

## State of West Virginia

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

# Request for Quotation No. EHS12035 Customizable Environmental Health Software System

**HEALTHSPACE**  
HARMONIZED INTELLIGENCE

### HealthSpace USA Inc.

4860 Cox Road, Suite 200  
Glen Allen, VA 23060

Telephone: (866) 860-4224  
Telephone (Direct): (804) 217-8379  
Fax: (804) 747-6182  
Web: [www.healthspace.com](http://www.healthspace.com)  
Contact: Joseph Willmott  
Email: [jwillmott@healthspace.com](mailto:jwillmott@healthspace.com)

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2011 SEP 28 A 10: 08

PURCHASING DIVISION  
STATE OF WV

Submitted for September 29, 2011 at 1:30 PM

## Original

## Table of Contents

|  |              |
|--|--------------|
| Addendum 1.....  | not numbered |
| Addendum 2.....  | not numbered |
| Bid Price Sheet (Addendum #2 – Revised) .....                                      | not numbered |
| Business Requirements.....   | 3            |
| Software Requirements .....  | 3            |
| Project Management Requirements .....  | 4            |
| Project Communication Plan.....  | 4            |
| Risk Management Plan.....  | 5            |
| Quality Management and Testing Plan .....  | 5            |
| Vendor Experience Requirements.....  | 6            |
| What HealthSpace Does.....   | 7            |
| The Ideal Client.....  | 7            |
| References.....  | 8            |
| Virginia Department of Health .....  | 8            |
| Tennessee Department of Health .....   | 9            |
| State of Wisconsin Department of Health Services .....                             | 9            |
| WV Environmental Health Data System Requirements .....                             | 10           |
| Maintenance .....  | 10           |
| Support.....   | 10           |
| WV Environmental Health Data System Security Requirements.....                     | 12           |
| WV Environmental Health Data System Financial Producing/Tracking Requirements..... | 14           |
| Form Requirements.....   | 15           |
| OEHS Contribution to Contract.....   | 15           |
| Vendor Bid Submission Requirements .....   | 15           |



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# Request for Quotation

RFQ NUMBER  
 EHS12035

PAGE  
 1

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

RFQ COPY

VENDOR

HealthSpace USA, Inc.  
 4860 Cox Road, Ste 200  
 Glen Allen, VA 23060

SHIP TO

HEALTH AND HUMAN RESOURCES  
 BPH ENVIRO HLTH SERVICES  
 350 CAPITOL STREET, ROOM 313  
 CHARLESTON, WV  
 25301-1757 304-558-8582

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

BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

| LINE   | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|--|----------|-----|----------|-------------|------------|--------|
| ADDENDUM NO. 1   |          |     |          |             |            |        |
| <p>1. TO MOVE THE BID OPENING DATE FROM 9/15/2011 TO 9/29/2011 TO ALLOW OEHS ADDITIONAL TIME TO RESPOND TO VENDOR QUESTIONS.</p> <p>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.</p> <p>EXHIBIT 10</p> <p style="text-align: center;">REQUISITION NO.: EHS12035</p> <p>ADDENDUM ACKNOWLEDGEMENT</p> <p>I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.</p> <p>ADDENDUM NO.'S:<br/>           NO. 1 ✓ .....<br/>           NO. 2 .....<br/>           NO. 3 .....<br/>           NO. 4 .....<br/>           NO. 5 .....</p> <p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> |          |     |          |             |            |        |

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|                           |                        |                                   |
|---------------------------|------------------------|-----------------------------------|
| SIGNATURE <i>R. De...</i> | TELEPHONE 804-278-3719 | DATE Sept. 27, 2011               |
| TITLE President           | FEIN 98-1434379        | ADDRESS CHANGES TO BE NOTED ABOVE |

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



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 2

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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.

.....  
 SIGNATURE  
*HealthSpace USA Inc.*  
 COMPANY  
 .....  
 Sept. 27, 2011  
 DATE

NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.

REV. 09/21/2009

END OF ADDENDUM NO. 1

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|                                 |                           |                                   |
|---------------------------------|---------------------------|-----------------------------------|
| SIGNATURE<br><i>[Signature]</i> | TELEPHONE<br>804-217-8379 | DATE<br>Sept. 27, 2011            |
| TITLE<br>President              | FEIN<br>98-1434379        | ADDRESS CHANGES TO BE NOTED ABOVE |

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PAGE  
 3

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|--------------|---------------|----------|--------|---------------|
| 09/02/2011   |               |          |        |               |

BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER  | UNIT PRICE | AMOUNT    |
|------|----------|-----|----------|--|------------|-----------|
| 0001 | 1        | JB  |          | 920-49   | \$ 6,000   | \$ 6,000  |
|      |          |     |          | PHASE 1-CUSTOMIZABLE ENVIRONMENTAL HLTH. DATA SYSTEM |            |           |
| 0002 | 1        | JB  |          | 920-49   | \$ 24,000  | \$ 24,000 |
|      |          |     |          | PHASE 2-CUSTOMIZABLE ENVIRONMENTAL HLTH. DATA SYSTEM |            |           |
| 0003 | 9        | EA  |          | 920-49   | \$ 420     | \$ 3,780  |
|      |          |     |          | PHASE 3- INSTALLATION - CHARLESTON, WEST VIRGINIA    |            |           |

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|                              |                        |                                   |
|------------------------------|------------------------|-----------------------------------|
| SIGNATURE <i>[Signature]</i> | TELEPHONE 804-201-8879 | DATE Sept. 27, 2011               |
| TITLE President              | FEIN 98-1434319        | ADDRESS CHANGES TO BE NOTED ABOVE |

