Additionally, many CFI employees have completed supplemental coursework from the FEMA course catalog as well as being regular attendees to CDC PHIN annual conferences. Since 2002, CFI has provided technology solutions which now protect over 133 million United States citizens.

1.3 100% Client Satisfaction

CFI is proud to maintain 100% client satisfaction and 100% retention for all of our contracts with each CFI client serving as a reference for CFI. While not every system we have deployed includes a Health Alert Network System, CFI would be pleased to provide our entire client roster for reference checks by the State. Please also see Appendix IV: Letters of Recommendation.

2.0 Mandatory Service Requirements

CFI has reviewed Section III – Mandatory Service Requirements of the RFQ and confirms that CORES HAN meets all mandatory service requirements. CFI has responded to each Mandatory Service Requirement as part of Sections 2.2 – 2.12 below where each section title includes a summary of the Mandatory Service Requirement. For the purposes of our response, CFI has provided a brief overview of the CORES HAN System in Section 2.1 prior to responding to each requirement.

2.1 CORES Health Alert Network System

CFI proposes to use our CORES Health Alert Network System (CORES HAN) which has been proven, tested, and built to meet the most rigorous standards available. CORES HAN allows users to better plan, prepare, and respond through robust tools and interactive features. CORES HAN is the ideal solution for the State of West Virginia due to our ability to provide an effective solution for all the needs of the State as outlined in the requirements throughout this document and a continued existing relationship and ease of integration with WVREDI and the State of West Virginia. CORES HAN includes integrated modules that include a robust alerting capability and user management solution packed in an easy-to-use and cost effective HAN solution for the State. CORES HAN is rapidly deployable and requires no additional hardware or software to operate. CORES HAN also optionally contains a powerful Application Programming Interface (API), which allows for direct integration with other emergency management products through XML.

CORES HAN provides a CDC Public Health Information Network (PHIN) compliant HAN designed to meet the messaging and notification needs of local, regional, state, and federal public health agencies. CORES HAN is compliant with the CDC Direct Alerting and CDC Cascade Alerting v2 standards. CORES HAN provides a secure and easy to use solution to reliably, rapidly, and effectively distribute critical health information and alerts. It can be used to distribute critical health advisories, alerts for urgent health threats, prevention guidelines, and other information relevant to state and local readiness for handling disease outbreaks and public health emergencies. CORES HAN can also be licensed with the optional CORES Document Library Module for information sharing and comprehensive content management.

Using CORES HAN, CFI was the first vendor to achieve PHIN Cascade Alerting Version 2 Certification for a single client and also the first vendor to achieve PHIN Cascade Alerting Version 2 for multiple clients (See Appendix I for copies of certification letters and Appendix II for a press release announcing certification for the State of Delaware).

2.2 A. WVREDI Integration

CFI confirms that CORES HAN can serve as the emergency alerting vehicle for WVREDI. CORES HAN supports the importing of information from existing databases and spreadsheets with remote update capability or CORES HAN can be use information which is built and loaded into the system from every WV County and the CTP. If desired, CORES HAN can also be directly integrated with the State's existing WVREDI system at no additional cost. CFI's CORES Platform, on which both systems are built, supports the use of common logins and

passwords for each system as well as a dynamic switching menu which allows access to either system without having to logout and then login again.

In this setup, the CORES Platform also allows data to be shared across systems as users maintain a common profile. Only additional questions required for the use of a system would be asked in order to enable access. For example, if a user has a profile in WVREDI and then wants to join the HAN system, they would only be asked for an access PIN (a data element not found in WVREDI). The user would not need to complete an entirely new profile. The CORES Platform also supports the ability to be an administrator in one system but a user in the other system (or different types of administrators).

2.3 B. PHIN PCA Requirements

CORES HAN meets all applicable Public Health Information Network (PHIN) requirements as articulated in the CDC Partner Communications and Alerting (PCA) Guide version 1.3. Further, CFI guarantees continued compliance with all CDC PHIN requirements at no additional charge as part of our annual fixed fee. CORES HAN installations have been certified to the CDC guidelines for Direct Alerting and Cascade Alerting v2.01 certifications. CFI was the first vendor to achieve PHIN Cascade Alerting Version 2 Certification for both a single client (DE) and for multiple clients (DE and UT). In July 2010, the State of Delaware HAN was the first state in the nation to attain Cascade Alerting Version 2 certification. In addition, CFI has achieved Cascade Alerting Version 2 certification for the State of Utah in August 2010 and the State of Louisiana in December 2010. Please see Appendix I: Certification Letters for copies of the certifications.

2.4 C. Continuous Service and Security

CORES HAN is designed to be highly-available and capable of continuous and uninterrupted performance on 24/7/365 basis. CFI has a significant track record of providing mission critical applications which are designed to be highly available. The average uptime excluding scheduled maintenance windows in CFI data centers for CORES applications has exceeded 99.998% in 2008, 2009, and 2010.

CFI hosts CORES HAN at two data centers (primary and secondary) using dedicated servers provided by CFI. CFI provides a primary database in the primary data center (active server 1) and a backup database in the primary data center (active server 2) which are updated together in real time as information is entered. The secondary data center also receives near real-time updates of database changes and stores them on both the secondary data center primary database (active backup server 1) and secondary data center secondary database (active backup server 2). CORES HAN will automatically transfer operations to a server located at the backup data center in the event of a loss at the primary facility. CORES HAN also has redundant dialing capability across an additional six data centers. All data center facilities meet or exceed SAS-70 (Type 1 and Type 2) standards. Only premium Internet/telecommunications datacenters from companies such as ATT, Qwest, Verizon Business, and SunGard are used to house our distributed infrastructure on both a national and international scale. Co-location sites include:

• San Diego, CA	• Denver, CO	• Chicago, IL
• Washington, DC	• Phoenix, AZ	• Pittsburgh, PA

Calling activities are distributed across multiple data centers and bandwidth providers to minimize the likelihood that an outage in any geographic area or affecting a single provider would affect service availability. CORES HAN uses this distributed calling infrastructure to automatically route calls over the least congested networks to ensure rapid message delivery. CORES HAN also supports the use of GETS for emergency call prioritization.

All listed data centers are Class-A / Type-IV data centers which means they feature the most advanced in data and infrastructure protection. Each facility has strictly controlled limited access with twenty-four hour supervision and environmental protection standard. The hosting facilities are monitored 24/7/365 by trained and competent personnel. Each hosting facility also has backup power generation capability, intrusion alarms, and flooding and fire protection. CFI data centers have redundant power supplies, employ static transfer switches, and have generator backups that provide power for more than 72 hours. Each data center performs monthly tests of all disaster recovery procedures. Further, CFI performs weekly tests of application failover and monthly tests of backup and recovery systems from all sites.

To prevent against catastrophic data loss, CFI also performs encrypted disk-based backups every 4 hours and encrypted tape backups every evening at each facility. All servers, media, and data are contained in separate, physically secured suites inside each data center. CFI has multiple site backups of all CORES HAN installations. CORES HAN exchanges all data with 128/256-bit SSL certificates or 256-bit AES SSH. All sensitive information stored in the system is securely encrypted with 256-bit AES encryption. As usage grows, additional web servers can be added to handle traffic. The existing database systems can also be clustered together and more servers can be added as hot-standby units. The deployment of this n+1 infrastructure ensures that as load increases the applications can remain responsive.

2.5 D. Inbound/Outbound Calls

CFI confirms that unlimited inbound and outbound calls are included in the proposed bid. Further, CFI confirms that CORES HAN supports an unlimited number of names/contact information stored in the system as part of the proposed bid.

2.6 E. Data Import

CFI has performed multiple contract transitions with incumbent vendors and is confident in our ability to rapidly transition all existing data from the Software Computer Group within the 4 week timeline required by the State of West Virginia. CORES HAN supports the ability to import and export multiple contacts and databases using CSV, tab delimited, pipe delimited, and Microsoft Excel format lists. For imports, CORES HAN allows authorized users to match up columns in the import file with any data fields in the system (user configurable). Any import errors or duplicate records are quickly brought to the attention of the administrator for manual intervention. For exports, CORES HAN supports the selection of any data field that is configured as approved for export and allows for the ordering of the data columns prior to running the export. For both processes the file format can be designated by the authorized user.

2.7 F. Operational Timeline

CFI confirms that it can deliver a new fully operational system within five (5) weeks of contract award. A detailed project implementation plan outlining the steps to ensure complete operation

will be provided within one (1) day of contract award or upon request as part of this RFQ process.

2.8 G. Operational Timeline

CFI confirms that it will cooperate with the agency and any subsequent vendor should the contract, which is the subject of this RFQ, be terminated. CFI further agrees to deliver any and all electronic files, documentation, and associated work products to the agency within thirty (30) days of receipt of notice of contract termination.

2.8 H. Secure Message Transmission

CFI confirms that CORES HAN supports the ability to securely transmit notification messages and provide reports back to the West Virginia State Center for Threat Preparedness or other designated facility. CORES HAN also includes multiple points of communication from contact requests including Internet (with or without VPN), dedicated dial-up, and a private peering network.

2.9 I. Service Functionalities

CFI confirms that CORES HAN meets or exceeds each of the listed service functionalities. Each service functionality listed in the RFQ is identified below. In addition to sequential numbering, each section title includes a summary of that specific function.

2.9.1 I.1 Role Based Rapid Notification Across Multiple Modalities

CORES HAN supports the ability to send notifications utilizing assigned roles by authorized users. CORES HAN is designed around role-based security which allows multiple hierarchical levels of administration in addition to a base user level. An unlimited number of hierarchical roles are available in the system each with their own customizable permissions. This security model allows the State to restrict screen and data element level access to roles on a granular basis. CFI's approach represents a significant step toward ensuring the proper compartmentalization of data within the system and ensures only "need to know" information is viewable. The proposed solution includes an unlimited number of user and administrator accounts.

CORES HAN includes the ability to make notifications by land line/POTS and mobile/cellular phones, TTD/TTY, satellite, SMS, pager, Blackberry PIN (optional), facsimile, instant message, and email (SMTP). CORES HAN can also optionally communicate with other devices and services such as an RSS and XML feeds, LCD display, public address system, Twitter, Facebook, VHF/UHF/800MHz radio, or other mass communication tool as long as that tool has a CAP compliant interface or a standard API.

CORES HAN supports all modern one-way, numeric and alphanumeric pagers as well as two-way pagers (such as Motorola & Apollo) that can send and receive email or SMS messages, and which commonly rely on the Wireless Communications Transfer Protocol (WCTP) and Simple Network Paging Protocol (SNPP). CORES HAN also supports message submission, using TAP, FLEX, ReFLEX, POCSAG, Golay, ERMES, NTT and other legacy protocols. It should be noted

that a one-way numeric pager can only receive a message consisting of a few digits, typically a phone number that the user is then expected to call.

2.9.2 I.2 Customized Messages

CORES HAN supports complete customization of messages including both the content and delivery mechanism to each individual. CORES HAN also supports the use of a text-to-speech engine to dynamically create messages.

