



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

WEH13008

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

ROBERTA WAGNER
304-558-0067

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

HEALTH AND HUMAN RESOURCES
WELCH COMMUNITY HOSPITAL

454 MCDOWELL STREET
WELCH, WV
24801

304-436-8710

DATE PRINTED

10/24/2012

BID OPENING DATE

11/01/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>ADDENDUM NO. 3</p> <p>1. TO MOVE THE BID OPENING FROM 10/25/2012 TO 11/1/2012.</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>END OF ADDENDUM NO. 3</p>						

WV PURCHASING
DIVISION

2012 OCT 24 AM 11:32

RECEIVED

Patty Bannix

VP Account Mgt.

412-209-1281

10/24/12

25-189 0050

WITH ADDENDUM TO SOLICITATION, INSERT NAME AND ADDRESS

0005

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WEH13008

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input checked="" type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Acusis
Company

Patty Barrett
Authorized Signature

10/24/12
Date



/24/2012/WED 11:57 AM

FAX No.

P. 001



4 Smithfield Street
9th Floor
Pittsburgh, PA 15222
412.209.1300
412.209.1299 Fax

Facsimile Transmittal

To: Roberta Wagner Fax #: 304-558-3970
From: Patty Barrett Date: 10/24/12
Re: Addendum #3 Pages: (including cover page)



October 22, 2012

Department of Administration, Purchasing Division
2019 Washington Street East
P.O. Box 50130
Charleston, WV 25305-0130

RE: SOLICITATION NO: WEH13008

To Whom It May Concern:

Acusis is pleased to submit this proposal for comprehensive medical dictation and transcription services for Welch Community Hospital. We are a Pittsburgh-based company 100% focused on medical transcription/clinical documentation services. We have a solid and well-recognized reputation for ethical and transparent business practices, with numerous national and local awards and recognition for our billing transparency and ethical conduct. Our biggest differentiator is our people; they exhibit a strong commitment to quality and customer service. Acusis agrees to comply with every requirement of Welch Community Hospital to the best of its ability.

This proposal will outline how Acusis will deliver:

- On-time, electronic delivery of reports with outstanding quality; helping you improve service to your physicians.
- Innovative solutions and quality personnel to decrease transcription costs.
- A true partnership focused on accurate patient medical records.
- World-class customer service with a dedicated customer support team, operations team, and ongoing proactive communication with regular phone calls, visits, emails, and feedback.

We are excited about the opportunity to provide these benefits and many others to Welch Community Hospital.

Sincerely Dedicated,

A handwritten signature in cursive script that reads "Patty Barrett".

Patty Barrett, CMT, AHDI-F
VP, Account Management



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

Solicitation

NUMBER
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ROBERTA WAGNER 304-558-0067

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Acusis
4 Smithfield Street
Pittsburgh, PA 15222

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HEALTH AND HUMAN RESOURCES
WELCH COMMUNITY HOSPITAL

454 MCDOWELL STREET
WELCH, WV
24801 304-436-8710

DATE PRINTED
09/21/2012
BID OPENING DATE:
10/23/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
OPEN-END BLANKET CONTRACT						
***** MANDATORY PRE-BID MEETING 10/10/2012 AT 1:00 PM AT WELCH COMMUNITY HOSPITAL, 454 MCDOWELL STREET, WELCH WV 24801, ADMINISTRATIVE CONFERENCE ROOM *****						
0001	1	YR		961-72		
BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE						
THE STATE OF WEST VIRGINIA, DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR BEHAVIORAL HEALTH FACILITIES, WELCH COMMUNITY HOSPITAL, IS SOLICITING BIDS TO PROVIDE DICTATION/TRANSCRIPTION SERVICES AS PER THE ATTACHED SPECIFICATIONS. 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.						