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PAGE  
 4

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BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

| LINE | QUANTITY  | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT    |
|------|---|-----|----------|-------------|------------|-----------|
| 0004 | 31  | EA  |          | 920-49      | \$ 420     | \$ 13,020 |
|      | PHASE 3 - INSTALLATION - BECKLEY, WEST VIRGINIA       |     |          |             |            |           |
| 0005 | 40  | EA  |          | 920-49      | \$ 420     | \$ 16,800 |
|      | PHASE 3 - INSTALLATION - FAIRMONT, WEST VIRGINIA      |     |          |             |            |           |
| 0006 | 25  | EA  |          | 920-49      | \$ 420     | \$ 10,500 |
|      | PHASE 3 - INSTALLATION - KEARNEYSVILLE, WEST VIRGINIA |     |          |             |            |           |
| 0007 | 64  | EA  |          | 920-49      | \$ 420     | \$ 26,880 |
|      | PHASE 3 - INSTALLATION - ST. ALBANS, WEST VIRGINIA    |     |          |             |            |           |
| 0008 | 18  | EA  |          | 920-49      | \$ 420     | \$ 7,560  |
|      | PHASE 3 - INSTALLATION - WHEELING, WEST VIRGINIA      |     |          |             |            |           |

*CO PAW  
 BID PRICE SHEET  
 ADD. #2  
 REVISED*

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|                                 |                           |                                   |
|---------------------------------|---------------------------|-----------------------------------|
| SIGNATURE<br><i>[Signature]</i> | TELEPHONE<br>884-217-8379 | DATE<br>Sept 27, 2011             |
| TITLE<br>President              | FEIN<br>98-1434379        | ADDRESS CHANGES TO BE NOTED ABOVE |

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RFQ NUMBER  
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PAGE  
 5

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BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

| LINE | QUANTITY | UOP | CAT. NO. | ITEM NUMBER                                    | UNIT PRICE | AMOUNT   |
|------|----------|-----|----------|--|------------|----------|
| 0009 | 3        | EA  | 920-49   | PHASE 3 - TRAINING SESSIONS - CHARLESTON, WV   | \$ 800.-   | \$ 2,400 |
| 0010 | 3        | EA  | 920-49   | PHASE 3 - TRAINING SESSIONS - BECKLEY, WV      | \$ 800.-   | \$ 2,400 |
| 0011 | 3        | EA  | 920-49   | PHASE 3 - TRAINING SESSIONS - FAIRMONT, WV     | \$ 800     | \$ 2,400 |
| 0012 | 3        | EA  | 920-49   | PHASE 3 - TRAINING SESSIONS - KEARNYSVILLE, WV | \$ 800     | \$ 2,400 |
| 0013 | 3        | EA  | 920-49   | PHASE 3 - TRAINING SESSIONS - ST. ALBANS, WV   | \$ 800     | \$ 2,400 |

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|                                 |                           |                                   |
|---------------------------------|---------------------------|-----------------------------------|
| SIGNATURE<br><i>[Signature]</i> | TELEPHONE<br>804-217-8379 | DATE<br>Sept. 27, 2011            |
| TITLE<br>President              | FEIN<br>98-1434319        | ADDRESS CHANGES TO BE NOTED ABOVE |

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PAGE  
 6

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| LINE   | QUANTITY | UOP | CAT. NO. | ITEM NUMBER | UNIT PRICE | AMOUNT     |
|--|----------|-----|----------|-------------|------------|------------|
| 0014   | 3        | BA  |          | 920-49      | \$ 800     | \$ 2,400   |
| PHASE 3 - TRAINING SESSIONS - WHEELING, WV         |          |     |          |             |            |            |
| ***** THIS IS THE END OF RFQ EHS12035 ***** TOTAL: |          |     |          |             |            | \$ 122,940 |

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|           |              |                                   |
|-----------|--------------|-----------------------------------|
| SIGNATURE | TELEPHONE    | DATE                              |
|           | 804-217-8379 | Sept. 27 2011                     |
| TITLE     | FEIN         | ADDRESS CHANGES TO BE NOTED ABOVE |
| President | 98-1434379   |                                   |

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PAGE  
**1**

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

ROBERTA WAGNER

HealthSpace USA, Inc.  
 4860 Cox Road, Ste 200  
 Glen Allen, VA 23060

SHIP TO

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|--------------|---------------|----------|-----|---------------|
| 09/15/2011   |               |          |     |               |

BID OPENING DATE: **09/29/2011** BID OPENING TIME: **01:30PM**

| LINE   | QUANTITY | UOP | QAT NO | ITEM NUMBER | UNIT PRICE | AMOUNT |
|--|----------|-----|--------|-------------|------------|--------|
| ADDENDUM NO. 2   |          |     |        |             |            |        |
| 1. QUESTIONS AND ANSWERS ARE ATTACHED.<br>2. TO PROVIDE A REVISED BID PRICE SHEET THAT INCLUDES A LINE FOR TOTAL BID PRICE PER VENDOR QUESTION #25.<br>3. TO CORRECT THE QUANTITY OF LINE ITEM 5 ON PAGE 6 OF THE RFQ FROM 52 TO 40 PER VENDOR QUESTION #42.<br>4. 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.: EHS12035  |          |     |        |             |            |        |
| 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 .....  |          |     |        |             |            |        |

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|                                 |                                  |                                   |
|---------------------------------|----------------------------------|-----------------------------------|
| SIGNATURE<br><i>[Signature]</i> | TELEPHONE<br><b>804-217-8379</b> | DATE<br><b>Sept. 27, 2011</b>     |
| TITLE<br><i>[Signature]</i>     | FEIN<br><b>98-1434379</b>        | ADDRESS CHANGES TO BE NOTED ABOVE |