CORES HAN is designed to send notifications using an easy three-step process, yet advanced option fields (such as modalities, devices, number of times to re-contact, device delays, etc...) allow for robust features to address unique requirements of complex emergency situations. The three step process consists of (1) message composition; (2) recipient selection, and (3) message sending. The average time to complete all three steps is less than 90 seconds. Each step can be broken down into additional detail as follows:

Step 1 – Message Composition

Messages may be entered as text and then spoken to the recipient using a text-to-speech engine. Messages may also be recorded by calling into a toll-free number and performing the recording. Each modality (land line/POTS and mobile/cellular phones, TTD/TTY, satellite, SMS, pager, Blackberry PIN (optional), facsimile, instant message, email (SMTP), etc...) can have unique message content or can share message content with another modality. The most common example of using different message content is when sending an email and while also sending an SMS message. Since SMS is limited to 140-160 characters per message, it may be advantageous to send a smaller SMS message especially if the email is long. All messages may be composed ahead of time and stored as templates or on the fly.

CORES HAN supports the attachment of any file type to a message or fax. For security reasons, CFI clients generally configure CORES HAN to limit the file types to MS Word, MS Excel, MS PowerPoint, MS Works, RTF, TXT, Word Perfect, PDF, CSV, XML, TIFF, GIF, JPG, PNG, BMP, MP3, ZIP.

CORES HAN also supports using customized domain names for message sending (for example, messages could come from xyz@wvhan.com instead of a generic address), customized caller-id phone numbers, and customized greetings for messages.

Step 2 – Recipient Selection

Recipients may be selected by category, role, organization, program, group, geography, name, username, email address, phone number prefix, and over 50 additional elements.

Step 3 – Message Sending

Administrators are presented with an on-screen preview of the notification and given the option to send themselves a test to ensure that all parameters are appropriately set. Once the administrator is satisfied, the “Send” button transmits the notification and begins the message delivery process. The first delivery report will be provided in less than 30 seconds.

2.9.3 I.3 Device Escalation

CORES HAN supports the ability to send notifications to one device and if there is no answer within a specified timeframe (user defined), the notification will be sent to the next device in the user's profile. CORES HAN continues this process until contact attempts for all listed devices defined in the user's profile are exhausted. Additionally, the message sender has the option to continue contact attempts until contact is successful.

2.9.4 I.4 Device Preference Order

CORES HAN supports the collection and use of delivery device preference order based on at least two self-defined timeframes. CORES HAN users can define up to four time ranges for each device or create schedule profiles which use devices in a specific order during different time periods.

2.9.5 I.5 Delivery Prioritization

CORES HAN supports the sending of notifications based on prioritization of individuals/roles. When sending a notification, CORES HAN allows individuals, groups, roles, and other options to be ranked for message delivery.

2.9.6 I.6 Pre-Defined Group / Ad-Hoc Notifications

CORES HAN supports the sending of notifications using predefined groups and/or "on-the-fly" ad-hoc groups. Groups can consist of numerous different selection categories including, roles, agency worked for, geographic location, political jurisdiction, over 50 additional elements. Administrators can create an unlimited number of predefined or ad-hoc groups for notifications.

2.9.7 I.7 Subgroups

CORES HAN supports the sending of notifications using subgroups (group(s) within a group).

2.9.8 I.8 User Selection

CORES HAN supports the selection of individuals, even if they are not in a group or subgroup, to notify. Administrators may search for, and select to notify, any individuals registered in CORES HAN regardless of whether they are in a group or subgroup. The State will decide what users belong in specific groups, or not, and can select them as they see fit.

2.9.9 I.9 Administrators

The proposed CORES HAN solution includes an unlimited number of administrators at the local, county, regional, and State level.

2.9.10 I.10 Agency Control

CORES HAN supports issuance of complete control and flexibility over all number and types of call groups.

2.9.11 I.11 Single Sign On

CORES HAN includes the ability to integrate with single sign-on portals including the synchronizing of data (login, password, access rights) across systems. CORES HAN includes a custom URL which can accept these parameters so login will be seamless.

2.9.12 I.12 API

CORES HAN includes access to an Application Programming Interface (API) which allows notifications to be initiated from other applications and contact data synchronized. The API uses SOAP-XML which is a standards-based SOA. The proposed API also supports management, status updates, and cancellation of notifications. CFI confirms that the API proposed is sufficient to integrate with WVREDI.

2.9.13 I.13 Internet/Telephone Alert Activation and Reporting

CORES HAN supports the activation of alerts via the Internet or telephone. If a telephone is used to activate the alert, CORES HAN supports the limiting of activations to specific and pre-defined phone numbers and system user accounts. All notification requests, from any source, successful or not, are stored in the system and are available in real-time as an automated report.

2.9.14 I.14 Receipt Confirmation

CORES HAN supports the capability for each notification to provide an immediate receipt confirmation. Results of the notification and confirmation are available through a real-time live report and also through historical reports.

2.9.15 I.15 Notification Reply

CORES RMS supports the ability for message recipients to reply to a call or call back into the system to report their availability for emergency response. All replies are collected and reported in real-time back to the sender.

CORES HAN supports the use of DTMF tones to collect data, not just confirmation, for both inbound and outbound calls as well as the ability for message recipients to respond via email, SMS/MMS, two-way pager, Blackberry PIN (optional), and by logging in to the CORES HAN system. When using telephony modalities, CORES HAN 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. CORES HAN also supports the bridging of notification recipients into call centers, conference call bridges, or to other phone numbers. Optional multi-level decision trees can be created whereby the answer to a question can kick off another question for the user to answer. CORES HAN can support well over 25 inbound calls per minute as required by the RFQ.

2.9.16 I.16 Reporting

CORES HAN supports the capability to access reports via both the Internet and fax. All reports are available in real-time and additional reports can be scheduled to send at pre-determined intervals during the notification. At the completion of every notification, an email summary including a PDF file report can be sent. A CSV or PDF report can be generated at any time during the notification or once the notification is complete providing each notification attempt and its detailed results.

CORES HAN captures and archives every detail of the message which was sent including message content (for each modality), message sending options (modalities, devices, number of

times to re-contact, device delays, etc...) message recipients, send time, receive time, all delivery information (including results, time of results, type of result, operator status messages, etc...), and responder availability. All information is stored indefinitely and is available for review by administrators via both the Sent Messages and Reports tabs inside the system.

Each notification displays real-time progress on the Sent Message screen. The Sent Message screen provides a complete closed-loop audit trail that tracks the time the notification was launched, who received it, which devices were contacted, which responses were selected, when the notification was completed and more. Call statistics are collected and displayed, including answering machine, hang ups, bad numbers, and other statistics. Responses are broken down in graphical format, showing each response as a percentage of the total. Administrators can click on any of the responses and see which recipients responded with which option via which modalities. By clicking on the recipients, you can view which devices were contacted in what order and which responses came from what devices. Groups can be created on the fly for recipients who selected a particular response, or who did not respond. Bad contact methods can also be reviewed, fixed, or removed from user profiles through an easy to use administrator interface. Please see Appendix III for a sample HAN message summary.

2.9.17 I.17 Notification Prioritization by Modality

CORES HAN supports the selection of different notification modalities based on the criticality of the notification. Please see Section 2.9.2 for more information about CORES HAN message sending.

2.9.18 I.18 Send Later

CORES HAN supports the scheduling of messages to be sent at a later time/date from within the Message Compose interface.

2.9.19 I.19 Administrator Sending Rights

CORES HAN supports multiple layers of authorization/authority (hierarchical levels/roles) which can restrict the modalities of notifications which can be sent (low via email, high via telephone, etc...). An unlimited number of hierarchical roles are available in the system each with their own customizable permissions for alert sending. This security model allows the State to restrict access to roles for authorized administrators to send critical messages.

2.9.20 I.20 Administrator Access Rights

CORES HAN supports multiple hierarchical levels of administration in addition to a base user level each of which can be assigned different permissions for view, change, add, notify, etc... . An unlimited number of hierarchical roles are available in the system each with their own customizable permissions for list management. CFI's approach represents a significant step toward ensuring the proper compartmentalization of data within the system and ensures only "need to know" information is viewable. The proposed solution also supports "nesting" of groups so that a true hierarchy can be built and administrated based upon your preferences.

2.9.21 I.21 Cost Reporting

CORES HAN supports the creation of reports identifying costs for use by notification event, individual sender, and/or organization. Reports can be viewed inside the system or exported to PDF or .CSV files.

2.9.22 I.22 Multiple Notifications

The proposed CORES HAN solution has no limits to the number or type of notifications that can be simultaneously running with CORES HAN. CORES HAN will dynamically adjust the sending of notifications to ensure that each alert has adequate resources for delivery. CORES HAN also supports the ability, via the administrator interface, to override currently running alerts and allocate all capacity to a priority alert.

The proposed CORES HAN solution includes the capability to perform 3,000 telephony calls per hour (based on a 30-second message), 10,000 fax pages per hour, 50,000 SMS messages per hour, 50,000 pager messages per hour, and 50,000 email messages per hour. CORES HAN can be optionally licensed to perform up to 1,000,000 telephony calls per hour (based on a 30-second message). CFI systems routinely deliver over 1,000,000 telephony calls, 500,000 faxes, and over 2,500,000 emails per day for our clients.

2.9.23 I.23 Audit Tracking

CORES HAN includes complete tracking of all login events by date, time, username, and IP address. CORES HAN also records all changes made in the system and logs them by date, time, the old value, new value, and user who made the modification. This information can also be tied back to specific IP address for ultimate accountability. Additionally, all CORES HAN audit log entries are digitally signed using an application and client specific PKI key to provide total accountability and ensure no tampering has occurred with the data.

2.9.24 I.24 Access Controls

CORES HAN supports the ability to maintain the privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient contact information. CORES HAN is designed around a role-based access system, end-user security roles can be assigned by the State with various levels of access control rights. CORES HAN enforces a hierarchical role-based security model whereby users are only able to access system functions and data with the appropriate roles. By default, all access is denied unless a role is positively granted to a user by an authorized administrator. Each data element in the system as well as all pages and all functions are secured by a granular role-based set of permissions. Administrators must have the appropriate permissions to access and manipulate each element in order for the action to be permitted.

2.9.25 I.25 Caller ID

CORES HAN supports the ability to customize the telephone number display (caller ID number) for voice messages and the email address for text or email messages.

2.9.26 I.26 Call Blocking

CORES HAN supports the ability to override call-blocking.

2.9.27 I.27 Voicemail

CORES HAN supports the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail. CORES HAN has the capability to differentiate between human voices versus answering machines when delivering telephony notifications. CORES HAN performs a detailed call analysis to ensure that the correct type of message is delivered. When CORES HAN 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, the System 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. CORES HAN can also optionally automatically play back the last message (with time and date stamp) if the message recipient calls from the same number that CORES HAN attempted to reach them at, as long as there is only one message to play, and the message is not secured with a PIN. CORES HAN can be optionally configured to use a dedicated toll-free number specifically for the State's HAN System.