SIGNATURE <i>Patty Barrell</i>	TELEPHONE 412-209-1281	DATE 10/22/12
TITLE VP, Account Mgt.	FEIN 25-1890050	ADDRESS CHANGES TO BE NOTED ABOVE

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



State of West Virginia
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2

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<div> <div>10/23/2012</div> <div>BID OPENING TIME 1:30PM</div> </div>						
***** THIS IS THE END OF RFQ WEH13008 ***** TOTAL: _____						

SIGNATURE Patty Bauer		TELEPHONE 412-209-1281	DATE 10/22/12
TITLE VP. Acct. Mgt	FEIN 25-1890050	ADDRESS CHANGES TO BE NOTED ABOVE	

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

V E N D O R	*A17105836	412-209-1281
	ACUSIS LLC	
	4 SMITHFIELD ST	
	PITTSBURGH PA 15222	

S H I P T O	HEALTH AND HUMAN RESOURCES WELCH COMMUNITY HOSPITAL	
	454 MCDOWELL STREET WELCH, WV 24801	304-436-8710

DATE PRINTED
10/18/2012

BID OPENING DATE:

10/23/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 01						
1. TO PROVIDE PRE-BID SIGN IN SHEETS FROM THE MANDATORY PRE-BID MEETING.						
2. TO PROVIDE ANSWERS TO QUESTIONS RECEIVED FOR THIS SOLICITATION.						
3. TO PROVIDE SAMPLE REPORTS AS A RESPONSE TO QUESTION NO. 8						
4. TO PROVIDE A REVISED COST SHEET.						
5. TO PROVIDE THE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 01						

SIGNATURE	TELEPHONE	DATE
Patty Barnett	412-209-1281	10/22/12
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
VP, Account Mgt.	25-1890050	

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*A17105836 412-209-1281
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PITTSBURGH PA 15222

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DATE PRINTED
10/18/2012

BID OPENING DATE: 10/25/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
1. TO ATTACH A PAGE CONTAINING VENDOR QUESTIONS AND THE AGENCY RESPONSES INADVERTENTLY OMITTED FROM ADDENDUM NO. 1.						
2. TO MOVE THE BID OPENING FROM 10/23/2012 TO 10/25/2012. BID OPENING TIME REMAINS AT 1:30 PM.						
3. TO PROVIDE THE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 2						
0001	1	YR		961-72		
BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE						
***** THIS IS THE END OF RFQ WEH13008 ***** TOTAL:						

SIGNATURE <i>Patty Banell</i>	TELEPHONE 412-209-1281	DATE 10/22/12
TITLE VP, Account Mgt.	FEIN 25-1890050	ADDRESS CHANGES TO BE NOTED ABOVE

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Acusis, LLC
Company

Patricia Bauer
Authorized Signature

10/22/12
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012



Transcription Services Proposal:

Welch Community Hospital

October 22, 2012

Patty Barrett

Vice President Account Management/US Operations

Introduction

Acusis is pleased to submit this proposal for comprehensive medical dictation and transcription services for Welch Community Hospital. We are a Pittsburgh-based company 100% focused on medical transcription/clinical documentation services. We have a solid and well-recognized reputation for ethical and transparent business practices, with numerous national and local awards and recognition for our billing transparency and ethical conduct. Our biggest differentiator is our people; they exhibit a strong commitment to quality and customer service. Acusis agrees to comply with every requirement of Welch Community Hospital to the best of its ability.

This proposal will outline how Acusis will deliver:

- On-time, electronic delivery of reports with outstanding quality; helping you improve service to your physicians.
- Innovative solutions and quality personnel to decrease transcription costs.
- A true partnership focused on accurate patient medical records.
- World-class customer service with a dedicated customer support team, operations team, and ongoing proactive communication with regular phone calls, visits, emails, and feedback.

We are excited about the opportunity to provide these benefits and many others to Welch Community Hospital.

GENERAL REQUIREMENTS:

3.1 Desired Items and Mandatory Requirements: Vendor shall provide Agency with the Desired Items listed below on an open-end and continuing basis. Desired Items must meet or exceed the mandatory requirements as shown below.

3.1.1 Professional Medical Dictation/Transcription Services

3.1.1.1 Vendor shall provide all supplies, postage, shipping and dictation equipment necessary for transcribing and dictating, and be responsible for all cost associated with the providing of said services within their office location, including a toll-free telephone number or local telephone number to receive dictation, providing access for a maximum 30 users.