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|                    |                           |                                   |
|--------------------|---------------------------|-----------------------------------|
| SIGNATURE<br>      | TELEPHONE<br>804-217-8379 | DATE<br>Sept. 27, 2011            |
| TITLE<br>President | FEIN<br>98-1434379        | ADDRESS CHANGES TO BE NOTED ABOVE |

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**BID PRICE SHEET (ADDENDUM #2 - REVISED VERSION)**

| DELIVERABLES<br>(includes all requirements as described in specifications)  | Deliverable Due Date            | Annual Usage | Unit Bid Price   | Bid Price<br>(Annual Usage x Unit Bid Price) |
|---|---------------------------------|--------------|------------------|--|
| <p><b>PHASE #1:</b></p> <p>Vendor will deliver a base system consisting of a customizable-off-the-shelf environmental health data system that will be configured to meet the needs of OEHS and complies with all of the Business Requirements of this Request for Quotation. Delivery of the base system includes:</p> <ul style="list-style-type: none"> <li>• Hosting the Base system</li> <li>• Monitoring</li> <li>• Maintenance and support of the system and all associated applications for all users</li> </ul> <p>Deliverables for Phase #1 include:</p> <ul style="list-style-type: none"> <li>• Confirmation that Base System code has been placed in escrow</li> <li>• Verification that OEHS has access to the hosted web site where the environmental health Base System resides</li> </ul> | <p>Year 1<br/>Month 1</p>       | <p>1</p>     | <p>\$ 6,000</p>  | <p>\$ 6,000</p>                              |
| <p><b>PHASE #2:</b></p> <p>Vendor will deliver a customized environmental health data system that meets the needs of OEHS and complies with the Business Requirements of this Request for Quotation. Delivery of the customized WV Environmental Health Data System includes:</p> <ul style="list-style-type: none"> <li>• Develop detailed project plan</li> <li>• On-site meeting with OEHS leadership at OEHS office location for review and approval of project plan</li> <li>• Execute approved project plan</li> </ul> <p>Deliverables for Phase #2 will be agreed upon by OEHS and vendor based on vendor's project plan which is basis for this phase of the project.</p>   | <p>Year 1<br/>Months 1 - 12</p> | <p>1</p>     | <p>\$ 24,000</p> | <p>\$ 24,000</p>                             |

| PHASE #3 - INSTALLATIONS:<br>Vendor will schedule and provide on-site installation(s) of WV Environmental Health Data System and software on OEHS and LHD supplied hardware at the following OEHS central and district office locations. Installations will take place during on-site training sessions. | Deliverable Due Date | Estimated Annual Installations <sup>1</sup> | Unit Bid Price <sup>2</sup> | Bid Price (Estimated Annual Installations x Unit Bid Price) |
|--|----------------------|---|-----------------------------|---|
| Charleston, West Virginia  | Year 1-Month 1 - 12  | 2   | \$ 420                      | \$ 840  |
|  | Year 2-Month 1 - 12  | 6   | 420                         | 2,520   |
|  | Year 3-Month 1 - 12  | 1   | 420                         | 420   |
| Beckley, West Virginia   | Year 1-Month 1 - 12  | 4   | 420                         | 1,680   |
|  | Year 2-Month 1 - 12  | 12  | 420                         | 5,040   |
|  | Year 3-Month 1 - 12  | 15  | 420                         | 6,300   |
| Fairmont, West Virginia  | Year 1-Month 1 - 12  | 12  | 420                         | 5,040   |
|  | Year 2-Month 1 - 12  | 14  | 420                         | 5,880   |
|  | Year 3-Month 1 - 12  | 14  | 420                         | 5,880   |
| Kearneysville, West Virginia   | Year 1-Month 1 - 12  | 6   | 420                         | 2,520   |
|  | Year 2-Month 1 - 12  | 6   | 420                         | 2,520   |
|  | Year 3-Month 1 - 12  | 13  | 420                         | 5,460   |
| St. Albans, West Virginia  | Year 1-Month 1 - 12  | 41  | 420                         | 17,220  |
|  | Year 2-Month 1 - 12  | 11  | 420                         | 4,620   |
|  | Year 3-Month 1 - 12  | 12  | 420                         | 5,040   |
| Wheeling, West Virginia  | Year 1-Month 1 - 12  | 1   | 420                         | 420   |
|  | Year 2-Month 1 - 12  | 11  | 420                         | 4,620   |
|  | Year 3-Month 1 - 12  | 6   | 420                         | 2,520   |

| PHASE #3 - TRAINING SESSIONS:<br>Vendor will schedule and provide on-site training sessions of WV Environmental Health Data System and software on OEHHS and LHD supplied hardware at the following OEHHS central and district office locations. | Deliverable Due Date | Estimated Annual Training Sessions <sup>1</sup> | Unit Bid Price <sup>2</sup> | Bid Price (Estimated Annual Training Sessions x Unit Bid Price) |
|--|----------------------|---|-----------------------------|---|
| Charleston, West Virginia  | Year 1-Month 1 - 12  | 1   | \$ 800                      | \$ 800  |
|  | Year 2-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 3-Month 1 - 12  | 1   | 800                         | 800   |
| Beckley, West Virginia   | Year 1-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 2-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 3-Month 1 - 12  | 1   | 800                         | 800   |
| Fairmont, West Virginia  | Year 1-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 2-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 3-Month 1 - 12  | 1   | 800                         | 800   |
| Kearneysville, West Virginia   | Year 1-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 2-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 3-Month 1 - 12  | 1   | 800                         | 800   |
| St. Albans, West Virginia  | Year 1-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 2-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 3-Month 1 - 12  | 1   | 800                         | 800   |
| Wheeling, West Virginia  | Year 1-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 2-Month 1 - 12  | 1   | 800                         | 800   |
|  | Year 3-Month 1 - 12  | 1   | 800                         | 800   |
| <b>TOTAL BID PRICE</b>   |                      |   | <b>\$ 122,940</b>           |   |