2.10 J. Support

CFI provides 24/7/365 support via telephone and email. Additionally, CFI provides both on-site and off-site warranty support depending on the type of issue and the path required for resolution. CFI warrants CORES HAN for the entire license/contract period as long as annual maintenance fees are paid. The CORES HAN warranty includes issue resolution, bug fixes, and system functionality problems. Warranty support is included in our fixed fee. Should the State seek to change configuration options following the public launch of the system, CFI will follow our established Change Order Request Process and provide options and recommendations to the State for review. No changes will be made to the system without formal State approval. Any system changes which stem from local, state, or federal requirements will follow the same procedures and be differentiated as such. At all times, when a significant change to the system is proposed outside of those under contract, CFI will provide a detailed assessment of the cost of the future changes to the State to aid in its decision making process. Please see Appendix V: Support Services for more information about CFI's support structure.

2.11 K. Maintenance

CFI performs regularly scheduled software maintenance twice per month during pre-arranged maintenance windows usually 6am on Friday morning. During this period of time, the application will run from an alternate data center until the maintenance is complete. Occasionally, CFI will briefly take the site offline for more comprehensive maintenance. All regular site maintenance is announced in advance and CFI staff is reachable during the maintenance window should any client need arise.

Emergency interventions for system problems will be addressed upon discovery and every effort will be made to ensure rapid resolution to the issue. CFI's average resolution time for after-hours incidents last quarter was 9.28 minutes.

2.12 L. Training

As required in the RFQ, CFI will provide 3 levels of training to the State of West Virginia.

- 1) Initial Training – 20 trainee's – 7 separate trainings – Completed within 5 weeks of contract award on-site in or near Charleston, WV with materials being the property of the State.
- 2) Update Training – CFI will provide training as necessary should CORES HAN be updated or changes made within the system that change the operation. CFI will setup web-based training or provide CD instructional training.
- 3) New User Training – CFI will provide training for any Users that are added into the system after the initial training. CFI will setup web-based training or provide CD instructional training.

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3.0 Deliverables, Scope of Work, and Timeframe

CFI has reviewed Section VI Deliverables, Scope of Work, and Timeframe of the RFP and confirms that we are able to meet the proposed schedule. As the RFQ did not request a project plan, a detailed project implementation plan outlining the steps to ensure complete operation will be provided within one (1) day of contract award or upon request as part of this RFQ process.

All CFI implementation plans use a detailed and rigorous project management methodology to ensure that project activities are delivered on time, under budget, and in line with the needs of the State. All project plan activities will be tracked with a Work Plan. The WP, customized for this project, tracks activity for each distinct task outlined in the RFQ's Deliverable Sheet. The final development and implementation period will be determined in consultation with the State and will be within the 5 week period outlined in the RFQ. The WP will be maintained by the Client Team Leader for the duration of the contract and will be available at all times for review, comment, and suggested revisions.

CFI will provide a draft WP in advance of the kickoff meeting. We anticipate discussing the WP in detail during the kick-off meeting in order to make sure any necessary revisions are incorporated. CFI will continue to update the WP throughout the contract period of performance. The project schedule portion of the WP plan will also be updated and presented to the designated State Administrator at each weekly status meeting, where, in order to facilitate an analysis of project progress, we will identify tasks which have begun and those which have been completed against planned initiation and completion.

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4.0 Cost Sheet

CFI's cost proposal reflects the total fee to complete the deliverables as outlined in this document and described included or standard. Items indicated as optional or at additional cost are not included unless specifically outlined in the budget and only to the extent described in the budget. All prices are good faith estimates including those for bidder-provided implementation related costs, bidder supplied software licensing, maintenance and support fees, and implementation costs based on the RFQ scope. Budget is inclusive of all costs to be incurred and is a "not to exceed" price. CFI is willing to modify the budget based on changes to requirements and assumptions agreed upon with CTP. CFI assumes that it is not responsible for venue costs for meetings, workshops, trainings, and/or exercises.

RFQ Addendum for Notification System

Cost Sheet Year 1

Deliverable			Total Cost for Deliverable
Deliverable 1 Vendor will meet with CTP to setup implementation strategy. This portion of the deliverable can be accomplished by a telephone conference call or "web ex" type presentation. Vendor will then meet with Notification System Workgroup (State-developed) to initiate implementation process. This meeting must be conducted in Charleston, WV with CTP staff.			\$1,000.00
Deliverable 2 Vendor will develop/implement State and Local Health components of Notification System. This will include development of capacity to push messages/information to State and Local Health-developed call groups as well as internal and overall message management capability.			\$0.00
Deliverable 3 Vendor will complete data transfer (call groups) from incumbent system -OR- complete building and import of new State and LPHD call groups into Notification System.			\$500.00
Deliverable 4 Vendor will develop initial training curriculum/delivery mechanism for all users as described above in this document in Section 3, Part L of RFQ.			\$0.00

<p>Deliverable 5 Vendor will complete initial user training for State and LHDs as described above in this document in Section 3, Part E of RFQ</p>	<p>\$2,000.00</p>				
<p>Deliverable 6 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. This will require vendor presence in Charleston, WV.</p>	<p>\$0.00</p>				
<p>Deliverable 7 Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and prepared to respond to ensure constant availability of system. Vendor will support its use during notifications of information exchanges and drills and provide system upgrades and maintenance as required. Please provide 2 monthly and total yearly (11 months) cost for this deliverable after the initiation date up to the end of the contract period. The first 5 weeks are development costs and not included in this amount.</p>	<table border="1" style="width: 100%;"> <tr> <td style="text-align: right;">Per Month cost</td> <td style="text-align: right;">\$4,282.00</td> </tr> <tr> <td style="text-align: right;">Yearly Total (Per month cost x 11)</td> <td style="text-align: right;">\$47,102.00</td> </tr> </table>	Per Month cost	\$4,282.00	Yearly Total (Per month cost x 11)	\$47,102.00
Per Month cost	\$4,282.00				
Yearly Total (Per month cost x 11)	\$47,102.00				
<p>Deliverable 8 Technical assistance will be performed as needed upon contact by State or Local staff. Please provide a monthly and total cost for this deliverable after the initiation date up to the end of the contract period, assuming 15 hours of support per month. The first 5 weeks are development costs and not included in this amount. (ex. \$600/month x 11 mos = yearly total)</p>	<table border="1" style="width: 100%;"> <tr> <td style="text-align: right;">Per Month cost</td> <td style="text-align: right;">\$483.89</td> </tr> <tr> <td style="text-align: right;">Yearly Total (Per month cost x 11)</td> <td style="text-align: right;">\$5,322.79</td> </tr> </table>	Per Month cost	\$483.89	Yearly Total (Per month cost x 11)	\$5,322.79
Per Month cost	\$483.89				
Yearly Total (Per month cost x 11)	\$5,322.79				
<p>TOTAL COST - Year 1</p>	<p>\$55,924.79</p>				

RFQ Addendum for Notification System

Cost Sheet – Year 2

Deliverable	Total Cost for Deliverable				
Deliverable 1 Vendor will provide user update training for State and LHDs as described above in this document in Section 3, Part L of RFQ. Vendor will provide training via 2 "web ex" presentations or one reproducible DVD.	\$0.00				
Deliverable 2 Vendor will provide new user training for State and LHDs as described above in this document in Section 3, Part L of RFQ. Vendor will provide training via 2 "web ex" presentations or one reproducible DVD.	\$500.00				
Deliverable 3 Vendor will maintain system in ready state, constantly monitoring for any operational irregularity and prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required. Please provide a monthly and yearly total cost for this deliverable.	<table border="1"> <tr> <td>Per Month cost</td> <td>\$4,480.00</td> </tr> <tr> <td>Yearly Total (Per month cost x 12)</td> <td>\$53,760.00</td> </tr> </table>	Per Month cost	\$4,480.00	Yearly Total (Per month cost x 12)	\$53,760.00
Per Month cost	\$4,480.00				
Yearly Total (Per month cost x 12)	\$53,760.00				
Deliverable 4 Technical assistance will be performed as needed upon contact by State or Local staff. Please provide a monthly and total cost for this deliverable, after the initiation date up to the end of the contract period, assuming 10 hours of support per month. (ex: \$ cost/month x 12 months = yearly total)	<table border="1"> <tr> <td>Per Month cost</td> <td>\$140.57</td> </tr> <tr> <td>Yearly Total (Per month cost x 12)</td> <td>\$1,686.84</td> </tr> </table>	Per Month cost	\$140.57	Yearly Total (Per month cost x 12)	\$1,686.84
Per Month cost	\$140.57				
Yearly Total (Per month cost x 12)	\$1,686.84				

TOTAL COST – Year 2	\$55,946.84

RFQ Addendum for Notification System

Cost Sheet – Year 3

Deliverable		Total Cost for Deliverable
Deliverable 1 Vendor will provide user update training for State and LHDs as described above in this document in Section 3, Part I of RFQ. Vendor will provide training via 2 "web ex" presentations or one reproducible DVD.		\$0.00
Deliverable 2 Vendor will provide new user training for State and LHDs as described above in this document in Section 3, Part I of RFQ. Vendor will provide training via 2 "web ex" presentations or one reproducible DVD.		\$500.00
Deliverable 3 Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required. Please provide a monthly and total cost for this deliverable.		
	Per Month cost	\$4,551.00
	Yearly Total (Per month cost x 12)	\$54,612.00

Deliverable 4	Per Month cost	Yearly Total (Per month cost x 12)
Technical assistance will be performed as needed upon contact by State or Local staff. Please provide a monthly and total cost for this deliverable, after the initiation date up to the end of the contract period, assuming 5 hours of support per month. (ex: \$ cost/month x 12 mos = yearly total)	\$70.28	\$843.36
TOTAL COST – Year 3	\$55,955.36	
Grand Total – Year 1 + 2 + 3	\$167,826.99	

Appendix I: Certification Letters



DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

Centers for Disease Control
 and Prevention (CDC)
 Atlanta, GA 30341-3724

07/30/2010

PHIN CERTIFICATION AWARD NOTIFICATION

The PHIN Certification Evaluation determined the applicant has fully met all of the certification criteria in the area of PHIN Certification listed below. This letter serves as the official notification of PHIN Certification for that area of PHIN.

Applicant:	Delaware Division of Public Health
PHIN Certification:	PHIN Cascade Alerting
PHIN Certification Version:	2
Award Date:	07/30/2010
Evaluation Date(s):	06/18/2010 – 07/28/2010 (Initial) 07/30/2010 – 07/30/2010 (Re-test)
Evaluation Performed by:	PHIN Certification Group
Final PHIN Certification Evaluation Report	PHIN Cert Eval Rpt-DE-CascadeAlert-v2-100730.pdf

Congratulations on achieving this PHIN Certification.