We, Acusis, will provide all supplies, postage, shipping and dictation equipment necessary for transcribing and dictating, and will be responsible for all costs associated with providing of said services within our office locations, including a toll-free telephone number to receive dictation and can easily provide access for 30 or more users.

3.1.1.2 Welch Community Hospital desires a vendor with a proven track record of providing medical dictation/transcription services. The vendor must have provided said services for at least five (5) years and must derive at least seventy-five percent (75%) of its gross income from this service.

Acusis® is a privately owned Limited Liability Corporation founded in 2001. Acusis, headquartered in Pittsburgh, PA, also maintains offices in Bangalore, Coimbatore, Chennai, and Mysore, India, and in Manila and Cebu, Philippines. Acusis derives 100% of its gross income from its clinical documentation services.

Since inception, we have developed a global infrastructure to support a constantly growing, distinguished list of nationwide customers. In both our U.S. and Global Operations we have installed unique systems, procedures and employment policies to generate the highest quality transcription, consistent 24-hour turnaround time or less with a reputation for world-class proactive customer service.

We employ a team of more than 1,200 associates, including transcriptionists, editors, quality auditors, implementation specialists, customer service, account managers, and software developers. We provide dedicated resources for implementation excellence. All transcriptionists are Acusis associates with no subcontracting involved.

We currently work with leading hospitals and clinics throughout the United States. Acusis has a history of innovation, and we have developed unique systems to support our customers' needs.

On April 4, 2007, Acusis acquired Digital Records Corporation, which was headquartered in Santa Clara, California. On September 29, 2011, Acusis acquired SPI, which was headquartered in Manila, Philippines.

The KLAS Medical Transcription Service Organization (MTSO) Study shows that the Higher StandardsSM performance-driven Acusis model is continuing to produce positive results. For the 2010 study, KLAS conducted 18-20 interviews with providers using Acusis' services.

- Acusis' average ranking over the course of the KLAS study is 2nd best within the transcription industry.
- Acusis is one of only 5 MTSOs that have improved their scores every year since our first study in 2006.
- For 2010, providers interviewed were asked to rate their MTSOs in the additional 5 indicator categories of TAT, report quality, provider account specifics, administrative tools and account management. Acusis rated #1 in report quality and above the average in 4 of 5 of these categories—one of only three MTSOs to do so.

The 2011 KLAS results will be released in November 2012.

3.1.1.3 Vendor shall provide references of at least three (3) hospital clients from whom the vendor has provided professional medical dictation/transcription services.

Acusis Client References:

<u>Michiana Behavioral Health & Midwest Center</u> 1800 N. Oak Dr. Plymouth, Indiana 46563 Jeff Calvin, MBA Chief Financial Officer Jeff.calvin@uhsinc.com Direct 574-941-5719	<u>Culpeper Regional Hospital</u> 501 Sunset Lane Culpeper, VA 22701 Director of HIS Lyn Deutschman mdeutschman@culpeperhospital.com (540) 829-4310	<u>Mineral Area Regional Medical Center</u> 1212 Weber Road Farmington, MO 63640 Kathleen Spence, Director of Health Information Management kathleen.spence@capellahealth.com (573) 701-7369
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A quote about Acusis in the 2009 KLAS report, p. 119:

"Acusis has a couple of different transcription options from a technology standpoint. We Have a direct interface. The doctors dock their devices, and the files get saved on a server. The files are then pushed to Acusis, and they push the report back to us and it is automatically integrated into our EMR. A lot of configuration and work went into that setup. I was impressed because Acusis did everything themselves. They looked at our EMR and built the interface kit. EMR interfaces are no walk in the park, but Acusis took care of everything. Acusis also has a Web interface where we can view the record as a Word document. We can also listen to the voice file too."

3.1.1.4 Vendor shall describe the names, experiences and qualifications of management and dictation/transcription staff to be utilized in the fulfillment of this contract.

Company Executives: The Company's commitment to attracting the best people in the industry has resulted in an outstanding management team who bring over 80 years of combined experience in medical transcription service and extensive additional professional experience in technology, services, and healthcare-related industries. You can read profiles of our executive team online at www.acusis.com.