<sup>1</sup>Actual annual installations and training sessions for Phase #3 are unknown. Annual installations and training sessions are estimated. Bidders "Unit Bid Price" per central and district office location under this phase must be the final unit cost per installation and training session per office location charged to OEHHS under this contract whether one or more than one is provided.

<sup>2</sup>Bidders must complete the Unit Bid Price and Total Bid for each Phase deliverable (separate bids per central and district office location as indicated under Phase #3).

Bidders must complete, sign, and date the vendor section below:

Vendor Name: HEALTHSPACE USA INC. Phone: 804-217-8379

Contact Person: JOSEPH WILLMOTT  
(Please Print) Fax: 804-747-6182

Contact Person Email: JWILLMOTT@HEALTHSPACE.COM

Authorized Vendor Representative: JOSEPH WILLMOTT

Authorized Vendor Signature:   
(Please Print)

Date: SEPTEMBER 27, 2011

**IMPORTANT: BIDDERS WILL NOT ALTER, MODIFY, OR ADD INFORMATION TO THIS BID PRICE SHEET**

## Business Requirements

HealthSpace USA Inc. (HealthSpace) is pleased to provide a quote as requested in Request for Quotation RFQ number EHS12035. After extensive review of the request, we confirm that we can meet the requirements as specified for the:

- Software Requirements
- Project Management Requirements
- Vendor Experience Requirements
- WV Environmental Health Data System Functional Requirements, System Security Requirements and Financial Producing/Tracking Requirements
- Form Requirements

## Software Requirements

### Responses #1 to #16

1. HealthSpace provides a perpetual license for the EHS system for each user. This is included in the installation costs for Year 1, Year 2 and Year 3.
2. At the time of installation, access to the source code is provided to the OEHS designated system Primary Administrative Contact.
3. The EHS system is fully integrated, meaning that forms are auto-populated with facility information. Correspondence and other documents such as inspections, permits, applications, complaints, invoices, etc. are connected to the facility documents.
4. HealthSpace's EHS system can collect electronic signatures and insert them into documents.
5. The system is fully integrated with Microsoft Outlook and can automatically populate calendars with scheduled events such as inspections, re-inspections or meetings.
6. The System can accept applications, payments and complaints online from the general public.
7. The System can import data from Microsoft Excel, Microsoft Access or Open Office, and also many other file formats.
8. Information from the System can be exported to Excel, Access and other programs for further manipulation and analysis. For experienced data base users the system allows report information to be queried from the system using an application data interface (ADI).
9. For mobile users or where connectivity to the internet is unstable, a minimum intrusion smart client is installed on the user's computer and is compatible with all versions of Microsoft Windows, Linux and Apple operating systems.
10. The System is compatible with Outlook 2003, 2007 and 2010.
11. HealthSpace solutions are web-based that run on all popular versions of standard web browsers. Users can access the system through a web browser to fill out forms, request information and view data. Jurisdiction and state staff can also access all elements of the system through a web browser including real-time reports.

12. HealthSpace systems are designed to operate on a variety of conventional platforms, from stand-alone workstations and notebook and tablet computers with a connection to the Internet and a browser installed. Computers that have the client installed need a Windows, MAC or Linux operating system with a minimum of 1 gigabit of RAM and 4 gigabits of hard drive storage
13. Users with client software installed are able to work off a local copy of the system or database whether connected or disconnected to the Internet. The system replicates with the system server every five minutes or when the user's machine re-establishes a connection. Databases and communication streams are 128-bit encrypted eliminating any security risks.
14. HealthSpace offers dozens of report configurations for static reports. These are configured into the system at the time of deployment and are customized to the OEHS's needs. HealthSpace offers dozens of report configurations for static reports. These are configured into the System at the time of deployment and are customized to OEHS's needs.
15. The HealthSpace system has a complete billing and accounting module used for invoicing, collecting and tracking fees associated with permits, inspection services, applications and other services in the system. It tracks fees, invoices, payments and receipts.
16. The system also provides the ability to generate reports using a number of different methods. Starting with the System views where key words can be used to call up information. Also different System views are configured to view information commonly required to locate facilities by location, type, status, etc. Information from the views can be exported to Excel, Access and other programs for further manipulation and analysis. For experienced data base users the system allows report information to be queried from the system using an application data interface (ADI). HealthSpace provides real-time static reports that are available on line. HealthSpace also provides report writing tools for SQL 2008.

## Project Management Requirements

### Response to #1

The following is an overview of HealthSpace's approach to project management:

### Project Communication Plan

Communications between the Department and HealthSpace will be set up on three levels, project management, project team and user groups. The relationship between OEHS and HealthSpace is described in the Teamwork Plan.

**Project Management** – A specific relationship between HealthSpace's project manager and OEHS's person in charge of the project (project champion) is developed where the two individuals have a close working relationship. This includes day to day communication, when required, either written or oral and a once a week scheduled meeting to review project progress and to deal with any issues. Weekly meetings can also include any relevant staff members who may be necessary for the discussion.