In addition to recognizing your accomplishment on the PHIN website, we will also inform the Coordinating Office for Terrorism Preparedness and Emergency Response (COTPER) and any other appropriate CDC programs of your accomplishment.

Sincerely,

Glenn Moore

PHIN Certification Program Manager
 Division of Informatics Practice, Policy, and Coordination
 Public Health Informatics and Technology Program Office
 Office of Surveillance, Epidemiology, and Laboratory Services
 Centers for Disease Control and Prevention



DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

Centers for Disease Control
and Prevention (CDC)
Atlanta, GA 30341-3724

08/31/2010

PHIN CERTIFICATON AWARD NOTIFICATION

The PHIN Certification Evaluation determined the applicant has fully met all of the certification criteria in the area of PHIN Certification listed below. This letter serves as the official notification of PHIN Certification for that area of PHIN.

Applicant:	Utah Department of Health
PHIN Certification:	PHIN Cascade Alerting
PHIN Certification Version:	2
Award Date:	08/31/2010
Evaluation Date(s):	08/04/2010 - 08/27/2010 (Initial) 08/30/2010 - 08/30/2010 (Re-test)
Evaluation Performed by:	PHIN Certification Group
Final PHIN Certification Evaluation Report	PHIN Cert Eval Rpt-UT-CascadeAlert-v2-100831.pdf

Congratulations on achieving this PHIN Certification.

In addition to recognizing your accomplishment on the PHIN website, we will also inform the Coordinating Office for Terrorism Preparedness and Emergency Response (COTPER) and any other appropriate CDC programs of your accomplishment.

Sincerely,

Glenn Moore

PHIN Certification Program Manager
Division of Informatics Practice, Policy, and Coordination
Public Health Informatics and Technology Program Office
Office of Surveillance, Epidemiology, and Laboratory Services
Centers for Disease Control and Prevention



DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

Centers for Disease Control
and Prevention (CDC)
Atlanta, GA 30341-3724

12/17/2010

PHIN CERTIFICATION AWARD NOTIFICATION

The PHIN Certification Evaluation determined the applicant has fully met all of the certification criteria in the area of PHIN Certification listed below. This letter serves as the official notification of PHIN Certification for that area of PHIN.

Applicant:	Louisiana Department of Health and Hospitals
PHIN Certification:	PHIN Cascade Alerting
PHIN Certification Version:	2
Award Date:	12/17/2010
Evaluation Date(s):	12/14/2010 – 12/16/2010 (Initial)
Evaluation Performed by:	PHIN Certification Group
Final PHIN Certification Evaluation Report	PHIN Cert Eval Rpt-LA-CascadeAlert-v2-101217.pdf

Congratulations on achieving this PHIN Certification.

In addition to recognizing your accomplishment on the PHIN website, we will also inform the Coordinating Office for Terrorism Preparedness and Emergency Response (COTPER) and any other appropriate CDC programs of your accomplishment.

Sincerely,

Roniqua Watkins

Roniqua Watkins, MSIT
PHIN Support/Certification Team Lead
Centers for Disease Control and Prevention (CDC)
Division of Informatics Practice, Policy and Coordination
Public Health Informatics and Technology Program Office

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Appendix II: Press Release

PRESS RELEASE

Collaborative Fusion™

***** FOR IMMEDIATE RELEASE *****

CONTACT:

Win Huffman
Collaborative Fusion, Inc.
412-422-3463 x 5014
whuffman@collaborativefusion.com

**State of Delaware Becomes First State to Obtain Cascade Alerting Version 2 Certification
Using Collaborative Fusion, Inc. Software**

Pittsburgh, PA – July 30, 2010 –The Delaware Department of Health and Human Services and Collaborative Fusion, Inc. proudly announce that Delaware is the first state in the nation to attain the Center for Disease Control's mandated Public Health Information Network (PHIN) Cascade Alerting Version 2 certification, a communication capability essential in alerting and notifying health officials and medical professionals in the event of an emergency. Using Collaborative Fusion, Inc.'s CORES™ Health Alert Network (HAN), Delaware successfully interfaced with the new PHIN Exchange and achieved certification of the Delaware Health Alert Network system in less than seven days.

With Cascade Alerting certification, Delaware has shown its continued commitment to PHIN standards and practices which improve the nation's overall capacity to exchange electronic public health information across jurisdictional lines. Delaware also makes a major technology advance by enabling automated and instantaneous electronic exchange of alerts between notification systems, aligning the State with major CDC 2009 initiatives to improve the nation's public health emergency capabilities. After completion of the Cascade Alerting Certification, Delaware's Division of Public Health's Associate Deputy Director for Health Information and Science, Dr. Paul Silverman commented, "This is another great step forward in allowing Delaware to be best prepared and able to instantaneously communicate and collaborate with our public health partners in an emergency situation."

About Collaborative Fusion, Inc.

Collaborative Fusion, Inc. is the leading provider of web-based responder and incident management solutions helping local, state, and federal agencies best prepare for, respond to, and recover from emergencies.

Collaborative Fusion, Inc.'s CORES™ Platform provides ESAR-VHP compatible, NIMS compliant, FIPS 201-1 interoperable registration, notification, deployment management, on-scene accountability, and post-incident reporting solutions to agencies responsible for coordinating response personnel and resources in a disaster. Collaborative Fusion, Inc.'s CORES™ Platform includes a PHIN compliant Health Alert Network system which can be locally hosted or delivered as a managed service. Collaborative Fusion, Inc.'s technology solutions help protect over 121 million United States citizens.

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Pittsburgh, PA • Washington, DC

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Appendix III: Sample HAN Message Summary

Sent Message					
Delete Message Return to List Post to Document Library					
Message Summary					
Status:	Message Sent				
Date Issued:	06/02/2010 11:41 AM EDT				
Date Completed:	Pending...				
Initiated By:	John Smith				
Message Content					
Alert Identifier:	ABC123				
Message Type:	Alert				
Alert Type:	Alert				
Alert Severity:	Severe				
Alert Status:	Test				
Delivery Time:	Within 15 minutes				
Is this alert sensitive?	No				
Would you like to receive receipt confirmation?	No				
To:	997 Selected View Recipients Export Recipients Details to PDF				
Subject:	Health Alert #103 - Potential Vaccine Contamination				
Phone/Pager/SMS Message:	There has been a potential vaccine contamination with the 2010 influenza Vaccine Supply Lot#103-B. Please log into the Health Alert Network System for more details.				
Email/Fax Message:	There has been a potential vaccine contamination with the 2010 influenza Vaccine Supply Lot#103-B. These vaccinations may contain contaminants and must be discarded immediately. If you have received any vaccinations from Lot#103-B, please contact the Department of Health at (555) 302-3982.				
Responses					
Below are the results of the notification. You may view specific result details using the list below.					
Response(s)	Total	Percent			
Confirmed	950	95			
Not Contacted	47	5			
Statistics					
Total Recipients:	997	Total Contacted:	950	Total Responded:	0
Total Calls:	949	Hang Up:	5	Answering Machine:	18
Total Emails:	793	No Answer:	392	Left Message:	104
Total Pages:	893	Busy:	22	Wrong Address/#:	204
Total SMS:	229	Not at this Location:	4	Other:	2
Invalid Response:	0	Total Faxes:	35		

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Appendix IV: Letters of Recommendation

State of Delaware



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
Public Health Preparedness Section

December 14, 2009

Mr. Bryan Kaplan
Collaborative Fusion, Inc.
5849 Forbes Avenue
Pittsburg, PA 15217

Dear Mr. Kaplan,

The Department of Health and Social Services, Division of Public Health (DPH), Public Health Preparedness Section would like to send our sincere thanks for the commitment displayed by you and your staff on the Delaware Health Alert Network project. This commitment was not only recognized by our section but was recognized by both the Office of Health and Risk Communications and the Bureau of Information Management, all of which have reported your excellent performance in meeting our aggressive deadline to the Governor of the State of Delaware. Your dedication to customer service is evident and we look forward to our continued partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "Nicole Quinn".

Nicole Quinn
Deputy Chief, Public Health Preparedness
Delaware Division of Public Health

100 SUNNYSIDE ROAD • SMYRNA • DELAWARE • 19977
TELEPHONE: (302) 223-1720 • FAX: (302) 223-1724

State of Florida



Charlie Crist
Governor

Ann M. Vranonic Ros, M.D., M.P.H.
State Surgeon General

March 28, 2008

To Whom It May Concern:

This letter is to recommend and support Collaborative Fusion, Inc. Collaborative Fusion, Inc. (CFI) was selected through a competitive bid process by the Florida Department of Health to create Florida's Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP). I serve as the contract manager for this initiative.

The Florida Department of Health entered into a contractual arrangement with Collaborative Fusion, Inc., in April 2007. Florida's statewide system – the Florida Emergency Health Volunteer Registry (FEHVR)— was launched in October 2007. CFI developed Florida's system in response to Florida's needs and national requirements.

CFI is comprised of creative, can-do experts that provide solid guidance. CFI stays within timeframes, provides varied approaches to training end-users, develops supportive documents, and consistently stands ready to support Florida with superior customer service. They share insight and experiences of other clients and facilitates client partnerships. What impresses me most with CFI is that they constantly look for better approaches and upgrades to their CORES package. This results in upgrades to client systems with improved technology and approaches. In my opinion they lead the way.

I highly recommend CFI and their ability to deliver web-based systems that meet specialized needs of organizations. If I can be of assistance, please contact me at (850) 245-4746. Thank you for this opportunity.

Sincerely,

A handwritten signature in black ink that reads "Bonnie Gaughan-Bailey".

Bonnie Gaughan-Bailey
State Coordinator
Florida Emergency Health Volunteer
Registry at www.servfl.com

Office of Public Health Nursing
4052 Bald Cypress Way, Bin C27 • Tallahassee, FL 32309-1711

State of California

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

ARNOLD SCHWARZENEGGER, Governor

EMERGENCY MEDICAL SERVICES AUTHORITY

1030 9th STREET
SACRAMENTO, CA 95811-3043
(916) 323-4336 FAX (916) 324-2875



December 13, 2007

Atila Omer
Collaborative Fusion, Inc.
1710 Murray Avenue, Suite 320
Pittsburgh, PA 15217

Dear Mr. Omer:

On behalf of the California Emergency Medical Services Agency (EMSA), I would like to thank Collaborative Fusion, Inc. for the rapid configuration and implementation of the California Medical Volunteers site. CFI was able to quickly implement software and provide support to this critical program within our tight deadlines.

We recognize that the ESAR-VHP program is rapidly becoming a critical asset and response tool in the event of a terrorist attack or all-hazards disaster. The ability to register, credential, deploy, and manage healthcare and non-healthcare volunteers, is an essential aspect to the response to any disaster or attack. CFI has provided services to the State of California and have greatly improved our ability to respond to an all-hazards event.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Linthicum".

