



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  
 EHS12035

PAGE  
 1

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

RFQ COPY

VENDOR

Garrison Enterprises Inc.  
 7500 E. Independence Blvd. Ste 105  
 Charlotte, NC 28227-9483

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
08/11/2011				

BID OPENING DATE: 09/15/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		920-49	\$53,170 <sup>00</sup>	\$53,170 <sup>00</sup>
PHASE 1-CUSTOMIZABLE ENVIRONMENTAL HLTH. DATA SYSTEM  REQUEST FOR QUOTATION  TO PROVIDE AN OPEN END CONTRACT TO PROVIDE AN ENVIRONMENTAL HEALTH DATA SYSTEM THAT SUPPORTS INSPECTIONS, INVESTIGATIONS, REPORTING, BILLING, AND STAFF TIME MANAGEMENT FOR THE OFFICE OF ENVIRONMENTAL HEALTH SERVICES PUBLIC HEALTH SANITATION DIVISION AND LOCAL HEALTH DEPARTMENTS THAT ARE LOCATED ACROSS WEST VIRGINIA PER THE ATTACHED SPECIFICATIONS.  EXHIBIT 3  LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON 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.  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.  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)						

RECEIVED  
 29 SEP 29 A 10:04  
 PURCHASING DIVISION  
 STATE OF WV

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>John J. Sawyer</i>	TELEPHONE 704-285-7500	DATE 9/20/11	
TITLE President	FEIN 56-2205688	ADDRESS CHANGES TO BE NOTED ABOVE	

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



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<p>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 SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>John J. Jarama</i>	TELEPHONE 704-285-7500	DATE 9/20/11
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<p>FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT 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. 05/26/2009            INQUIRIES:            WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 8/30/2011. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:</p> <p>ROBERTA WAGNER            DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25311</p> <p>FAX: 304-558-4115            E-MAIL: ROBERTA.A.WAGNER@WV.GOV</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS,</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Robert Wagner</i>	704-285-7500	9/20/11
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President	56-2205688	

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<p>AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88</p> <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>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>REV 07/16/2007</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>THIS TEAM EXHIBIT HAS BEEN REPLACED BY THE ONLINE VERSION WHICH IS AVAILABLE HERE:  <a href="http://www.state.wv.us/admin/purchase/vrc/venpref.pdf">HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VRC/VENPREF.PDF</a></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>John J. Rappera</i>	TELEPHONE 704-285-7500	DATE 9/20/11
TITLE President	FEIN 56-2205688	ADDRESS CHANGES TO BE NOTED ABOVE

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<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> <p>BUYER: -----RW/FILE 22-----</p> <p>RFQ. NO.: -----EHS12035-----</p> <p>BID OPENING DATE: -----9/15/2011-----</p> <p>BID OPENING TIME: -----1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p style="text-align: center;">-----704-569-8447-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): <i>Kevin Williams</i></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Kevin Williams</i>	TELEPHONE 704-285-7500	DATE 9/20/11
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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0002	1	JB		920-49	\$84,700 <sup>00</sup>	\$84,700 <sup>00</sup>
				PHASE 2-CUSTOMIZABLE ENVIRONMENTAL HLTH. DATA SYSTEM		
0003	9	EA		920-49	\$110 <sup>00</sup>	\$990 <sup>00</sup>
				PHASE 3- INSTALLATION - CHARLESTON, WEST VIRGINIA		
0004	31	EA		920-49	\$110 <sup>00</sup>	\$3,410 <sup>00</sup>
				PHASE 3- INSTALLATION - BECKLEY, WEST VIRGINIA		
0005	52	EA		920-49	\$110 <sup>00</sup>	\$5,720 <sup>00</sup>
				PHASE 3- INSTALLATION - FAIRMONT, WEST VIRGINIA		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Robert Wagner</i>	TELEPHONE 704-285-7500	DATE 9/20/11
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0006	25	EA		920-49 PHASE 3 - INSTALLATION - KEARNEYSVILLE, WEST VIRGINIA	\$110 <sup>00</sup>	\$2,750 <sup>00</sup>
0007	64	EA		920-49 PHASE 3 - INSTALLATION - ST. ALBANS, WEST VIRGINIA	\$110 <sup>00</sup>	\$7,040 <sup>00</sup>
0008	18	EA		920-49 PHASE 3 - INSTALLATION - WHEELING, WEST VIRGINIA	\$110 <sup>00</sup>	\$1,980 <sup>00</sup>
0009	3	EA		920-49 PHASE 3 - TRAINING SESSIONS - CHARLESTON, WV	\$920 <sup>00</sup>	\$2,760 <sup>00</sup>
0010	3	EA		920-49 PHASE 3 - TRAINING SESSIONS - BECKLEY, WV	\$920 <sup>00</sup>	\$2,760 <sup>00</sup>

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0011	3	EA	920-49	PHASE 3 - TRAINING SESSIONS - FAIRMONT, WV	\$920 <sup>00</sup>	\$2,760 <sup>00</sup>
0012	3	EA	920-49	PHASE 3 - TRAINING SESSIONS - KEARNYSVILLE, WV	\$920 <sup>00</sup>	\$2,760 <sup>00</sup>
0013	3	EA	920-49	PHASE 3 - TRAINING SESSIONS - ST. ALBANS, WV	\$920 <sup>00</sup>	\$2,760 <sup>00</sup>
0014	3	EA	920-49	PHASE 3 - TRAINING SESSIONS - WHEELING, WV	\$920 <sup>00</sup>	\$2,760 <sup>00</sup>
***** THIS IS THE END OF RFQ EHS12035 ***** TOTAL:						\$175,000 <sup>00</sup>

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09/02/2011				

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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
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.						
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.: 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 .....						
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 <i>John F. ...</i>	TELEPHONE 704-285-7500	DATE 9/20/11
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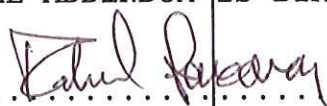
VENDOR

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<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 style="text-align: center;">             .....            SIGNATURE            .....  <i>Garrison Enterprises</i>            .....            COMPANY            .....  <i>9/20/11</i>            .....            DATE         </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: center;">END OF ADDENDUM NO. 1</p>						

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ADDENDUM NO. 2						
1. QUESTIONS AND ANSWERS ARE ATTACHED. 2. TO PROVIDE A REVISED BID PRICE SHEET THAT INCLUDES A LINE FOR TOTAL BID PRICE PER VENDOR QUESTION #25. 3. TO CORRECT THE QUANTITY OF LINE ITEM 5 ON PAGE 6 OF THE RFQ FROM 52 TO 40 PER VENDOR QUESTION #42. 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	<i>John Ragan</i>	TELEPHONE	704-285-7500
TITLE	President	DATE	9/20/11
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 Charleston, WV 25305-0130