**Project Team** – The respective project teams coordinate their activities through a discussion database called a design forum. Postings are put in the design forum and responded to within the same business day. The database is maintained by HealthSpace and is the chief tool used by the development and implementation staff to get feedback and to respond to questions. In



addition, there will be monthly, scheduled summit meetings between Department staff and HealthSpace implementation staff to coordinate activities. Direct communication by telephone, face to face meetings and email are encouraged.

**User Groups** – HealthSpace encourages OEHS to set up a committee of users representing the participating Department staff. This committee must include staff members who use the system on a daily basis and representative managers who supervise day to day activities. The committee becomes a standing committee surviving the implementation and rollout phases and meets periodically to review the system’s functionality and application in day to day use. This committee becomes the chief sounding board to provide feedback on the systems effect on productivity and the provision of service.

In addition to the above, HealthSpace will submit a monthly progress report to OEHS comparing actual progress to the project plan.

### **Risk Management Plan**

HealthSpace uses a well developed implementation strategy which provides for ongoing consensus and cooperation between HealthSpace and OEHS during the implementation and rollout phases. It is incumbent upon OEHS to establish a project team who is committed to the project’s objectives and timelines and is prepared to work alongside HealthSpace staff to meet deadlines.

With respect to the proposed technology, the system contemplated herein does not require new development, rather customizing standard systems that have been implemented successfully before. HealthSpace’s quality management and testing programs insure the deployment of systems that only need minor modifications after deployment to meet real world experience. These modifications can be implemented after deployment without reinstalling new versions of the software.

HealthSpace and its partnership with IBM have an experienced team who has successfully implemented large multi-jurisdictional systems to clients similar to what is proposed herein.

### **Quality Management and Testing Plan**

HealthSpace uses a client management system and a ten step process for design, development and deployment of systems, modifications or upgrades.

#### **Response to #2**

HealthSpace develops detailed project plans using Microsoft Project using PMI standards and guidelines. HealthSpace project managers have significant project management experience developed over 13 years installing national, state and local programs. HealthSpace has retained every client since inception and has never failed to successfully install a system.

#### **Response to #3**

Deliverables and due dates are all part of the project plan as well as resource and personnel allocations. HealthSpace will provide a list of all deliverables and due dates for those deliverables by each task. As requested, HealthSpace will also provide an estimate for a ten workday review period by OEHS, revision time by vendor, and an additional five day re-review period by OEHS.

## Vendor Experience Requirements

### Response to #1

HealthSpace has been supplying systems supporting environmental health data for over 13 years.

HealthSpace systems (referred to by the brand name EnviroIntel Environmental Health System (EHS) or the System) are web-based with a client application for mobile operation or for mission critical operation during an interruption to internet service. The application runs on all popular web browsers or operating systems. EHS is designed to manage data and operational requirements for environmental health; public health/clinical case management; and fiscal services. HealthSpace systems are capable of future expansion for new programs that may be established by regulation or other statutory mandates as well as the deletion of any regulatory programs or certificates taken out of commission.

The complete systems include stand alone modules in all program and regulatory areas of health protection including Food, Hotels/Motels, Salons, Tattoo/Body Art Parlors, Day Care, Schools, Lead, Natural Public Bathing, Public Swimming Pools, Temporary Events, Site Plan Review, Onsite Subsurface Sewage Disposal Systems, Water Supply, Waste Water, Facilities, Personal Services, Community Care Licensing And Inspection, Housing Code Enforcement, Complaints, Permitting, Disease Prevention And Tracking, Case Management, Case Investigation And Reporting, Immunization Management And Tracking, and Bioterrorism.

HealthSpace was founded in 1998 to develop information and communication management systems for federal, state, provincial, county and municipal governments. Over the last 13 years the Company has successfully developed web-based applications for large and small organizations that enable the collection of fiscal information, inspection data and approval processes to facilitate automated issuance of permits, fee collection and regulatory management. Clients range in size from small county organizations to state-wide systems with over a thousand users, and national programs. HealthSpace systems are being used by over 100 jurisdictions in North America. HealthSpace is the largest provider of information management systems for the environmental sector in Canada and has the single largest installation in the United States with over 800 concurrent users. HealthSpace currently hosts and maintains two national systems for Health Canada and three state systems including Virginia, Wisconsin and Tennessee.

HealthSpace is one of the few organizations that specialize in the field of developing, installing, and maintaining information systems for environmental and public health organizations. HealthSpace is a technology leader with an expert team producing leading-edge results for clients, rapidly and with low risk. The management team is solid and competent, employing systems that insure continuity of excellence that can be extended to new clients.

HealthSpace is a private corporation incorporated in the State of Virginia with its head office located in Glen Allen, Virginia. It is affiliated with HealthSpace Informatics Ltd., a Canadian company, with its head office in Hope, British Columbia.

HealthSpace, as an IBM Business Partner, is a solutions provider working with the client to develop specific solutions that meet the needs of the client by:

1. assessing client business challenges and wants;
2. developing the appropriate custom solutions; that
3. provide the desired client results and benefits.

HealthSpace is a systems integrator, meaning that the software systems it develops and installs fit into existing or new peripheral applications an agency may have or acquire in the future. As such, HealthSpace takes the enterprise approach to the systems it provides which stops the proliferation of different systems, enhances reporting functions, and improves productivity with better reliability at the lowest cost.

HealthSpace core staff has accumulated 250 years of experience in environmental health and management systems; constantly developing, and customizing software and service packages to meet the changing needs of each of our clients. Advances made in partnership with clients over the years have resulted in the development of a powerful integrated data management, licensing and permit transaction systems. HealthSpace systems enable borderless data exchange across agencies resulting in considerable efficiency gains and enhanced public safety.