Randy Linthicum, Manager
California Medical Volunteer Project

Commonwealth of Pennsylvania

**DEPARTMENT OF
HEALTH**

December 17, 2007

Atila Omer
Collaborative Fusion, Inc.
1710 Murray Avenue, Suite 320
Pittsburgh, PA 15217


Dear Mr. Omer:

The Pennsylvania Department of Health, Office of Public Health Preparedness, would like to extend our thanks to Collaborative Fusion, Inc. for your support in all areas of our ESAR-VHP system. Your system and administrative support to our program are vital components to its success. Your focus on implementing a timely, effective and efficient service to greatly improve Pennsylvania's ability to prepare and respond to any all-hazards disaster or terrorist attack is a critical component to Pennsylvania's safety. We especially appreciate the willingness of the Client Team to provide training and facilitation to our Unit Administrators within the system, often at very short notice.

ESAR-VHP was created by an act of Congress when it recognized the need to make optimum use of volunteer health personnel in an emergency. The aim was to have each State establish a standardized, volunteer registration system. CFI's work with the Pennsylvania Department of Health in registering, credentialing, and managing volunteers directly addresses the goals ESAR-VHP seeks to accomplish as well as prepares us to respond to any all-hazards disaster. SERVPA, the State Emergency Registry of Volunteers in PA, currently has almost 1,000 volunteers registered since it went live in April of 2007.

We thank Collaborative Fusion for their support in this critical preparedness function and appreciate the time, effort and work they have completed with our Department.

Sincerely,


Carolyn K. Ellison, MHA
Emergency Workforce Coordinator
Pennsylvania Department of Health
Office of Public Health Preparedness
130A Kline Plaza
Harrisburg, PA 17104

State of Minnesota



Protecting, maintaining and improving the health of all Minnesotans

December 14, 2007

Atila Omer
Collaborative Fusion, Inc.
1710 Murray Avenue, Suite 320
Pittsburgh, PA 15217

Dear Atila,

On behalf of the Minnesota Department of Health, I would like to thank Collaborative Fusion, Inc. (CFI) and your Client Team for providing rapid and efficient system and programmatic support for the State of Minnesota's *Minnesota Responds Medical Reserve Corps* program. Minnesota contracted with CFI in June 2006 to provide a web-based volunteer registry and management system. CFI's software is integrated with a third-party vendor to provide a high-volume text-to-speech telephone alerting system. The CFI system replaced an in-house volunteer registration-only application that was implemented in 2004.

As background, Minnesota Responds Medical Reserve Corps (MNResponds MRC) is a partnership of integrated local, regional, and statewide volunteer units to assist our public health and healthcare systems. It includes national registered medical reserve corps units, local public health teams, mortuary teams, tribal governments, the University of Minnesota, and Veterinary reserve corps. Most units are organized at a local health department level. The programs all reside in a web-based management system that allows over a hundred program administrators to activate, communicate, and deploy their volunteers from within the application. Of the more than 5,900 persons registered in Minnesota Responds, the majority (80%) are medical professionals.

The ESAR VHP program is emerging as a critical asset in allowing our state and nation to respond efficiently and effectively to a declared emergency or mass casualty incident. CFI's services and product provide the State of Minnesota the ability to quickly respond with volunteer MRC units to aid in any way necessary during times of crisis and need. Your company's dedication and technical skills as well as the timely delivery of your product are vital to the ongoing success of this mission.

Thank you again for the services and product you provide to the State of Minnesota. If you have any questions regarding this letter, please call me at 651-201-5708.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Carlson", is written over a light-colored background.

Rob Carlson, MBA
ESAR-VHP and MRC State Coordinator
Minnesota Department of Health
625 Robert Street North
St. Paul, Minnesota

General Information: 651-201-5000 • Toll-free: 888-345-0823 • TTY: 651-201-5797 • www.health.state.mn.us
An equal opportunity employer

State of Maryland



STATE OF MARYLAND
DHMH

Maryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Robert L. Ehrlich, Jr., Governor • Michael S. Steele, Lt. Governor • S. Anthony McCann, Secretary

October 31, 2005

Atila Omer, President
Collaborative Fusion, Inc.
1710 Murray Avenue
Suite 320
Pittsburg, PA 15217

Dear Atila:

On behalf of the State of Maryland Department of Health and Mental Hygiene, thank you for your assistance in mobilizing our medical volunteers to aid victims of Hurricane Katrina in Louisiana. Your ability to rapidly stand up an online registry for new volunteers allowed my team to have a central place to direct all new volunteers. Your team's efforts allowed us to coordinate and deploy nearly 100 medical and health professionals within the same day as Governor Ehrlich's Executive Order.

Your team's dedication to this project was vital to its success. Thank you again for all of your assistance.

Sincerely,

Joan M. Lawrence
Volunteer Program Director

Toll Free 1-877-4MD-DHMH • TTY for Disabled - Maryland Relay Service 1-800-735-2258
Web Site: www.dhmh.state.md.us

Appendix V: Support Services

CFI has a two-tiered support structure for support requests based on the time of day a request is made. CFI's standard-tier support is designed to handle non-urgent requests made during normal business hours. Non-urgent support requests will be answered within 24 hours. CFI's priority-tier support is designed for critical support requests. CFI employees are available 24/7/365 to handle priority-tier support requests. If the CFI employee is unable to resolve the issue within 2 hours after the initial callback, the support request will be escalated until it is satisfactorily resolved (as described below in *Software Support Escalation Levels*).

All support requests will be assigned a unique ticket number to facilitate tracking from initial request to successful resolution.

Software Support Request Procedure

The client requests support in the following manner:

1. Any staff member or representative of the client will initially request support from an internally designated client System Administrator(s).
2. If the client System Administrator(s) is unable to satisfactorily resolve the support request, the client System Administrator may authorize an individual to contact CFI's Support Center via email or telephone. A support request ticket will be issued and a CFI employee will be assigned for each support request.
3. The CFI employee assigned to the support request will attempt to resolve the support request. If the CFI employee is unable to satisfactorily resolve the support request, the employee will escalate the request through the support levels (as described below in *Software Support Escalation Levels*) until the issue is satisfactorily resolved and the client System Administrator(s) and/or client staff are notified of resolution.
4. A response to a support request will be considered satisfactorily complete if the client, upon receiving an email response, does not request additional assistance or indicates that a support request has been resolved. Any support request classified as Critical will require written or verbal acknowledgement of satisfactory resolution by the client prior to the closing of the ticket.

CFI Software Support Escalation Levels

Level 1

The client System Administrator/Authorized Individual contacts CFI's Support Center (either via phone or e-mail) and communicates with a CFI employee the nature of the support request establishing a ticket. The CFI employee will work with the client's System Administrator or authorized individual to assess and classify the support request and establish a satisfactory resolution. Upon satisfactory resolution, the CFI employee will document the interaction and provide written feedback via email to the client thereby closing the ticket. If a satisfactory solution to the support request is not reached, the support request will be elevated to Level 2.

Level 2

The CFI employee is unable to resolve the support request. The employee documents the initial resolution steps and escalates the ticket to the on-call Client Team Leader and Technical Team Leader. All three parties work to resolve the support request. Upon satisfactory resolution, the CFI employee will document the interaction and provide written feedback via email to the client thereby closing the ticket. If a satisfactory solution to the support request is not reached, the support request will be elevated to Level 3.

Level 3

The CFI employee, Client Team Leader, and Technical Team Leader are unable to identify a satisfactory solution for the client. The CFI employee, Client Team Leader, and Technical Team Leader will contact CFI's Vice President of Technology and Vice President of Operations. Together, all members of CFI will work to identify a resolution for the support request. The CFI employee and Vice President of Technology will provide a resolution plan to the client, and will work with the client to establish a mutually agreeable solution to the support request. The CFI employee will document the entire interaction and provide feedback via email and over the telephone. The Vice President of Operations will contact the State within 24 hours to ensure that a satisfactory resolution has been reached and close the ticket.

Software Support Priority/Severity Determination

CFI uses a "real-time" online ticket tracking system to manage the status of all support requests and insure that issues are promptly and satisfactorily resolved. The time frame for resolution of a ticket is largely determined by the classification code assigned to the support request. The classification code is based on the severity level of the support request. Issue classifications will be determined by CFI, unless the client specifically indicates a Critical classification (as defined below).

If the client is not satisfied with the priority, pace, or result of a support request under the procedures outlined above, the client may immediately request escalation of the question/issue to the next higher support level.

Classification Codes for Support Requests:

Critical – Issues which impair access to the system and/or the ability of the system to perform necessary functions. All issues marked "Critical" will be given immediate attention and will have

an issue mitigation strategy developed and provided to the State within 4 hours that includes an estimated time to resolution.

High – Issues which do not prevent access but may limit the ability of a user to perform specific functions. Issues marked “High” are generally resolved within 24 hours.

Medium – Issues which are important but are not considered essential for satisfactory system operations. Issues marked “Medium” are generally resolved within 1 week.

Low – Minor system issues which do not impair the functionality of the system but which need to be addressed with detailed instruction from a support engineer or with minor modifications to the application. Issues marked “Low” are resolved within a reasonable time period so as not to inconvenience the client’s use of the System.

Upgrade/New Feature – Request for new system features or changes to system features which require more than nominal effort and which may alter the overall functionality of the system.

Appendix VI: RFQ# BPH11103

Please see the following pages for a completed copy of RFQ# BPH11103 and Addendum 1.



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
 BPH11103

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

ATTN: Bryan Kaplan
 Collaborative Fusion, Inc.
 5849 Forbes Avenue
 Pittsburgh, PA 15217

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
 CHARLESTON, WV
 25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/09/2011				

BID OPENING DATE: 03/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR		205-60	Y1: \$55,924.79	Y1: \$55,924.79
<p>TO PROVIDE EMERGENCY NOTIFICATION SERVICES</p> <p>THE WV DEPT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR PUBLIC HEALTH, CENTER FOR THREAT PREPAREDNESS (CTP) IS SEEKING VENDOR QUOTATIONS FOR CONTRACTING OF A MANAGED SERVICE TO PROVIDE AUTOMATED NOTIFICATIONS OF PUBLIC HEALTH AND MEDICAL EMERGENCY CALLOUTS AND OTHER CRITICAL INFORMATION TO MEMBERS OF VARIOUS EMERGENCY AND HEALTH PREPAREDNESS RESPONSE TEAMS AND PUBLIC HEALTH PARTNERS THROUGHOUT THE STATE, PER THE ATTACHED SPECIFICATIONS. THE CONTRACTOR MUST PROVIDE AN AUTOMATED NOTIFICATION SERVICE AND PRICING FOR THE SERVICES PROVIDED.</p> <p>TERM OF THE CONTRACT SHALL BE UPON AWARD AND CONTINUE FOR A PERIOD OF ONE YEAR, WITH THE OPTION OF TWO (2), ONE (1) YEAR PERIODS.</p> <p>SEE ATTACHED SPECIFICATIONS</p> <p>SUCCESSFUL VENDOR MUST SIGN THE ATTACHED NO DEBT AFFIDAVIT PRIOR TO AWARD. ALL VENDORS SHOULD SIGN AND INCLUDE THE FORM WITH THEIR BID.</p> <p>SUCCESSFUL VENDOR SHOULD SIGN THE ATTACHED WV-96 FORM. THE WV-96 SIGNATURE DATE MUST BE THE SAME OR LATER THAN THE BID DOCUMENT SIGNATURE DATE.</p>						<p>See Cost Sheet for additional prices.</p>