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RFQ NUMBER
EHS12035

PAGE
2

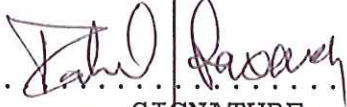
ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER 304-558-0067

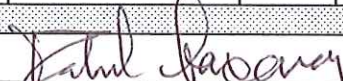
VENDOR
RFQ COPY TYPE NAME/ADDRESS HERE

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

DATE PRINTED 09/15/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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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
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. 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 style="text-align: center;">             .....            SIGNATURE            .....            Garrison Enterprises            .....            COMPANY            .....            9/20/11            .....            DATE         </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: center;">END OF ADDENDUM NO. 2</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE 	TELEPHONE 704-285-7500	DATE 9/20/11	
TITLE President	FEIN 56-2205688	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
EHS12035

PAGE
1

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

VENDOR

Garrison Enterprises Inc.  
 7500 E. Independence Blvd.  
 Charlotte, NC 28227-9483

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
09/22/2011				

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

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 3						
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.: 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 . . . . .						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
<i>Roberta Wagner</i>	704-285-7500	9/26/11	
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	
President	56-2205689		

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
EHS12035

PAGE
2


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

VENDOR	RFQ COPY
	TYPE NAME/ADDRESS HERE

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
09/22/2011				

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

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE ADDENDUM (S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <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 style="text-align: center;">             .....            SIGNATURE    <i>Garrison Enterprises</i>            .....            COMPANY    <i>9/26/11</i>            .....            DATE         </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: center;">END OF ADDENDUM NO. 2</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
<i>John Garrison</i>	704-285-7500	9/26/11	
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	
President	56-2205688		

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

AGREEMENT ADDENDUM

WV-96  
Rev. 10/07

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: Garrison Enterprises, Inc.

Signed: [Signature]

Title: President

Date: 9/20/11

RFQ No. EHS12035

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 exceed five percent of the total contract amount.

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

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: GARRISON ENTERPRISES, INC.

Authorized Signature: [Signature] Date: 9/20/2011

State of North Carolina

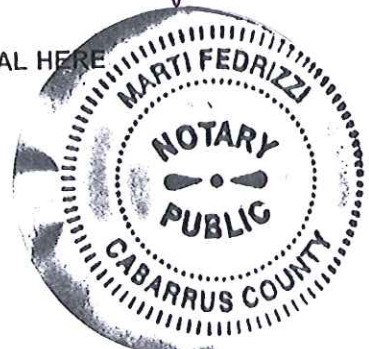
County of Mecklenburg, to-wit:

Taken, subscribed, and sworn to before me this 20<sup>th</sup> day of September, 2011.

My Commission expires July 01, 2013, 2013

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]







**Garrison Enterprises Inc.**



## **Garrison Enterprises, Inc.**

Response to  
RFQ Number EHS12035

Environmental Health Data System

State of West Virginia  
September 29, 2011

**ORIGINAL**

---

7500 E Independence Blvd, Ste 105  
Charlotte, NC 28227

Phone: (704) 285-7500  
Fax: (704) 569-8447

***THIS PROPOSAL CONTAINS CONFIDENTIAL AND PROPRIETARY INFORMATION AND  
IS NOT FOR PUBLIC INFORMATION OR RELEASE.***



## TABLE OF CONTENTS

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RFQ Number EHS12035

Environmental Health Data System

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## Section 1 Bid Price Sheet

### Bid Price Sheet

As requested, please find the completed Bid Price Sheet in the following pages.

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

DELIVERABLES (includes all requirements as described in specifications)		Annual Usage	Unit Bid Price	Bid Price (Annual Usage x Unit Bid Price)
<b>PHASE #1:</b>				
<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>	1	\$53,170.00	\$53,170.00	
<b>PHASE #2:</b>				
<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>	1	\$84,700.00	\$84,700.00	

PHASE #3 - INSTALLATIONS: 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	\$110 <sup>00</sup>	\$220 <sup>00</sup>
	Year 2-Month 1 - 12	6		\$660 <sup>00</sup>
	Year 3-Month 1 - 12	1		\$110 <sup>00</sup>
Beckley, West Virginia	Year 1-Month 1 - 12	4		\$440 <sup>00</sup>
	Year 2-Month 1 - 12	12		\$1,320 <sup>00</sup>
	Year 3-Month 1 - 12	15		\$1,650 <sup>00</sup>
Fairmont, West Virginia	Year 1-Month 1 - 12	12		\$1,320 <sup>00</sup>
	Year 2-Month 1 - 12	14		\$1,540 <sup>00</sup>
	Year 3-Month 1 - 12	14		\$1,540 <sup>00</sup>
Kearneysville, West Virginia	Year 1-Month 1 - 12	6		\$660 <sup>00</sup>
	Year 2-Month 1 - 12	6		\$660 <sup>00</sup>
	Year 3-Month 1 - 12	13		\$1,430 <sup>00</sup>
St. Albans, West Virginia	Year 1-Month 1 - 12	41		\$4,510 <sup>00</sup>
	Year 2-Month 1 - 12	11		\$1,210 <sup>00</sup>
	Year 3-Month 1 - 12	12		\$1,320 <sup>00</sup>
Wheeling, West Virginia	Year 1-Month 1 - 12	1		\$110 <sup>00</sup>
	Year 2-Month 1 - 12	11		\$1,210 <sup>00</sup>
	Year 3-Month 1 - 12	6		\$660 <sup>00</sup>

<b>PHASE #3 - TRAINING SESSIONS:</b> Vendor will schedule and provide on-site training sessions of WV Environmental Health Data System and software on OEHS and LHD supplied hardware at the following OEHS 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	\$920 <sup>00</sup>	\$920 <sup>00</sup>
	Year 2-Month 1 - 12	1		
	Year 3-Month 1 - 12	1		
Beckley, West Virginia	Year 1-Month 1 - 12	1		
	Year 2-Month 1 - 12	1		
	Year 3-Month 1 - 12	1		
Fairmont, West Virginia	Year 1-Month 1 - 12	1		
	Year 2-Month 1 - 12	1		
	Year 3-Month 1 - 12	1		
Kearneysville, West Virginia	Year 1-Month 1 - 12	1		
	Year 2-Month 1 - 12	1		
	Year 3-Month 1 - 12	1		
St. Albans, West Virginia	Year 1-Month 1 - 12	1		
	Year 2-Month 1 - 12	1		
	Year 3-Month 1 - 12	1		
Wheeling, West Virginia	Year 1-Month 1 - 12	1		
	Year 2-Month 1 - 12	1		
	Year 3-Month 1 - 12	1		
<b>TOTAL BID PRICE</b>			<b>\$175,000<sup>00</sup></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 OEHS 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: GARRISON ENTERPRISES, INC. Phone: 704-285-7532

Contact Person: Kevin Williams  
(Please Print) Fax: 704-569-8447

Contact Person Email: kwilliams@garrisonenterprises.net

Authorized Vendor Representative: Rahul Saxena  
(Please Print)

Authorized Vendor Signature:  Date: 9/20/11

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



## Section 2

### Explanation for Unlimited User License into Unit Bid Price

#### Pricing Explanation

The Digital Health Department system is implemented a little differently than traditional software, specifically because the system is completely web-based and there is no actual traditional client-server software to install. As such, the DHD system's pricing model includes a fixed initial implementation cost and an annual maintenance cost.