Systems and Solutions Include:

- Environmental Health Inspection and Management
- Community Care Facility Licensing Inspection and Management
- Drinking Water System Inspection and Management
- Health Alert Networks – BIO Terrorism and Naturally Occurring Events
- Disease Tracking and Surveillance
- Cruise Ship Inspection and Reporting
- Occupational Health and Safety Tracking and Management

## What HealthSpace Does

HealthSpace offers the widest range of cost effective solutions for environmental health organizations, where public health professionals can build data collection systems that will efficiently grow to meet new demands and opportunities without bypassing or restructuring existing computing or business systems.

HealthSpace EHS is a service that will help administrators centrally manage data within their organization. HealthSpace is able to install and upgrade systems and manage data from a central location insuring reliability through instant upgrades without having to reinstall software.

## The Ideal Client

HealthSpace clients range from small county health departments with half a dozen inspectors or less to regional health authorities operating in numerous municipalities to national programs operating in seven regions to statewide systems operating in thirty six districts. Although the Company has served all of its clients well, its service excels in supporting data management and communications for organizations with complex needs.

Here are the characteristics of that organization:

- The organization administers and carries out a number of different services in multiple locations
- Services are centrally managed and common standards are enforced
- Employees work in different locations with differing local requirements
- Management is looking to improve service and communicate with the public

- Management wants to integrate data and communications within all the services
- There is a likelihood that service demands and requirements will change over time
- Management is interested in organizational productivity
- The organization is well managed and proactive

**References**

**Response to #2**

Over the last 13 years HealthSpace has successfully developed and implemented web-based applications for large and small organizations that enable the collection of fiscal information, inspection data and approval processes to facilitate automated issuance of permits, fee collection and regulatory management. Clients range in size from small county organizations to state-wide systems with over 800 users, and national programs. HealthSpace is the largest provider of information management systems for the environmental sector in Canada and has the single largest installation in the United States. Relevant to this proposal is the fact that HealthSpace has installed and maintains three state-wide systems for the State of Wisconsin, the Commonwealth of Virginia; and the Tennessee Department of Health. HealthSpace has also installed and maintains two national programs for Health Canada, the first being the Environmental Health Information System for the First Nations and Intuit Health Branch and the second is the National Public Health Information Tracking System; as well as dozens of county and regional systems.

The charts on the following 2 pages summarize HealthSpace clients that can demonstrate the Company’s capability to successfully deploy a system with the size and complexity described in the RFQ.

Additional references are available upon request.

**Virginia Department of Health**

|   |  |
|---|--|
| Name of Client:                                   | Virginia Department of Health  |
| Address of Client:                                | Office of Environmental Health Services<br>109 Governor Street, 5th Floor<br>Richmond, Virginia, 23219   |
| Contact Person Name, Phone #, and E-mail Address: | Robert Hicks, Director of Environmental Health Programs<br>804-864-7456<br>robert.hicks@vdh.virginia.gov   |
| Website:  | <a href="http://www.vdh.state.va.us/">http://www.vdh.state.va.us/</a> or <a href="http://www.healthspace.ca/vdh">http://www.healthspace.ca/vdh</a>   |
| Title/Name of Service/Contract                    | Virginia Environmental Health Information System (VENIS)   |
| Dates of Service/Contract:                        | 2002 to current – renewed in 2007 for five years.  |
| Size of Service:                                  | Organization size of 1,100 employees with 800 concurrent users   |
| Description of Services Performed                 | Development, maintenance and upgrading a statewide information management, reporting and tracking system for the Virginia Department of Health. The strategic objective is to improve service to the public by increasing the knowledge and effectiveness of public health program within the state. In additions to the state-wide application the system is deployed in 34 separate districts. |

**Tennessee Department of Health**

|   |   |
|---|---|
| Name of Client:                                   | Tennessee Department of Health  |
| Address of Client:                                | Cordell Hull Building<br>Third Floor – 435 5 <sup>th</sup> Avenue<br>Nashville, TN 47423  |
| Contact Person Name, Phone #, and E-mail Address: | Hugh Atkins, Director<br>(615) 741-7206<br>hugh.atkins@tn.gov   |
| Website:  |   |
| Title/Name of Service/Contract                    | Information Management System   |
| Dates of Service/Contract:                        | 2010 to current   |
| Size of Service:                                  | Employee base of 203 users state wide   |
| Description of Services                           | State-wide environmental and public health electronic management system for food, food service, hotel/motel, bed and breakfast, child care, schools, corrections facilities, body art, camps, pools and rabies. |

**State of Wisconsin Department of Health Services**

|   |  |
|---|--|
| Name of Client:                                   | State of Wisconsin Department of Health Services   |
| Address of Client                                 | PO Box 7850, 10 West Wilson Street<br>Madison, WI 53707-5870   |
| Contact Person Name, Phone #, and E-mail Address: | James Kaplanek Chief Food Safety and Recreational Licensing,<br>608-261-8361<br><a href="mailto:jameskaplanek@dhs.wisconsin.gov">jameskaplanek@dhs.wisconsin.gov</a>           |
| Website:  | <a href="http://www.dhs.wisconsin.gov">http://www.dhs.wisconsin.gov</a>  |
| Title/Name of Service/Contract                    | Information Management System  |
| Dates of Service/Contract:                        | 2008 to current – Renewed in 2010  |
| Size of Service:                                  | Employee base of 400 uses in district offices across the state   |
| Description of Services                           | State-wide for all Facilities, Billing, Camp, Community Care, Complaint, Dairy, Disease, Food, General; Hotel, Imports, Personal Service, Reporting, Sewage System, and Water. |