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	412-422-3463x4012	March 8, 2011
TITLE	FEN	ADDRESS CHANGES TO BE NOTED ABOVE
Vice President of Operations	25-1865773	

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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
 BPH11103

PAGE
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
 CHARLESTON, WV
 25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/09/2011				

BID OPENING DATE: 03/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SUCCESSFUL VENDOR MUST PROVIDE ANY REQUIRED SOFTWARE LICENSE AGREEMENT(S) OR SIGN THE ATTACHED "NO OTHER TERMS" FORM PRIOR TO AWARD. ALL VENDORS SHOULD INCLUDE THE AGREEMENT(S) OR SIGNED FORM WITH THEIR BID.</p> <p>ANY QUESTIONS REGARDING TECHNICAL SPECIFICATIONS MUST BE SUBMITTED IN WRITING TO THE ATTENTION OF: ROBERTA WAGNER, CPPB PURCHASING DIVISION, 2019 WASHINGTON ST., EAST CHARLESTON, WV 25305 OR FAX YOUR QUESTIONS TO: 304-558-4115 OR EMAIL THEM TO: ROBERTA.A.WAGNER@WV.GOV.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p>						

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

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



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
BPH11103

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
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 25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/09/2011				

BID OPENING DATE: 03/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICE SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311</p> <p>FAX: 304-558-4115 E-MAIL: ROBERTA.A.WAGNER@WV.GOV</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FERN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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

Request for Quotation

RFQ NUMBER
 BPH11103

PAGE
 4

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
 CHARLESTON, WV
 25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/09/2011				

BID OPENING DATE: 03/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS IN ACCORDANCE WITH SECTION 148-1-4 (F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>PLEASE NOTE: A CONVENIENCE COPY WOULD BE APPRECIATED.</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>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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
BPH11103

PAGE
5

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
 CHARLESTON, WV 25301 304-558-1218

BUYER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/09/2011				

BID OPENING DATE: 03/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	QAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER:-----RW/FILE 22----- RFQ. NO.:-----BPH11103----- BID OPENING DATE:-----3/10/2011----- BID OPENING TIME:-----1:30 PM----- PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 412-291-3099 ----- CONTACT PERSON (PLEASE PRINT CLEARLY): Bryan Kaplan -----						
***** THIS IS THE END OF RFQ BPH11103 ***** TOTAL:						Y1: \$55,924.79 Y2: \$55,946.84 Y3: \$55,955.36 TOTAL: \$167,826.99

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

Request for Quote (RFQ) BPH11103 Emergency Notification System

I. Introduction

The State of West Virginia, Department of Health and Human Resources (DHHR) Bureau for Public Health (BPH), Center for Threat Preparedness (CTP) is seeking vendor quotations for contracting of a managed service to provide automated notifications of public health and medical emergency callouts and other critical information to members of various emergency and health preparedness response teams and public health partners throughout the State. The service must be capable of delivering messages throughout various communications mediums and provide the ability for volunteer coordinators from any of 55 local health agencies and the Center for Threat Preparedness to place inbound calls to the service. The successful bidder must have sufficient capacity to provide 24 hours a day, 7 days a week, 365 days a year, including holidays, (24/7/365) management of the service with minimal interruption. The successful bidder must have 3 years minimum experience with rapid notification and must provide references upon request.

II. Background:

One of the critical capacity requirements of the Centers for Disease Control's (CDC) Public Health Emergency Preparedness initiative is to provide a method of rapid notification and communication for public health partners in an emergency. The type of emergency will determine who must be notified and what specific instruction must be given to a selected group. Because hundreds of personnel could potentially be involved in each notification, automation technology must be used to select who will be notified and what instructional message will be sent, to process and send the actual notification result. This will ensure that the appropriate personnel receive messages in a timely and efficient manner. West Virginia has been using a Rapid Notification System for over 5 years.

III. Mandatory Service Requirements:

The successful vendor will meet all mandatory requirements listed below:

- A. In addition to the notification requirements described above, the service selected will also serve as the emergency alerting vehicle for the West Virginia Rapid Emergency Deployment Information System (WVREDI), the state's health and medical emergency credentialing system as well as for dissemination of important alerts and warnings, including CDC's Health Alert Network (HAN) messages. Information for alerting will be imported from existing databases or spreadsheets with remote update capability, or will be separately built and loaded into system from every West Virginia county as well as the Center for Threat Preparedness itself.

- B. The service selected must meet the following criteria: Must comply with all applicable Public Health Information Network (PHIN) requirements as articulated in the CDC Partner Communication and Alerting (PCA) Guide. The PCA Guide can be found at:
http://cdc.gov/phih/library/documents/pdf/guides/PCA_Guide-v1.3.pdf .
- C. Continuous and uninterrupted availability of this service is critical. While it will not necessarily be used on a daily basis, the service must be continuously available for use in times of need. Accordingly, the service must be distributed across multiple call centers utilizing different telephone and bandwidth providers within the United States to minimize the likelihood that an outage in any geographic area or affecting a single provider would affect service availability. Strong security must be deployed to ensure all possible safeguards are in place to protect data in storage at each of the locations. The service must be able to automatically route calls over the least congested networks to ensure rapid message delivery, and must be able to utilize the Government Emergency Telecommunication Service (GETS) <http://gets.ncs.gov/> as provided by National Communications System, for emergency call prioritization. The service must have redundancy or servers in different geographical locations.
- D. The successful vendor must include unlimited inbound or outbound calls in their bid. In addition, the system database must allow for unlimited names/contact information to be included.
- E. The successful bidder shall agree to work with the current vendor (Software Computer Group) to ensure a timely, accurate, and complete transition of the project operations. The bidder selected must be able to import existing data from WARN (Wide Area Rapid Notification), the incumbent emergency notification system (all call groups from each user location in counties and state) into the new system within 4 weeks of contract award. If the incumbent system is not available to export existing call group data from the state and local health departments, then the successful bidder must be able to rebuild all the call groups from each of those agencies within 4 weeks of contract award (See Deliverable Sheet). This would include personal interaction with staff from each of the agencies and any technical assistance needed.
- F. The successful bidder shall agree to ensure the new system is fully operational within 5 weeks of contract award (See Deliverable Sheet). Failure to meet this deadline will result in cancellation of this contract with the vendor.
- G. The successful bidder shall agree to cooperate with the agency and any subsequent vendor should the contract, which is the subject of this RFQ, be terminated, and to deliver any and all electronic files, documentation, and associated work products to the agency within thirty (30) days of receipt of notice of contract termination.

- H. The successful bidder's service must provide the ability for secure transmission of notification messages, and report results back to the West Virginia State Center for Threat Preparedness or other designated facility. The service center must also have multiple points of communication from contact requests including, but not limited to , the internet (with or without a Virtual Private Network (VPN), a dedicated dial-up line, and a private peering network).
- I. Each of the following service functionalities are mandatory requirements of the successful bidder:
1. Must have the capability to send notifications rapidly via multiple communication mediums utilizing assigned roles; (Must be able to use both "land lines" and mobile phone, fax, instant messaging, and Simple Mail Transmission Protocol (SMTP) Short Message Service (SMS) messaging such as email, alphanumeric papers and other wireless devices.)
 2. Must be capable of delivering customized messages, both the content and the delivery mechanism, to each individual, and in the case of voice messages using a text-to-speech engine to dynamically create the messages;
 3. Must have the ability to send the notification to one device and if there is no answer within a specified timeframe (user defined) sends the notification to the next device listed in the user's profile. This process must continue until contact attempts for all listed devices defined in the user's profile are exhausted. The sender must have the option to continue contact attempts until contact is successful.
 4. Must allow the user's profile to contain delivery device preference order based on at least two self-defined timeframes; (Example: Call pager first on Monday – Friday, 8:00 A.M. – 5:00 P.M. and home phone first at all other times. Call mobile phone second at all times.)
 5. Must be able to deliver notifications based on prioritization of individuals/roles (i.e. send to those in more authority first, then other users.);
 6. Must have the capacity to notify predefined groups and "on-the-fly" ad-hoc groups, not only by name, but by all fields (i.e. roles, agency worked for, geographic location, and political jurisdiction.);
 7. Must have the capacity to notify 'subgroups'. (i.e. group(s) within a group)
 8. Must have the capacity to select individuals even if they are not in a group or subgroup.
 9. Must have capability of multiple administrators. 130 at a minimum. (110 for County use at 2 per county x 55 and 20 for State use).

10. Must have flexibility for agency control over number and type of call groups.
11. Must integrate functionality that will support single sign on from our-existing portal and any necessary data synchronization methods. (Logon name field, password field). Will need custom Uniform Resource Locator (URL) that will accept these parameters so logon to notification system will be seamless.
12. Must have the ability to initiate a broadcast directly from another application through an Application Program Interface (API) protocol solution (supplied by the successful vendor) so that contact data can be maintained in another system and broadcasts can be initiated directly from another application. This process should be provided through a web-services API using a standards-based SOA (service oriented architecture). In addition to initiating the broadcast, the API should also handle cancellation and status of the notification. Currently this would require integrating with the West Virginia REDI System, a proprietary emergency credentialing platform developed by Collaborative Fusion, Inc (See Section IIIA above).
13. Must allow for the activation of alerts via the Internet or telephone; security must be in place to only permit a notification request from specific, predefined phone numbers and systems user identification accounts. Additionally, a log of notification requests from any source, successful or not, must be maintained in the system (not through manual logging) and made available as an automated report.
14. Must have the capability for each notification to provide an immediate receipt confirmation. Results of the notification and confirmation must be available through live, on-line inquiry and through historical reports.
15. For high level/emergency notification, notification recipients must have the capability of replying to the call or calling back into the system (not to a person) and reporting their availability for emergency response. The system must be able to record their responses, and include their availability in reports back to the sender. The service must be able to receive at least 25 inbound calls per minute.
16. Must provide the capability to access reports via both the internet and fax; (Reports must be available in real-time for high priority/emergency notification and within user-defined time periods for low and medium priority notifications, allowing for ongoing status reports of those notified. Reports will include calling results and time of results, such as individual reached, message left, no-answer, number out-of-service, etc., and, for high priority/emergency notification, will include responder reported availability.)