The Digital Health Department's licensing process is unique in that it allows your entire department to use the system without concern about "seats" or "number of authorized users." Unlike the typical setup of software packages, your department can have unlimited user access to the database from any computer in the world that has Internet access. There are no user license fees or restrictions on the department's access to the system, or number of users.

Nonetheless, as requested by the State and in this spirit of the RFQ, we have completed the Bid Price Sheet as required.

While we have followed the requirements to complete the Bid Price Sheet to the best of our ability, the Digital Health Department system's standard pricing structure provides a much more straightforward appraisal of the system cost. Using Garrison Enterprises' standard pricing structure, the State's DHD system based on the specifications set forth in this RFP can be best understood as follows:

- Total Initial Setup Cost                      \$175,000.00
- Annual Maintenance Cost                      \$ 50,000.00

In order to translate Garrison's standard pricing structure into the Unit Price Bid, we delineated the Initial Setup Cost (\$175,000) into Phase 1, Phase 2, and Phase 3 accordingly. The percentage breakdown into each phase was determined based on the scope of work and deliverables included with each phase.

Please note that the pricing structure presented in the Bid Price Sheet does not provide a line item for the Annual Maintenance Cost. Customarily, the type of software being requested by the State will include an ongoing annual maintenance cost for support and hosting. Since the Bid Price Sheet did not include a line item for the annual maintenance cost, we have listed the Total Bid Price for \$175,000.00, which represents the total initial setup cost of your DHD system.

The initial implementation cost in Garrison's traditional pricing structure includes all elements of the project from contract execution to system go-live. Thus, the initial implementation cost





covers the DHD base system, client system configurations, installation of the DHD Offline component on field devices, and user training.

The annual maintenance cost begins on the system go-live date and provides for ongoing maintenance and support throughout the life of the system. Thus, the annual maintenance cost covers system maintenance services, customer support, network availability, infrastructure guarantee of 99.9% uptime, and system hardware maintenance (not end-user hardware such as tablets and laptops).

All system work not described in the contract, including but not limited to system changes outside the original system Statement of Work, the addition of logic or functionality outside the original system Statement of Work, printable form and report updates, data requests, on-site customer training, and data conversions, will be charged at a flat rate of \$125 per hour, not including travel costs or other expenses. No work resulting in additional charges over and above the not-to-exceed contract amount will begin until an amendment or modification to the existing contract is signed by both Client and GEI.

The final payment structure and project milestones are expected to be further clarified and negotiated as the State deems necessary, either as part of the RFQ selection process or the subsequent contract negotiations in the event that Garrison is awarded the bid.



## Section 3

### Response to Vendor Experience Qualifications

#### Company Overview and Experience Qualifications

Garrison Enterprises surpasses the minimum requirements of 5 years' experience supporting environmental health data systems (#2) and 5 years' experience working with public health agencies at the State or local level (#3).

Garrison Enterprises was founded in 1999 and has been supplying off the shelf, yet configurable software applications to health departments across the United States for the past 10 years. The Digital Health Department (DHD) software application is the national leader in environmental health data management solutions. In the environmental health market, DHD has proven to be "best-of-class" and is the most widely implemented solution in the country today.

Additionally, Garrison Enterprises has extensive experience working with large scale jurisdictions similar in size and scope to the State of West Virginia. Our clients range from the largest cities in the country – Houston, Chicago, DC, Minneapolis – to statewide clients including Colorado, Rhode Island, and Alaska. Our predominance in the environmental health data management industry has provided unparalleled industry experience and expertise necessary to achieve the State's objectives as described in this RFQ.

A big reason for our growth and success is that Garrison Enterprises understands the need for, and provides, scalable, easy-to-use e-government applications specifically tailored to meet the client's data management needs. Our DHD application is not overly technical for the user and does not overwhelm staff, but rather encourages them to use the application for all facets of their job. This approach has proved very successful and provided a seamless transition as our clients have moved their departments from older, less user-friendly technologies to our exclusive 100% web-based solution.

We know that the State of West Virginia requires a cutting-edge, versatile software application that can manage the State's environmental health programs as described in this RFQ. We also understand that the application must be built to allow expansion and future integration as the State and its responsibilities grow in years to come. With the State's need for a new environmental health data management system and the desire for the system to have field-based inspection capability, we are confident the web-based DHD system is the best choice for the State of West Virginia.

Garrison Enterprises believes that the only way to effectively accomplish the State's objective is to implement a configurable web-based licensing and inspection system with the Digital Health Department solution. The DHD inspection software will take the State into a new era,



completely free of the holdbacks of traditional software and the tedium of pen and paper operations. With our truly 100% web-based system, all information is available in real-time from anywhere in the world, at any hour of any day (24/7). All you need is an Internet connection and your username and password to access the live database. The DHD system also allows for effortless data capture in the field through tablets or laptops, enabling the department to conduct inspections on-site and immediately print food inspection reports.

Because the Digital Health Department is so widely implemented it is a true COTS package. However, what makes DHD so unique is it can still be configured to the State's specific data requirements and business rules as specified in this RFP. The Digital Health Department system is 100% web-browser based and hosted by Garrison Enterprises as a SaaS solution.



## Section 4

### Response to Business Requirements

#### Software Requirements:

1. Vendor will provide a permanent software license to OEHS for its WV Environmental Health Data System.

#### **Garrison Response:**

Garrison will provide a nontransferable, nonexclusive license to OEHS for the life of the contract to use the DHD Environmental Health Data Management System.

Garrison always retains ownership rights to the DHD system, including all software, code, documentation, and derivative works. Garrison's contract agreements include specific language stating that Garrison retains all right, title, and interest in all work product produced by Garrison of any type whatsoever, which Garrison invents, creates, composes, authors, discovers or otherwise produces. If awarded the RFQ, Garrison's standard language will be incorporated into the final contract agreement.

The State is provided a license for use of the system for the life of the contract and subsequent renewals. Upon termination of the contract or non-renewal, Garrison will return to the State all data housed in the DHD system in an industry standard format.

2. Vendor will place all software source code(s) pertaining to WV Environmental Health Data System in escrow. All source code(s) pertaining to WV Environmental Health Data System will become property of OEHS if vendor declares bankruptcy or ceases to exist.