## WV Environmental Health Data System Requirements

### Responses to #1 to #21

1. All client and operational data is backed up daily using tape drives. The Company retains the last 10 days, last weekly backup taken on Monday and permanently retains maintains a monthly backup. Backup tapes are stored off-site in a fire proof vault.
2. HealthSpace provides ongoing support for the systems it installs. Support covers installation, configuration, operation, maintenance and upgrading of EHS. Support is not included for any other software (such as operating system software or Internet connection software) or hardware (such as the client's computers).
3. The data center housing HealthSpace's applications servers are owned and controlled by the Company and reside in network operations hub that meet both Tier II Redundant Capacity Components Site Infrastructure and Tier III Concurrently Maintainable Site Infrastructure. Data centers are secured using biometric access and photo id keycards. Everyone entering the data center must have had police background checks performed or have a security escort with them at all times. Data is housed in two locations and the facilities are fire, flood, storm and earthquake proof with backup power systems that can run up to 72 hours.
4. HealthSpace will provide the three environments requested.
5. HealthSpace will guarantee that the System's production, staging, test, and training environments will be available 99.99% through peak periods 8 a.m. to 7 p.m. Monday through Friday and at a minimum of 90% through none peak periods.
6. HealthSpace will guarantee that the System's live environment will be available 99.99% through peak periods 8 a.m. to 7 p.m. Monday through Friday.
7. Maintenance and technical support will be consistent for all three system environments.
8. 12. **See Responses below:**

### Maintenance

HealthSpace will perform maintenance, including the following:

- Maintaining the Servers in good working order including the server software installed on it and the structural integrity of the databases stored on the servers.
- Correction of all errors in the EHS Database Design.
- Changes and additions, at HealthSpace's sole discretion, to Core Modules as agreed with OEHS.

### Support

HealthSpace EHS Enterprise is a managed solution, which means that all support and development is handled by HealthSpace staff. The clients' IT departments have little to no impact on their day-to-day workload after purchasing the product service.

HealthSpace offers a full, unlimited, toll-free technical support for all issues related to the use and deployment of the system. Operations staffs are given the authority to respond to all requests and make sure client needs are being addressed. Unlike most technical support lines, HealthSpace does not have a standard 'call center'; the primary goal is to make sure needs are met.

HealthSpace's support department is staffed by experienced professionals. Each client is assigned a primary contact person (Client Advocate) whose responsibility is to ensure that all support requirements are fulfilled as agreed.

HealthSpace provides technical support as follows:

- a. Telephone, fax, e-mail and on-line support
  - b. HealthSpace's working hours are 8:00 am to 8:30 pm EST, Monday to Friday except public holidays.
  - c. Help Desk support will be available from 8:00 AM PST through 8:30 PM hours EST.
  - d. After hour support is available on an on call basis.
  - e. HealthSpace will acknowledge all support requests within one hour of receipt, during operational support desk hours.
  - f. HealthSpace will resolve, to the client's satisfaction, support incidents within five working days.
  - g. Support covers installation, configuration, operation, maintenance and upgrading of the system. It does not include support for any other software (such as operating system software or internet connection software) or hardware.
  - h. HealthSpace logs support calls and provides the resulting data to the client so that it may assess HealthSpace's support performance.
13. Backups are done daily and stored off-site in a secure fireproof vault.
14. As the HealthSpace runs a double redundancy system in two different locations, there would be no loss of data as a result of a catastrophic event at its primary data center.
15. HealthSpace provides a "failover" capability to insure continuous operation if there is an interruption of service in one of the data centers. The system is designed to run seven days a week, twenty four hours a day. The "failover" system provides for continuous operation even through system upgrade and maintenance. HealthSpace has a business continuation strategy should there be a catastrophic failure at its headquarters. The data centers are not located at headquarters. Should headquarters cease to function, none of the client applications would be affected. System management and maintenance can be restored fully within 12 hours by relocating to any facility with an adequate internet connection.
16. HealthSpace will respond to emails/online posts, telephone calls or faxes within four working hours, with a resolution outline, during normal business hours.
17. See #15.
18. See #15.
19. HealthSpace program modules are organized in a logical treed structure starting with the "Physical Location" document which identifies where this entity is located and each attending facility is shown in order beneath that. This is followed by each activity such as inspections, complaints, reports, etc. From this basic structure the program modules are customize to meet the OEHS's business rules and legislative or regulatory requirements. These can be updated and modified, when required, to meet changing conditions. Scanned images and pictures and be added to documents and forms. Configuration is done by HealthSpace staff members.

20. The System supports function based security, where a user can be granted any combination of functions such as read only, create only, update only, no deletes, all functions based on their specific operational needs. For example, the configuration function would be available to only designated system administrators, and a user might only have read access, or might have access to update, add, change and delete. A can set a user's status to "Read Only", "Author", etc. These features are managed via a Registration Centre (a separate database which processes requests for access level changes based on a previously determined Security Roles matrix, accessibility and restrictions are tied to the users id file and can only be changed by the system administrator. Complete audit trails of changes to these roles and assigned levels are maintained and available to the System administrator. Specifics relating to the business processes and practices of this project would have to be determined during the configuration/ implementation phases. The applications are capable of restricting an individual user to accessing data for a specific service type, data for a single region or a group or regions, or allowed access to all operational data, depending on the access controls established by the System administrators. The System also supports data-level security, where a user can be granted access to view, create, and update data when meeting certain conditions. For example, a user could input, view and access only inspections for one region or only communicable disease data and not inspection data. Specifics relating to the business processes and practices are determined during the configuration and implementation phases. The System is capable of restricting an individual User to accessing data for a specific service type, data for a single region or a group or regions, or allowed access to all operational data, depending on the access controls established by the system administrators.