17. Must allow for the sender to define how notifications are delivered based on criticality of the notification, (E.G. high priority/emergency – utilize user personal notification delivery preference, medium or low priority – fax and/or e-mail only).
 18. Must have capability for the sender to schedule notification to be sent at a later time and/or date.
 19. Must allow for multiple layers of authorization/authority. (Multiple authorized users may be able to send a low or medium priority notification via e-mail or fax, but only those with high-level roles can send high priority/emergency notifications. Additionally, multiple agency use requires division of authorization by agency, with some crossover of high-level roles.
 20. Must be able to have multiple layers of administrator rights as to what access is given. (i.e.: View, change, add, and notify rights determined by the State office)
 21. Must have the capability of producing reports identifying costs for use by notification event, individual sender, and/or organization.
 22. Must have the ability to send multiple notifications at the same time to the same or different recipients.
 23. Must have the ability to provide login audit tracking.
 24. Must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.
 25. Must have the ability to customize the telephone number display (caller identification (ID) for voice messages and the email addresses for text messages.
 26. Must have the ability to override call-blocking.
 27. Must have the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail.
- J. Support for the successful bidder's services must be available 24 hours a day, 7 days a week, 365 days a year, including holidays, (24/7/365) via telephone and the Internet.
- K. Due to the emergency use of this system, routine maintenance, system upgrades or emergency repairs for system degradation or failure must be managed in as expeditious a process as possible. Emergency interventions must be initiated

immediately (within one hour) upon discovery of a problem and every effort must be made to complete repairs, or provide appropriate temporary solutions until permanent repairs can be completed, as quickly as possible with a minimum of system disruption/downtime.

- L. The successful bidder must include 3 levels of training.
1. Initial training: The successful bidder must provide on-site training on the use of the bidder's service/system for up to 20 administrators per class for a total of 7 classes. This training must be completed within 5 weeks of contract award or at end of existing contract, whichever is later. Training facilities with computers will be provided by the State in or near Charleston, WV. Training materials will become the property of the state to copy at will for additional users.
 2. Update training: The successful bidder must provide training when updates or changes are made to the system, if those changes mandate new ways to operate the systems. This training can be provided via web training or CD.
 3. New User training. The successful bidder must provide a way for later added users to obtain Initial training, such as web training or via a training CD.

IV. Invoice Requirements:

The successful bidder must submit invoices to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract. The invoices must be in a form approved by the Agency and shall enclose a monthly activity log. The successful bidder will be responsible for payment of all subcontracts, staff, and any other support staff contracted to provide services. State law forbids payment of invoices prior to receipt of services. The Agency reserves the right to reject any or all invoices for which proper documentation has not been provided. The successful bidder will be notified of deficiencies within fifteen (15) days of receipt of the invoice.

V. WVDHHR's Contribution To Contract:

The Center for Threat Preparedness will collaborate with the vendor and will serve as the point of contact. Additionally, they will contribute the following to the contract:

1. Meet immediately with vendor to develop project plan.
2. Provide vendor with contact person/address/phone number for each local health department and other agency that has call groups to be loaded into system (or built).
3. Provide location for training, with computers for use.
4. Meet quarterly with vendor to discuss project status, receive updates on technological or contract upgrades/revisions.
5. Provide drills/exercises to test system's performance.

V1. Deliverables, Scope of Work and Timeframe:**YEAR 1****Deliverable 1:**

By end of Week 2: Vendor will meet with CTP to set up implementation strategy. This portion of the deliverable can be accomplished by a telephone conference call or "web ex" type presentation. Vendor will then meet with Notification System Workgroup (State developed) to initiate implementation process. This meeting must be conducted in Charleston, WV with CTP staff.

Deliverable 2:

By end of Week 4: Vendor will develop/implement State and Local Health components of Notification System. This will include development of capacity to push messages/information to State and Local Health-developed call groups as well as internal and overall message management capability. This also includes the provision and connection of a vendor-supplied API Protocol, described throughout this document, to the State's emergency credentialing system, WV REDL.

Deliverable 3:

By end of Week 4: Vendor will complete data transfer (call groups) from incumbent system -OR- complete building and import of new State and LHD call groups into Notification System.

Deliverable 4:

By end of Week 4: Vendor will develop initial user training curriculum/delivery mechanism for all users as described above in this document in Section 3, Part L.

Deliverable 5:

By end of Week 5: Vendor will complete initial user training for State and LHDs as described above in this document in Section 3, Part L.

Deliverable 6:

By end of Week 5: 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.

Deliverable 7:

Week 5 - through the end of 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 notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Deliverable 8:

Week 5 – through the end of contract: Technical assistance will be performed as needed upon contact by State or Local staff. Assume 15 hours of technical assistance per month.

Year 2**Deliverable 1:**

By end of month 3 of contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 3, Part L. Training to be provided via 2 “web ex” presentations or 1 reproducible DVD.

Deliverable 2:

By end of month 3: Vendor will complete new user training for State and LHDs as described above in this document in Section 3, Part L. Training to be provided via 2 “web ex” presentations or one reproducible DVD.

Deliverable 3:

Throughout contract period: 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 notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Deliverable 4:

Throughout contract period: Technical assistance will be performed as needed upon contact by State or Local staff. Assume 10 hours of technical assistance per month.

YEAR 3**Deliverable 1:**

By end of month 3: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 3, Part L. Training to be provided via 2 “web ex” presentations or 1 reproducible DVD.

Deliverable 2:

By end of month 3: Vendor will complete new user training for State and LHDs as described above in this document in Section 3, Part L. Training to be provided via 2 "web ex" presentations or one reproducible DVD.

Deliverable 3:

Throughout contract period: 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 notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Deliverable 4:

Throughout contract period: Technical assistance will be performed as needed upon contact by State or Local staff. Assume 5 hours of technical assistance per month.

V11. Vendor Bid:

Vendor will bid by following the requirements of the Request for Quotation and completing the attached Bid Price Sheet.

V111. Method of Evaluation:

The State will use the Total Bid Price from the Bid Price Sheet to determine the low bid vendor and will award the contract. The winning bidder will be the one that submits the lowest total bid price and assures the State the services to be performed as outlined in these specifications will be provided.

V1X. Life of Contract:

The contract becomes effective on the date of award and will extend for a period of one (1) year. Contract may be renewed for two (2) additional one (1) year periods upon the mutual written consent of the State and Vendor in accordance with the terms and conditions of the original contract.

X. Additional Vendor Requirements:

Vendor is required to have general liability insurance. Insurance certificates are required prior to award.

A. Insurance Requirements:

The Vendor, as an independent contractor, shall be solely liable for the acts and omissions of its employees and agents. The Vendor shall maintain and furnish proof to the Department of coverage of liability insurance for loss, damage, or injury (including death) of third parties arising from acts and omissions on the part of the Vendor, its agents and employees within thirty (30) days of the Contract award. Said coverage shall provide minimum coverage in the following amounts:

1. For bodily injury (including death): \$500,000.00 per person, up to \$1,000,000.00 per occurrence.
2. For property damage: up to \$1,000,000 per occurrence.
3. For professional liability: up to \$1,000,000.00 per occurrence.

B. Other Requirements:

1. Provide certification that it is registered with the Office of the Secretary of State, State of West Virginia, to do business in the State of West Virginia;
2. Provide evidence that it is in good standing with the West Virginia Bureau of Employment Programs as to Unemployment Compensation coverage and Workers' Compensation coverage or exempt from such coverage;
3. Provide certification that it is registered as a Vendor with the West Virginia Department of Administration, Division of Purchasing; and
4. Obtain necessary licensing through State Tax Department.

XI. Vendor Relationship:

- A. The relationship of the Vendor the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

- B. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this RFQ and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever.
- C. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *et cetera* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.
- D. Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.
- E. The Vendor shall not assign, convey, transfer, or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association, or entity without expressed written consent of the Agency.
- F. Subcontracts/Joint Ventures; The Vendor may, with the prior written consent of the State, enter into subcontracts for performance of work under this contract.
- G. Indemnification: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage laws.
- H. Governing Law: This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations as provided by Federal, State, and local governments.

RFQ Addendum for Notification System

Cost Sheet Year 1

Deliverable				Total Cost for Deliverable
<p>Deliverable 1 Vendor will meet with CJP to set up implementation strategy. This portion of the deliverable can be accomplished by a telephone conference call or web ex type presentation. Vendor will then meet with Notification System Workgroup (State developed) to initiate implementation process. This meeting must be conducted in Charleston, WV with CJP staff.</p>				\$1,000.00
<p>Deliverable 2 Vendor will develop/implement State and Local Health components of Notification System. This will include development of capacity to push messages/information to State and Local Health-developed call groups as well as internal and overall message management capability.</p>				\$0.00
<p>Deliverable 3 Vendor will complete data transfer (call groups) from incumbent system OR complete building and import of new State and LHH call groups into Notification System.</p>				\$500.00
<p>Deliverable 4 Vendor will develop initial training curriculum/delivery mechanism for all users as described above in this document in Section 3, Part L of RFQ.</p>				\$0.00

<p>Deliverable 5 Vendor will complete initial user training for State and LHDs as described above in this document in Section 5, Part E of RFO</p>			<p>\$2,000.00</p>				
<p>-----</p>							
<p>Deliverable 6 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. This will require vendor presence in Charleston, WV</p>			<p>\$0.00</p>				
<p>-----</p>							
<p>Deliverable 7 Vendor will maintain system in "ready state" constantly monitoring for any operational irregularity and prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required. Please provide a monthly and total yearly (12 month) cost for this deliverable after the initiation date up to the end of the contract period. The first 5 weeks are development costs and not included in this amount</p>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> <p>Per Month cost</p> </td> <td style="width: 50%; text-align: center;"> <p>Yearly Total (Per month cost x 12)</p> </td> </tr> <tr> <td style="text-align: center;"> <p>\$4,282.00</p> </td> <td style="text-align: center;"> <p>\$47,102.00</p> </td> </tr> </table>	<p>Per Month cost</p>	<p>Yearly Total (Per month cost x 12)</p>	<p>\$4,282.00</p>	<p>\$47,102.00</p>
<p>Per Month cost</p>	<p>Yearly Total (Per month cost x 12)</p>						
<p>\$4,282.00</p>	<p>\$47,102.00</p>						
<p>-----</p>							
<p>Deliverable 8 Technical assistance will be performed as needed upon contact by State or Local staff. Please provide a monthly and total cost for this deliverable after the initiation date up to the end of the contract period, assuming 15 hours of support per month. The first 5 weeks are development costs and not included in this amount. (ex. \$cost/month x 1 mos = yearly total)</p>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> <p>Per Month cost</p> </td> <td style="width: 50%; text-align: center;"> <p>Yearly Total (Per month cost x 12)</p> </td> </tr> <tr> <td style="text-align: center;"> <p>\$483.89</p> </td> <td style="text-align: center;"> <p>\$5,322.78</p> </td> </tr> </table>	<p>Per Month cost</p>	<p>Yearly Total (Per month cost x 12)</p>	<p>\$483.89</p>	<p>\$5,322.78</p>
<p>Per Month cost</p>	<p>Yearly Total (Per month cost x 12)</p>						
<p>\$483.89</p>	<p>\$5,322.78</p>						
<p>-----</p>							
<p>TOTAL COST - Year 1</p>			<p>\$55,924.79</p>				