#### **Garrison Response:**

Yes, Garrison will place the software source code in escrow. The source code will be released to OEHS in the event of a vendor business failure.

3. Vendor software for WV Environmental Health Data System will link application(s), permit(s), inspection data, and official notices for each establishment or individual.
  - a. i.e, Software will auto-populate a field in the Permit or Inspection sheet based on information in the application.

#### **Garrison Response:**

Yes, the DHD application is a fully integrated enterprise level system. This allows the system to be used across numerous program areas and functions while keeping the data integrity at a best practices level. The DHD system auto-populates as much information on the screen as possible using the information from the related data records.



4. Vendor software for WV Environmental Health Data System will allow for capturing of an electronic signature.

**Garrison Response:**

Yes, electronic signature capture is a standard feature in the DHD software application.

5. Vendor software for WV Environmental Health Data System will have the capability to link re-inspection dates to Microsoft Outlook calendars.

**Garrison Response:**

The DHD system includes an automated inspection scheduling feature, which functions for all inspection types. The DHD inspection scheduler does not link with Microsoft Outlook, but rather functions as a stand-alone scheduling device directly accessible within the DHD system itself.

The DHD system's scheduling tool is very robust and certain aspects are configurable for any client. The system can provide inspection scheduling based on permit type (annual, triennial, etc.), violation patterns (repeat violations, etc.), local rules or regulation, and any other criteria required.

Additionally, the DHD system has the ability anytime an inspection is due or problems arise to generate an email to the inspector notifying them of the inspection. If an inspector's required inspections are not performed in a timely manner, then the system can also be setup to email the inspector's supervisor, notifying them of incomplete inspections.

Our experience working with hundreds of health departments across the country has informed us that the inspection scheduler tool native to the DHD application is a "best practice" method as opposed to linking with MS Outlook. The DHD system's email alerts for inspections and re-inspections in conjunction with the internal scheduler tool eliminate the need for MS Outlook.

6. Vendor software for WV Environmental Health Data System will have the capability of web based entries for filing complaints by the general public.

**Garrison Response:**

Yes, the DHD system provides the capability for complaints to be submitted online by the general public. If that feature is required, the public could go to the department's website, fill out a complaint form, and submit it to the department. To ensure that the complaint is coming from a valid complainant, the system can collect items such as a name and/or address of the person filing the complaint.



7. Vendor software for WV Environmental Health Data System will be capable of importing existing current data that is in versions of Microsoft Excel or Microsoft Access that are currently supported by Microsoft.

**Garrison Response:**

Yes, Garrison will import into the DHD system data from any industry-standard source – e.g. text file, CSV, MS Excel, MS Access, SQL. GEI will collect a sample or subset of the Client's data near the end of the development phase. Using the Client-provided Entity Relationship Diagram (ERD) and data map, GEI will create the conversion scripts to import that set of data into the State's DHD system for testing purposes. Once the Client System is in the testing phase and the data set is uploaded into the Staging environment, the State can test the system and the data at one time.

8. Vendor software for WV Environmental Health Data System will be capable of exporting data in currently supported Microsoft Excel or Microsoft Access formats. Financial data must be able to export to CSV and currently supported Excel formats.

**Garrison Response:**

Yes, the DHD system will be capable of exporting data in both MS Excel. The DHD system's ability to export data into CSV allows the State to upload data into virtually any other software program that supports data imports. The DHD system will be configured to export the financial data requested by the State into CSV and MS Excel formats.

9. Vendor software will run on a minimum of Microsoft Windows 7 based operating system.

**Garrison Response:**

Yes, any computer with Internet Explorer 7.0+ will run the web-based DHD system. The Offline Version of the DHD system will only run on tablets or laptops with Windows XP, Vista, or 7.

10. Vendor software will be compatible with currently supported versions of Microsoft Outlook.

**Garrison Response:**

Not Applicable. Please see response to #5 above.

11. Vendor software will be compatible at a minimum with Microsoft Internet Explorer Version 7.

**Garrison Response:**

Yes, any computer with Internet Explorer 7.0+ will run the web-based DHD system.



12. Vendor client software will be able to operate with 1GB of RAM memory.

**Garrison Response:**

Yes, for the web-based DHD system, there are no minimum requirements other than an IE 7.0+ browser. For the Offline Version of the DHD system, the minimum memory requirement for tablets and laptops is 1GB of RAM, although we recommend 2GB for faster synchronization times.

13. Vendor client software will allow users in the field to connect wirelessly to the host system or to work off-line where a wireless connection is unavailable and synch to the host system later.

**Garrison Response:**

Yes, Garrison Enterprises provides a version of the DHD system for laptops or tablets, allowing inspectors to enter information and perform inspections in the field, using the web-browser interface with or without an internet connection. When working offline in the field, the devices will transmit data to/from the main system (sync) when the inspector regains an Internet connection. Any information added or updated while the user is offline will automatically be synchronized to the live system when the user regains an Internet connection with that machine. The data format is consistent since the user will be working in the same browser configuration whether online or offline.

14. Vendor software will be able to generate reports (i.e., daily, monthly, quarterly, annually) based on activities of individual sanitarians and LHD offices.

**Garrison Response:**

Yes, the DHD system tracks every aspect of employee performance and provides the ability to report on any combination of items the State wishes to monitor, including workload volume, schedules, and mileage. The system allows for generation of detailed reports such as productivity and inspection compliance reports. All of this information can be sent electronically to the inspector's supervisor for review and approval.

15. Vendor software will be able to generate and print invoices.

**Garrison Response:**

Yes, the DHD system provides a robust Financial Module, which includes the ability to generate and print invoices – both individually and in bulk. When a fee needs to be generated, the system automatically generates the fee and posts the receivable in the system. The Bulk Invoice Generator tool can search the database for upcoming invoices and queue the invoices to be printed in bulk.



16. Vendor software will be able to generate ad hoc reports.

**Garrison Response:**

The DHD system contains an extensive reporting and analysis tool, which allows for the generation of a variety of standard reports. The system includes reports to analyze compliance history, staff productivity, time and activity, program costs and revenue, and workload allocation and complaint processing across all programs. All reports are completely configurable by the Department. In addition, the system includes an additional 5 custom reports, so you are assured they have an exhaustive report portfolio to meet your needs. All of the reports in the DHD system can be run without any knowledge of database design. This allows anyone who needs to run a report in the DHD system to do so without any special training or advanced report-writing expertise.

Project Management Requirements:

1. Vendor will provide a proposed work plan that discusses its approach to providing the products and services required to fulfill the terms of this Request for Quotation. Vendor's work plan must demonstrate a clear grasp of the overall project and services to be provided with the specific action steps that will guarantee the successful provision/completion of the project.