21. See #20.

## WV Environmental Health Data System Security Requirements

1. HealthSpace uses a comprehensive security model in concert with a well-recognized Security authority. Security is site and situation specific and following is an overview:
  - Role Based Access Control (RBAC) of all documents.
  - Public Key authentication, encryption, signatures all built in and based on RSA technology.
  - Databases designed with proper separation-of-duties between security and operational staff
  - Local replicas of databases encrypted in case of operating system level hacks
  - All communications streams encrypted
  - Certifier requires three users to sign in and create new users
  - Protocols in place to use Site Security Officer as cross check on Management requests
  - Security to sub-document granularity customized on a module-by-module basis
  - Servers are all firewalled with active monitoring by HealthSpace staff of both server and firewall logs
  - Audit trailing built in
  - Access Control List logs with audit trails built in



- Separate log server, which is not accessible to systems administrators
- Available username/password security for secured web sites
- Domino Server Events are set up to immediately notify Company employees of attempted use by unauthorized users
- Firewall and server logs are scanned once a month for attempted attacks and any unusual activity
- Secondary software is run to scan for any vulnerability as well as unusual traffic on all the Company's servers
- All database replicas located on mobile devices such as laptops and tablets are encrypted

### **Login and Authentication**

The system uses a distributed log-in system using a before access to a server can be gained. Authentication happens with the ID file on the hard drive without data being sent to a server. In most deployments the only person who has access to the ID file is the user. The system has a built in delay to prevent automated dictionary attacks. Each log-in attempt requires a longer and longer delay before another password can be entered, and eventually times out the automated attack.

2. The System supports strong password functionality that can be configured by the system administrator.
3. Databases and communication streams are 128-bit encrypted eliminating any security risks.
4. HealthSpace has a comprehensive security policy that is available upon request.
5. See #1.
6. See #1.
7. Passwords can be set by the individual, system administrator or automatically.
8. See #1.
9. The System is reverse compatible with other versions. "Backing out" of an installation can be done easily.
10. The System meets AES standards.
11. The System will not allow schema user or privileged user to connect to the database.
12. Every user accessing the system has an unique ID. Access to the system is role based, which are set by OEHS.
13. The System will meet the testing criteria of the Top 25 Most Dangerous Programming Errors as developed by SANS.
14. The System will meet OWASP Top Ten Web Application Vulnerabilities testing criteria.
15. The System will meet this requirement.

## WV Environmental Health Data System Financial Producing/Tracking Requirements

1. The HealthSpace System has a complete billing and accounting module used for invoicing, collecting and tracking fees associated with permits, inspection services, applications and other services in the system. It tracks fees, invoices, payments and receipts.
2. The billing module within the System has a complete accounts receivable function. It can provide ages summaries, produce statements and carry unpaid balances to the next billing cycle. Fees can be viewed by department, type, activity, cost center or other criteria.
3. The system tracks transactions based on the owner or person requesting a permit or application or service. Fee Configuration requires an initial set up and then can be updated as required when fee amounts change. Fees are set up as required by the individual billing requirements:
  - fees may be set up by facility type and sub type
  - fees may be set up by county or state
  - each sub type can be billed differently if desired
  - include fee codes if required
  - multi-facility discounts may be set up if required
  - pro-rated fees may be set up if required
  - must have security access to change fee configuration
4. Access to the billing module is based on the access control list as set up by the client. There is an initial setup of businesses and fees in the 'System Settings'. There is an administration security role is required to set these fields.
5. Fees may be created in batch for a billing run, or singularly as required throughout the financial year (late fee billing). Fees may be created from either facility, permit, application documents or billing views. The system provides complete auditing features. Invoices may be created by batch for a billing run, or singularly as required throughout the financial year. Invoices can be created from either fee documents or billing views. Once an invoice is printed it is locked down. The system provides an audit trail to record who has made and changed invoices.
6. Once payment has been posted a receipt can be printed. The receipt will show if it was a full or partial payment. A statement of account may be generated for any client for the current fiscal year or for a selected date range. Non-collectable invoices can be marked and identified in the main billing view.
7. The system is capable of allocating revenue by region, cost center, source or any other criteria required by an organization to monitor or analyze revenue information. In addition, all financial information can be exchanged with enterprise accounting and reporting systems such as SAP. Static and ad hoc reports can be generated from the System.
8. All receipts and invoice are number sequentially with no duplication.
9. Specific features of the billing module can be configured to meet business practices.

## Form Requirements

The System has two primary functions. The first is data collection and the second is output in the form of reports, permits, inspection reports etc. With respect to the data collection, the System is configured to capture data electronically in the most ergonomic way possible. Therefore, the data capture screens are configured to allow maximum efficiency using an electronic data capture tool such as a laptop, desktop or tablet computer. The user interface gives the user options depending on what type of device being used. Output forms are designed to approximate the look and design of the paper forms now used by OEHS.

HealthSpace will provide data capture interfaces and design output forms to meet the surveillance, communication and regulatory obligations of OEHS. This will include all inspection modules and forms described on pages 20 through 33 and shown in the attachments on pages 39 through 86 of the RFQ.

## OEHS Contribution to Contract

I have read and am in agreement to the points in #1 to #4.

## Vendor Bid Submission Requirements

I have read and have complied with the points in #1 to #5 and will also comply with all other points stated in pages 35 to 37 of the RFQ.