RFQ Addendum for Notification System

Cost Sheet – Year 2

Deliverable				Total Cost for Deliverable				
<p>Deliverable 1 Vendor will provide user update training for State and LHDs as described above in this document in Section 3, Part L of RFQ. Vendor will provide training via 2 "web ex" presentations or one reproducible DVD.</p>				\$0.00				
<p>Deliverable 2 Vendor will provide new user training for State and LHDs as described above in this document in Section 3, Part L of RFQ. Vendor will provide training via 2 "web ex" presentations or one reproducible DVD.</p>				\$500.00				
<p>Deliverable 3 Vendor will maintain system in ready state, constantly monitoring for any operational irregularity and prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required. Please provide a monthly and yearly total cost for this deliverable.</p>				<table border="1"> <tr> <td data-bbox="837 590 1032 915">Per Month cost</td> <td data-bbox="1032 590 1114 915">\$4,480.00</td> </tr> <tr> <td data-bbox="837 243 1032 590">Yearly Total (Per month cost x 12)</td> <td data-bbox="1032 243 1114 590">\$53,760.00</td> </tr> </table>	Per Month cost	\$4,480.00	Yearly Total (Per month cost x 12)	\$53,760.00
Per Month cost	\$4,480.00							
Yearly Total (Per month cost x 12)	\$53,760.00							
<p>Deliverable 4 Technical assistance will be performed as needed upon contact by State or Local staff. Please provide a monthly and total cost for this deliverable, after the initiation date up to the end of the contract period, assuming 10 hours of support per month. (ex: \$ cost/month x 12 months = yearly total)</p>				<table border="1"> <tr> <td data-bbox="1162 590 1341 915">Per Month cost</td> <td data-bbox="1341 590 1380 915">\$140.57</td> </tr> <tr> <td data-bbox="1162 243 1341 590">Yearly Total (Per month cost x 12)</td> <td data-bbox="1341 243 1380 590">\$1,686.84</td> </tr> </table>	Per Month cost	\$140.57	Yearly Total (Per month cost x 12)	\$1,686.84
Per Month cost	\$140.57							
Yearly Total (Per month cost x 12)	\$1,686.84							

TOTAL COST - Year 2				
				\$55,946.84

RFQ Addendum for Notification System

Cost Sheet - Year 3

Deliverable		Total Cost for Deliverable				
Deliverable 1 Vendor will provide user update training for State and LHDs as described above in this document in Section 3 Part I of RFQ. Vendor will provide training via 2 "web-ex" presentations of one reproducible DVD.		\$0.00				
Deliverable 2 Vendor will provide new user training for State and LHDs as described above in this document in Section 3 Part I of RFQ. Vendor will provide training via 2 "web-ex" presentations of one reproducible DVD.		\$500.00				
Deliverable 3 Vendor will maintain system in "ready state" constantly monitoring for any operational irregularity and prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required. Please provide a monthly and total cost for this deliverable.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; text-align: center;">Per Month cost</td> <td style="width: 30%; text-align: center;">Yearly Total (Per month cost x 12)</td> </tr> <tr> <td style="text-align: center;">\$4,551.00</td> <td style="text-align: center;">\$54,612.00</td> </tr> </table>	Per Month cost	Yearly Total (Per month cost x 12)	\$4,551.00	\$54,612.00
Per Month cost	Yearly Total (Per month cost x 12)					
\$4,551.00	\$54,612.00					

Deliverable 4	Per Month cost	Yearly Total (Per month cost x 12)
<p>Technical assistance will be performed as needed upon contact by State or Local staff. Please provide a monthly and total cost for this deliverable, after the initiation date up to the end of the contract period, assuming 5 hours of support per month. (ex: \$ cost/month x 12 mos = yearly total)</p>	<p>\$70.28</p>	<p>\$843.36</p>
<p>TOTAL COST – Year 3</p>	<p>\$55,955.36</p>	<p></p>
<p>Grand Total – Year 1 + 2 + 3</p>	<p>\$167,826.99</p>	<p></p>

Rev. 09/08

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. Application is made for 2.5% resident vendor preference for the reason checked:

- _____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 _____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; 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,
 _____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2. Application is made for 2.5% resident vendor preference for the reason checked:

- _____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3. Application is made for 2.5% resident vendor preference for the reason checked:

- _____ 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 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 Bidder's 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; or,

4. Application is made for 5% resident vendor preference for the reason checked:

- _____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:

- _____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:

- _____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

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.

Bidder: Collaborative Fusion, Inc.

Signed: 

Date: March 8, 2011

Title: Vice President of Operations

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

RFQ No. BPH11103

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING 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 owed 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.

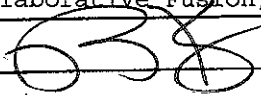
"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality 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 exceeds 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.

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Collaborative Fusion, Inc.

Authorized Signature:  Date: March 8, 2011

State of Pennsylvania

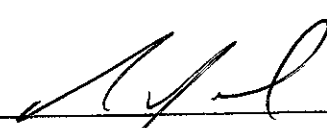
County of Allegheny, to-wit:

Taken, subscribed, and sworn to before me this 8th day of March, 2011.

My Commission expires November 1st, 2011.

AFFIX SEAL HERE

NOTARY PUBLIC



Bryan Kaplan is personally known to me.

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
Michael J. McHale - Notary Public
City of Pittsburgh, Allegheny County
MY COMMISSION EXPIRES NOV. 01, 2011

ATTACHMENT
P.O.# PH11103

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed



March 8, 2011

Signature

Date

Vice President of Operations

Title

Collaborative Fusion, Inc.

Company Name

Signature

Date

Title

Agency/Division

WV-96
Rev. 10/07

AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

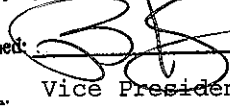
1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____
 Signed: _____
 Title: _____
 Date: _____

VENDOR

Company Name: Collaborative Fusion, Inc.
 Signed:  _____
 Title: Vice President of Operations
 Date: March 8, 2011



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
BPH11103

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE
 ATTN: Bryan Kaplan
 Collaborative Fusion, Inc.
 5849 Forbes Avenue
 Pittsburgh, PA 15217

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
 CHARLESTON, WV
 25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/28/2011				

BID OPENING DATE: **03/10/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UICP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED.						
2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
EXHIBIT 10						
REQUISITION NO.: BPH11103						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. S:						
NO. 1						
NO. 2						
NO. 3						
NO. 4						
NO. 5						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 412-422-3463x4012	DATE March 8, 2011
TITLE Vice President of Operations 25-1865773		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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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
 BPH11103

PAGE
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR ROOM

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH - THREAT PREPAREDNESS
 505 CAPITOL STREET, SUITE 200
 CHARLESTON, WV 25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/28/2011				

BID OPENING DATE: 03/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>VENDOR MUST CLEARLY 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.</p> <p>..... SIGNATURE Collaborative Fusion, Inc. COMPANY March 8, 2011 DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>END OF ADDENDUM NO. 1</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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
BPH11103

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE

PROPERTY SUBJECT

SHIP TO

HEALTH AND HUMAN RESOURCES
BPH - THREAT PREPAREDNESS
505 CAPITOL STREET, SUITE 200
CHARLESTON, WV
25301 304-558-1218

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/28/2011				

BID OPENING DATE: **03/10/2011** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR		205-60		
TO PROVIDE EMERGENCY NOTIFICATION SERVICES						
***** THIS IS THE END OF RFQ BPH11103 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
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WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

BPH11103 – RESPONSE TO VENDOR QUESTIONS

1. **QUESTION:** Page 2 of the RFQ states, “successful vendor must provide any required software license agreements or sign the attached “no other terms” form...” If a vendor submits a license agreement which the State rejects, is that cause for bid dismissal or will the vendor be given the opportunity to negotiate with the State and/or submit a “No Other Terms” form?

ANSWER: If the vendor submits terms and conditions that are not acceptable by the State, the State may choose to disqualify the vendor or try to negotiate “additional” terms. Understand that if the vendor does not accept the State of West Virginia’s Standard Terms and Conditions and sign the Agreement Addendum WV96 Form, they will be disqualified.

2. **QUESTION:** RFQ Section III Mandatory Service Requirements, Item B, references the current PCA guide. Can the State please confirm that all vendors who submit for this RFQ must have already completed Direct and Cascading Alert certifications for another system prior to the submission of this bid?

ANSWER: No, we cannot confirm that, nor is that relevant to the RFQ. The intent of the requirement is that the successful vendor meets the Public Health Information Network (PHIN) requirements for this particular notification system.

3. **QUESTION:** RFQ Section III Mandatory Service Requirements, Item C, references unlimited usage. Can the State please provide an estimate as to how many telephony minutes, messages, and fax pagers are currently sent per year?

ANSWER: No, that number is 1) not available for access by State staff (i.e. is not obtainable by manipulating the system or developing reports) and 2) varies from year to year, based on need (i.e. messages to be pushed out, number and size of exercises executed, number and size of incidents that occurred, etc.)

4. **QUESTION:** RFQ Section III Mandatory Service Requirements, Item I.11, references a single sign-on method. Can the State please provide more details about how this system works? Additionally, will all individuals registered in the notification system go through this portal or only some portion?

ANSWER: A single sign on means that a person would log into a portal or dashboard that houses a number of IT systems, and through that log on, would be able to then

access the Notification System without the need for an additional log on sequence. Currently, the portal is not complete/in-service and the notification system functions as a stand-alone system. Plans are to add it to the portal once development is complete. Not all persons registered into the system would have access through the single sign-on portal. Only legitimate Notification System administrators at the county and state level (approximately 130 in number) would have access to the notification system using this method.

5. **QUESTION:** RFQ Section III Mandatory Service Requirements, Item 1.15, references inbound telephony capacity. Can the State please identify what outbound telephony capacity is required? For example, the State desires to be able to make 25 outbound calls per minute or 1,500 calls per hour given a 1 minute message.

ANSWER: There is no set number of outbound messages per minute. Messages fill the spectrum in size (e.g. 1 minute phone message vs. 5 minute phone message, one page text type message vs. 4 page text type message, etc.). There is no rational method to approximate this type of information based on that variability.

6. **QUESTION:** Can the State please provide the Cost Sheet in an editable format for vendors to complete? The copy included with the PDF bid is difficult to input data on without retyping the entire document.

ANSWER: The State cannot provide an editable format. Only a PDF version is available to maintain the integrity of the information on the form and prevent changes from being made to the specifications provided.

7. **QUESTION:** Can the State please provide the per year budget for this project as well as the current amount the State is spending per year?

ANSWER: No, that information is not relevant to the RFQ. Budget numbers are not exact, nor do they necessarily break down into specific costs that could be translated for anything meaningful regarding the new notification system.

8. **QUESTION:** Will the format for importing data from the WARN System be provided in a standardized format? (e.g. CSV). If yes, can the State tell us what the data format will be?

ANSWER: Yes, CSV format.

NO ADDITIONAL QUESTIONS WILL BE ACCEPTED.