**Garrison Response:**

Yes, Garrison Enterprises has reviewed the provisions of this RFP and understands the State's goals, objectives, and proposed system requirements as described. Garrison Enterprises will provide skilled personnel to achieve the objectives and deliverables listed in this RFP. We believe that our product and project approach is best suited to meet the State of West Virginia's needs and requirements for this project.

During the contracting phase, your Garrison project team will review the project milestones and develop a tailored project timeline acceptable to the State based on those milestones. The standard DHD project approach consists of 7 basic phases/steps. The following breakdown provides a high-level summary of the typical stages of the DHD implementation.

- System Design
- System Development & Configuration
- System QA
- Initial Data Import / Data Import QA
- Training
- Final Data Import / Official Go Live
- Maintenance Officially Begins





Because each client system is unique, the project manager creates a project plan tailored to your project after meeting with you to understand your expectations, business processes, and specific system requirements. Garrison's project management staff will work closely with the department staff to develop a project plan that will work well for both the OEHS staff and the Garrison staff. Your custom project plan will be completed during the contract phase and will include all of the items required in this RFQ.

2. Vendor will use a formal and documented project management approach based on Project Management Institute (PMI) industry standards and guidelines. PMI industry standards and guidelines can be found at <http://www.pmi.org/>. Microsoft Project or comparable software tools will be used to develop the work plan that includes tasks, milestones and deliverables. Vendor's project management approach and work plan must provide OEHS with a means of determining if the statement of work is being accomplished as scheduled with acceptable deliverables. Vendor will designate a full-time project manager who will be available to OEHS staff 100% of the time after the project implementation begins.

#### **Garrison Response:**

Every project we complete includes a business analysis of our client's processes and the attention of our full-time project management staff, who are responsible for the project from start to finish. Our project management teams have extensive experience working with agencies of all sizes, including large-scale State departments. Our project management team begins the project with an excellent understanding of your processes and requirements. We understand what your department does and goes through each day and we have built the DHD application to fit those unique needs.

The staff that makes up the team to carry out this development and implementation consists of a program manager, a project manager, a lead developer, and two assistant project managers. Garrison Enterprises is unique in that it assigns specific staff to specific projects to follow the project through from start to finish, allowing both the client and Garrison Enterprises staff to develop a working relationship with each other.

The Program Manager oversees all aspects of the project and is responsible for the project team assigned to the State and the overall successful completion of the project. The lead project manager works in collaboration with the lead developer and oversees the project team including additional project managers. All other staff members who work on this project will answer to the Program Manager.



3. Vendor will provide a list of all deliverables and the due dates of those deliverables by task. The vendor will estimate a ten (10) workday review period by OEHS, revision time by vendor, and an additional (5) day re-review period by OEHS.

**Garrison Response:**

Yes, during the contracting phase, your Garrison project manager will review the project milestones based on the business analysis and review of State procedures. The Garrison project manager will then develop a timeline based on those milestones. The timeline and project plan will include specific deliverable dates, role responsibilities, and milestone achievements as well as time for client review. The project plan will be submitted for client review and approval; the Garrison PM will work with you to develop a project plan that is acceptable to both Garrison and the State staff. Once the timeline is approved by the State, we will begin the system design and development implementation.

Vendor Experience Requirements:

1. Vendor will have a minimum of five years experience supporting environmental health data systems.

**Garrison Response:**

Yes, Garrison Enterprises was founded in 1999 and has been supplying off the shelf, yet configurable software applications to health departments across the United States for the past 10 years. The Digital Health Department (DHD) software application is the national leader in environmental health data management solutions. In the environmental health market, DHD has proven to be "best-of-class" and is the most widely implemented solution in the country today.

2. Vendor will have a minimum of five years experience working with public health agencies at a State or local level.

**Garrison Response:**

Yes, Garrison Enterprises has extensive experience working with large scale jurisdictions similar in size and scope to the State of Hawaii. Our clients range from the largest cities in the country – Houston, Chicago, DC, Minneapolis – to statewide clients including Colorado, Rhode Island, and Alaska. Our predominance as the leading vendor in the environmental health data management industry has provided unparalleled industry experience and expertise necessary to achieve the State's objectives as described in this RFQ.



## WV Environmental Health Data System Functional Requirements:

1. Vendor solutions, including back-ups and disaster recovery solutions for the WV Environmental Health Data System will be hosted on vendor's servers.

### **Garrison Response:**

Yes, DHD is 100% web-based and requires no downloading or installation on the client's part. The system and all data are hosted on Garrison servers.

2. Vendor system development, maintenance and support activities, including help desk activities, for the WV Environmental Health Data System will be conducted by vendor.

### **Garrison Response:**

Yes, Garrison will provide system development and ongoing maintenance and support for the State's DHD system.

3. Vendor servers and ancillary equipment in primary and back-up facilities used to host the WV Environmental Health Data System will be owned by or under the total control of the vendor (i.e., the vendor alone is responsible for allocating resources to meet contractual obligations).

### **Garrison Response:**

Yes, Garrison staff has full and total access to and control of all servers and ancillary equipment in primary and back-up facilities.

4. Vendor will provide for three environments:
  - a. Live/Production environment
  - b. Training environment
  - c. Staging/Testing environment

### **Garrison Response:**

Garrison provides three environments for the DHD system. The three environments provided by Garrison include Development, Staging, and Production. The OEHS staff will have access to the Staging and Production environments. Garrison clients are able to use the Staging environment to also conduct system Training and Testing.

Staging is an environment for the agency to test and verify functionality. Once functionality is signed off on, the approved parts of the system will be pushed to "live" servers. The staging version of the system remains available to the department permanently and is valuable both for future change orders and as a training tool for new



staff, which allows them to practice using the system without worrying about interfering with live data. There is no additional charge for this sandbox version of the system.

5. Vendor will guarantee that the WV Environmental Health Data System's production, staging, test and training environments will be available a minimum of 99% of the time for the peak period of Monday through Friday, 8 a.m. to 7:00 p.m., Eastern Standard Time (excluding recognized Federal Holidays), and a minimum of 90% of the time for all other non-peak periods.

**Garrison Response:**

The Garrison network will be available 99.9% of the time regardless of time of day (for both Production and Staging), excluding scheduled maintenance or upgrades approved by both Client and GEI.

6. Vendor will guarantee that the WV Environmental Health Data System's live environment will be available a minimum of 99.99% of the time for the peak period of Monday through Friday, 8 a.m. to 7:00 p.m., Eastern Standard Time (excluding recognized Federal Holidays), and a minimum of 90% of the time for all other non-peak periods.

**Garrison Response:**

The Garrison network will be available 99.9% of the time regardless of time of day (for both Production and Staging), excluding scheduled maintenance or upgrades approved by both Client and GEI.

7. Unless otherwise specified, maintenance and technical support requirements are the same for all environments.

**Garrison Response:**

During both the initial system configuration and ongoing maintenance and support, all tools and system updates will be put on the Staging server at Garrison Enterprises. Staging is an environment for the agency to test and verify functionality. Once functionality is signed off on, the approved parts of the system will be pushed to the Production environment.

8. Vendor will have help desk support available via phone, e-mail, and on-line entry to OEHS and LHDs.

**Garrison Response:**

Yes, Garrison provides for support via phone, email, and online entry. Garrison is unique in that we assign specific staff members to your project, so that you can establish a working relationship with individuals who are familiar with your specific DHD system



and implementation. The OEHS system administrator can contact the Garrison project team by both phone and email. Phone support will be available Monday-Friday during the hours of 8:00am-6:00pm EST (except federal holidays). Additionally, you will be provided with a Garrison project team email address, which will immediately forward to each member of your Garrison team.

For on-line issue entry capability, the DHD system includes a module called Client Issue Tracker, where system administrators are able to enter issues, open tickets, and enter change requests. The users can also monitor the progress of the issue, ticket, or change as it moves through the system, and receive an alert when the issue is resolved. Each issue is assigned a priority level and a status, so pending issues can be addressed in order of importance, from the highest priority change to the lowest.

9. Vendor will respond to unlimited trouble tickets at no additional charge to OEHS and LHDs for the entire term of the contract.

**Garrison Response:**

Yes, Garrison's ongoing support will provide for fixing bugs, errors, and breaks at no additional charge. These trouble tickets are entered and monitored through the Client Issue Tracker module described above. Bugs, errors, and breaks are defined as defects in the product (i.e. a deviation between the functionality of the product and its actual performance). Critical Bugs and Escalated Issues receive top priority in the maintenance schedule. When Critical Bugs and Escalated Issues are reported, they are verified by GEI, acknowledged, and typically resolved within twenty-four (24) hours

In addition to bug/error/break fixes, the Garrison project team will evaluate System Enhancement requests on a case-by-case basis and will be quoted to the Client at the standard per-hour development rate. System Enhancements are defined as change requests and feature requests, which affect System appearance and/or functionality, not included in the existing System functionality or that fall outside the system Scope of Work and/or approved system documentation.

10. Vendor will have live help desk support for OEHS and LHDs available from 8 a.m. to 5 p.m., Eastern Standard Time, Monday through Friday, except on recognized federal holidays for the entire term of the contract.

**Garrison Response:**

Yes, telephone support for Client System Administrators between the hours of 8:00 AM and 6:00 PM EST. There is a 24-hour emergency support line available for Client System Administrators, but not general staff. General staff issues should be first directed to the Client System Administrator to determine that the issue does not pertain to Client policy.



If the issue is a legitimate system use issue and the Client District System Administrator is unable to assist the user, the Client District System Administrator may call the Support line to receive additional assistance from a GEI staff member.

11. Vendor will have voicemail, e-mail, or on-line help available to OEHS and LHD staff during hours when live assistance is not available.

**Garrison Response:**

Yes, Garrison has voicemail, email, and online help available for Client System Administrators when live assistance is not available (i.e. outside the standard business hours). Additionally, there is a 24-hour emergency support line available for Client System Administrators, but not general staff.

12. Vendor will provide unlimited bug fixes for the life of the contract at no additional charge.

**Garrison Response:**

Yes, please see the response to #9 above for details.

13. Vendor will backup WV Environmental Health Data System's data daily and will secure the backup at an off-site location.

**Garrison Response:**

Yes, the DHD system is 100% web-browser based and is hosted on servers that GEI maintains. GEI is responsible for backups, security administrations, and problem resolutions. GEI will run nightly backups of all data. The following backups are performed:

1. 15 minute incremental,
2. Nightly differentials,
3. Daily full,
4. Weekly move to tape,
5. Monthly tape rotation,
6. Monthly tape rotation – cold storage

14. Vendor guarantees that the maximum loss of data in the event of a catastrophic failure of the primary data center is limited to one business day's data.

**Garrison Response:**

Yes, in the event that data recovery is necessary following a disaster that would render data in the primary database unrecoverable, GEI would look first to the most recent incremental backup of data and attempt to restore. In the event that both the primary database and the incremental backup experienced a catastrophic failure, GEI would



restore from the nightly incremental backup. In the event that all three of these data sources were unavailable or had catastrophic failures, GEI would retrieve the most recent daily or weekly backup from the long-term backup storage and restore

15. Vendor will have a business resumption/continuity of operations plan in place for the host site that is tested at a minimum of one time annually.

**Garrison Response:**

Yes, Garrison's business resumption, continuity of operations, and disaster recovery plan includes the following specifications:

- Application servers – All application servers have identical file systems and application files can be rebuilt from another server. Additionally application files are kept on the file server.
- File server – The file server contains twelve hard drives. Drives one and two are running in RAID1, the operating system and any programs installed are on these two drives. Drives three through twelve are running in RAID10.
- Active directory – There are two active directory servers running a redundant configuration.
- DNS server – There are two DNS servers running a redundant configuration. Furthermore we are using a third party service that also acts as a tertiary backup in the case that both the primary and secondary servers are inaccessible. The third party service is hosted by dnsmadeeasy.com.
- Database Server – The database server is running two drives in RAID1. Incremental backups are performed every fifteen minutes with fourteen day retention. Daily full backups are run and are retained for thirty days. Monthly full backups kept indefinitely. Backups are stored on the file server. Backups are managed by Red Gate's SQL backup software.
- Mail server – The mail server is running in RAID1.
- Utility Server – The utility server is backed up nightly using the data center's backup software. These files are maintained by the data center and are available for restore using a web based control panel.
- All servers are backed up to the file server with Vise-Versa Server Backup. The backup schedule is set to run daily with a minimum of one month retention.
- Bare metal restore backups are created using Vise-Versa Server Backup and are recreated once a month.



- Second file server is used for data redundancy in case of failure on the main file server. The second file server is hosted in a different data center.
- Three to four application servers are hosted in a different data center.

16. Vendor will reply to customer questions submitted by email or telephone by the next business day.

**Garrison Response:**

Yes, your Garrison project team will respond to support inquiries as soon as possible, usually the same business day, but no later than the next business day.

17. Vendor will guarantee that the WV Environmental Health Data System live and production environments will be restored and available for data entry and inquiry within 24 hours of a catastrophic failure.

**Garrison Response:**

Yes, please see the response to #14 above for information regarding a possible disaster recovery event.

18. Vendor will guarantee that the WV Environmental Health Data System staging, test and training environments will be restored and available for use within 72 hours of a catastrophic failure.

**Garrison Response:**

Yes, please see the response to #14 above for information regarding a possible disaster recovery event.

19. Vendor will develop all forms and reports so that additional sheets can be attached to it, including inspection report documents, scanned documents, and images.

**Garrison Response:**

A standard feature of the Digital Health Department is the ability to generate the actual inspection report that your department uses – not replicated or “similar” digital versions, but the actual form. We will custom build each of the printable forms (i.e. permits, inspection reports) for the program areas covered by the DHD system as shown in the RFQ Attachments. The printable forms will be available from directly within your DHD application where they will be generated dynamically. In addition to printing the inspection report to leave on-site at the facility, the DHD system enables users to send a copy of the inspection report via email or fax from within the application.





20. Vendor will allow for various levels of access, depending on the individual using it. LHDs will assign levels of access.

**Garrison Response:**

Yes, the DHD system is a role based application. Each user has a unique role defined in the application so that when that user logs in and authenticates, the system only displays the role or information that specific user is authorized to see. This includes view, read, and write privileges at the field level. The department is fully in control of the security and permissions settings, so you can change them by user at will in real-time. All group and individual user permission settings are at the discretion of the State and can be set as discretely as desired. The permission assignment tool is just as easy to use as the rest of the system, and administrators can update permissions for each user very quickly, without having to make a separate request to the vendor.

21. OEHS will have access to all levels of data.

**Garrison Response:**

Yes, please see the response to #20 above. The State can establish and maintain the permission access levels for any groups or individual users.

WV Environmental Health Data System Security Requirements:

1. System will retain an access log of when a user logs on, logs out, or his/her session times out. This text log will contain the user's account identifier (ID), data, time of logon/logout, and activity type (log in log out, time out).

**Garrison Response:**

Yes, the DHD system retains a log of all the user information described above. A key advantage of a web-based system is the advanced audit trails capability. The audit log is tracked by record showing administration any changes that have been made to a record, who changed it, what date it was changed, and what time it was changed on that date. The system can even be setup to record data views in the same audited way. In that configuration, if a user opened a record and viewed it, the system would create an audit trail of the user viewing that record. Any question or dispute can be quickly addressed by looking at the record history, which will provide detail of all transactions.



2. System will support strong password functionality that can be configured by the system administrator. These capabilities include the length of passwords, types of characters required (numbers, symbols, uppercase letters, lowercase letters), the password change interval in days, and the user password expiration notification in days.

**Garrison Response:**

Each user will have a unique username and password that grants them secured access to the system. Users can change their own password and the system requires a password change every 30 days or at a specified interval required by the State for security reasons. The State can define additional password requirements during the implementation of the DHD system. Additionally, the DHD system encrypts sensitive information such as passwords with 128 bit SSL.

3. System will use Advanced Encryption Standard (AES) or equal information technology industry standard of data security through strong encryption, minimum of 128-bit, in all external communication.

**Garrison Response:**

Yes, the DHD system encrypts sensitive information with 128 bit SSL.

4. System will monitor and report any unauthorized access attempts to the system administrator.

**Garrison Response:**

Yes, when unauthorized access attempts are detected, both Garrison staff and designated county staff are notified via email or text alert.

5. System will support multiple user account status options to minimally include: 'Inactive or locked', 'Active', and 'Must change password upon next login'. System will provide an audit log of access changes.

**Garrison Response:**

The DHD system includes a user-friendly tool for Client System Administrators called the Employee Manager, which allows for tracking and maintaining employee information. The Employee profile for each user includes a dropdown value for Active or Inactive status. Additionally, the Employee Manager tool can store contact information, security group setting, username/password, password expiration date, and electronic signature. The Client System Administrators can seamlessly add/remove users as future personnel changes occur within the department. This functionality provides department administration with an efficient method for maintaining user information.



6. System will alert users to expiring passwords based on the user password expiration notification set by the administrator and prompt users to change their passwords in advance of expiration.

**Garrison Response:**

Yes, the DHD system will alert users to expiring passwords. The DHD system requires users to change their password every 30 days or at the specified interval required by the State.

7. System will allow users to change their own passwords after successfully logging onto the application and enforce strong password functionality.

**Garrison Response:**

Yes, users can change their own passwords after successfully logging onto the application.

8. System will support an audit log of access changes, e.g.: who granted user access, what type of access, user name, date of creation, and modification.

**Garrison Response:**

Yes, please see the response to #1 above for information regarding audit trail capability.

9. Vendor will provide "back out" procedures in the event a version of the application needs to be uninstalled by OEHS or LHD staff.

**Garrison Response:**

DHD is 100% web-based and requires no downloading or installation on the client's part. The system and all data are hosted on Garrison servers. Since the DHD system is 100% web-based, there is no need for the OEHS or LHD staff to installing software at the State's site for the live system.

10. System will store all passwords in Advanced Encryption Standard (AES) or equal information technology industry standard encryption format.

**Garrison Response:**

Yes, the DHD system encrypts sensitive information such as passwords with 128 bit SSL.



11. System will not use schema owner or privileged user (SYS, SYSTEM) to connect to the database.

**Garrison Response:**

Yes, the DHD system will not use schema owner or privileged user to connect to the database.

12. System will use least privileged user to connect to the database. The user utilized to connect to the database for configuring strong password parameters will not be the same user connecting to the database for other administrative processes and will not be the same user connecting to the database for update, or the user connecting to the database for query, etc.

**Garrison Response:**

The Digital Health Department is a role-based application. Each user has a unique role defined in the application so that when that user logs in and authenticates the system only displays the role or information that specific user is authorized to see. This includes view, read and write privileges at the field level. The department is fully in control of the security and permissions settings so you can change them by user at will in real-time. All group and user permission settings are at the discretion of the Health District and can be set as discretely as desired.

Since the DHD system is built from a permission-based design, the client can establish any number of groups and associated permissions regarding levels access to different types of data. In fact, the Digital Health Department is permission-based as far down as the user level, so system administrators are easily able to determine and update an individual user's access to the system. View, Add, Edit, and Delete permissions for each area of the system are completely independent, and system administrators are able to assign permissions appropriate to the user's level. For example, you can allow only supervisors to Edit and Delete records, but every user will be able to view and add records. The permission assignment tool is just as easy to use as the rest of the system, and administrators can update permissions for each user very quickly, without having to make a separate request to the vendor.



13. System will be tested to mitigate the Top 25 Most Dangerous Programming Errors as developed by SANS (SysAdmin, Audit, Network, Security) Institute/Mitre Corporation that can be found at the following link to the 2010 CWE/SANS (Common Weakness Enumeration) Top 25 Most Dangerous Programming Errors: <http://cwe.mitre.org/top25>.

**Garrison Response:**

Garrison's DHD system adheres to all the common standards for web-based software development. Garrison follows the industry best practices and works to mitigate the dangerous programming errors that are applicable to web-based software.

14. System will be tested to mitigate the Open Web Application Security Project (OWASP) Top Ten Web Application Vulnerabilities – current version that can be found at [https://www.owasp.org/index.php/Category:OWASP\\_Top\\_Ten\\_Project](https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project).

**Garrison Response:**

As stated in #13 above, Garrison's DHD system adheres to all the common standards for web-based software development. Garrison follows the industry best practices and works to mitigate the potential web application vulnerabilities which could apply to our software.

15. There will not be any structured query language (SQL), either static or dynamic, executed on any web page. All queries, inserts and updates will be handled by passing parameters to stored procedures.

**Garrison Response:**

Due to the complexities of the software and varying capabilities of SQL queries, there are some instances where queries are run on web pages. We have many safeguards against SQL injection attacks and other potential security vulnerabilities.

WV Environmental Health Data System Financial Producing/Tracking Requirements:

1. Vendor will develop WV Environmental Health Data System capable of generating and tracking accounts receivable for each application entered.

**Garrison Response:**

Yes, the DHD system will track invoices and payments in the Financial Transaction Manager. Users can enter payment information directly into the system, which will automatically update the status of the appropriate invoice and user account. The fees and the payments will be saved in the system for auditing purposes and users will be able to



run standard and custom financial reports based on the fee, invoice, and payment information entered into the system.

2. Vendor will develop WV Environmental Health Data System capable of generating and tracking accounts receivable for each inspection entered.

**Garrison Response:**

Yes, please see the response to #1 above. The Financial Transaction Manager functions the same for all types of accounts receivable.

3. Vendor will develop WV Environmental Health Data System capable of generating and tracking accounts receivable for other fees charged entered.

**Garrison Response:**

Yes, please see the response to #1 above. The Financial Transaction Manager functions the same for all types of accounts receivable.

4. Vendor will develop WV Environmental Health Data System capable of changing fee schedules as necessary. These will be individualized for OEHS and each LHD.

**Garrison Response:**

Yes, the DHD application allows the State to manage its own fee schedules from directly within the system using the Fee Manager tool. Each of the State's current fee schedules will be built into the system during the initial system implementation. From that point forward, by using the Fee Manager tool, the State will be able to change, add, or remove fee schedules without any vendor intervention. In addition, the Fee Manager tool allows the agency to manage financial adjustment types and amounts.

5. Vendor will develop WV Environmental Health Data System capable of generating invoices to all facilities.

**Garrison Response:**

Yes, the DHD system includes a robust Financial Module, including the ability to print and send invoices in bulk. When a fee needs to be generated, the system automatically generates the fee and posts the receivable in the system. The Bulk Invoice Generator tool can search the database for upcoming invoices and queue the invoices to be printed in bulk.



6. Vendor will develop WV Environmental Health Data System capable of generating receipts for all monies collected.

**Garrison Response:**

Yes, the DHD system's financial module will generate a printable receipt for all payments received.

7. Vendor will allow for Ad Hoc financial reports.

**Garrison Response:**

As discussed in the response to #16 earlier in this response, the DHD system contains an extensive reporting and analysis tool, which allows for the generation of a variety of standard and custom reports. All reports are accessible directly in the system's reporting and analysis module to all users with appropriate permission settings. Additionally, all of the reports are able to be run without any knowledge of database design, allowing anyone who needs to run a report the ability to do so without any special training. Reports can be exported into several electronic formats outside the DHD system, including MS Word, MS Excel, and PDF.

The DHD system provides several standard fiscal reports in the Reporting & Analysis tool. The standard fiscal reports in the DHD system include a cash drawer report, a cash flow report, and an invoice aging report. Additionally, the DHD system's financial module can be configured to automatically generate late notices and final notices as requested. The State can request additional custom financial ad-hoc reports as discussed in the response to #16 earlier in this response, which will assure that you have an exhaustive report portfolio to meet your needs.

8. Receipts will be numbered sequentially and receipt numbers will not be repeated.

**Garrison Response:**

Yes, the DHD numbers receipts sequentially without repeating.

9. Each LHD will have a separate number that identifies it. Vendor will use the county numbering system shown in Attachment A1, A-14, as part of the receipt number.

**Garrison Response:**

Yes, the DHD system can accommodate this request. The County code will be a static ID, which will be followed by the an auto-generated string of numbers in sequential order for each receipts.



## Form Requirements:

Vendor will develop electronic versions of the following forms. Vendor's electronic versions of the forms do not have to match pixel by pixel to the paper-based forms, but they will include the following, which will be visible and legible on any document printed.

- All fields contained on the paper-based form except where changes are indicated.
- DHHR logo or "West Virginia Department of Health and Human Resources" and include the West Virginia State Seal, Attachment A2.
- Permit numbers that follow the coding requirements set forth in the DHHR Manual of Environmental Health Procedures, Attachment A1, and Coding Requirements, Attachment A3.
- Form number (i.e., SG-91, SF-6) that corresponds with that document.
- The capability to attach photos, scanned files, PDF files, and additional files to the form.

## **Garrison Response:**

Yes, the State's DHD system will include all of the forms provided in the Attachments to this RFQ.

A standard feature of the Digital Health Department is the ability to generate the actual inspection report that your department uses – not replicated or "similar" digital versions, but the actual form. We will custom build each of the printable forms (i.e. permits, inspection reports) for the program areas covered by the DHD system as shown in the RFQ Attachments. The printable forms will be available from directly within your DHD application where they will be generated dynamically. In addition to printing the inspection report to leave on-site at the facility, the DHD system enables users to send a copy of the inspection report via email or fax from within the application.

Additionally, the DHD system does provide the ability to include photos or scanned files as part of the printable forms generated by the system. For example, we currently have a client who conducts an As-Built Septic Inspection. The inspection report for the As-Built includes a box where a scanned drawing of the site map is printed onto the printable form.





## Section 5

### Completed RFQ, Signed Addendum, and Required Forms

#### Required Forms

Please find enclosed the completed RFQ document, signed RFQ addendum, and other required forms.

#### \*Note about Required Form on Page 93 of RFQ:

Garrison Enterprises works with many clients that use a standard contract template for standard software services, and it is not unusual to find clauses that are not compatible with business practices of a software-as-a-service vendor. If selected as the preferred vendor, Garrison Enterprises reserves the right to negotiate the final contract terms with the State during the contract process as is customary in our experience with RFQs and bid processes across the country. During the contract negotiations phase, our contracting department works with the client to review the client's standard contract format and compare and contrast it with Garrison Enterprises' standard contract template. Frequently we use portions of both contracts to create a combined document that is agreeable to both parties, and that is what we anticipate if given the opportunity to work with the State of West Virginia. Experience has shown that the opportunity to discuss the final contract terms and the merging of the client's standard language with Garrison's standard language results in the most complete and accurate final scope of work for the agreement possible and benefits all parties involved.