- Chief Executive Officer: Ray Dyer
- Chief Operations Officer, Global Operations: K.B. Anand
- Chief Financial Officer: Larry Jackson
- Vice President, Account Management, US Operations: Patty Barrett
- Vice President, Customer Services: Bob McClelland

Management Team:

- **Operations Manager:**
 - The operations manager to oversee this account has over a decade of solid successful quality and operation management experience with Acusis. The operations manager possesses a Six Sigma Green Belt and a degree in Computer Science and Engineering.
- **Project Manager:**
 - The project manager for this account joined Acusis in 2003 with a quality background and currently executes implementation managing formatting, demographic fields and windows, and other technology pieces. The project manager is a graduate in Biochemistry and pursuing an MBA.
- **Recruitment Manager:**
 - The recruitment manager possesses over 11 years of medical transcription and operational experience. The Acusis recruitment manager for your account is involved in recruitment and in charge of Acusis' strategic partner development. The recruitment manager is a graduate in Biochemistry with over 15 years of experience in marketing and business.
- **Assistant Manager, Training:**
 - The assistant training manager has over 13 years of experience the Medical Transcription industry and has worked at various levels. The assistant training manager possesses a master's degree in Human Resources.
- **Assistant Manager, Production:**
 - The assistant production manager has nearly a decade of experience in the Medical Transcription Industry and oversees the production operations, account specifics, and deliverables. The assistant manager has a degree in Business Administration.
- **Account Lead Manager:**
 - The account lead manager has over a decade of experience through almost all stages of the industry from transcriptionist to an Acusis Account Lead managing account specifics and direct communication needs.
- **Workflow Coordination Manager:**
 - The workflow coordination manager possesses software experience and responsible for managing workflow for the production teams. The workflow coordination manager possess a degree in Computer Science.

ACUSIS MT PROFILE/JOB DESCRIPTION: Bachelor/Graduate degree in Life Sciences from a recognized university with minimum of 5 years on-the-job experience excluding time spent in a training environment.

MTs must possess a minimum of 5 years transcription experience of delivering customer grade work on a daily basis.

ACUSIS QUALITY TEAM PROFILE/JOB DESCRIPTION: Bachelors/Graduate degree in any discipline from a recognized university with minimum of 6+ years of medical transcription industry experience with a minimum of 2+ years of regular full-time editing and proofreading experience on multiple work types.

The Acusis model of "higher standards" is reflected in everything we do. Higher standards means higher quality, which is what you will find when you allow us to produce your medical documents. Due to our large volume of work with hospitals and clinics, our transcription staff at Acusis are the best in the industry.

3.1.1.5 It is the sole responsibility of the vendor to employee trained and/or certified transcriptionist(s) in order to fulfill the requirements of the contract.

In order to fulfill the requirements of the contract, it is Acusis' responsibility to employ and manage the staff.

3.1.1.6 The system shall allow for continuous 24 hour operation.

Acusis will ensure that Welch Community has 24 hour per day, 365 days per year coverage, including holidays, weekends, and nights. Acusis does not charge any premiums for weekend or holiday coverage.

3.1.1.7 Dictation must be accepted 24/7/365 days a year via a toll-free telephone number or local telephone number.

Acusis will ensure that Welch Community has 24 hour per day, 365 days per year coverage, including holidays, weekends, and nights via a toll-free number. Acusis does not charge any premiums for weekend or holiday coverage. We provide 24/7/365 monitoring of all systems.

3.1.1.8 The system will allow voice files and data files to be transferred to any PC. Data and voice files must be encrypted while being transferred and while at rest on a server.

AcuSuite allows all voice files and data files to be transferred to any PC. All Acusis communications happens through a secure SSL protocol. This supports 256 bit cipher strength to accommodate different client capabilities. The Acusis datacenter meets SAS 70 Type II along with PCI DSS standards Multiple Physical Layers of Security, Controlled Security Procedures and employs CCTV/DVR Facility Monitoring.

Acusis believes in a strong commitment and accountability to privacy and security safeguarding of protected health information (PHI). We view our relationship with our customers as more than just a Business Associate, but rather as a Covered Entity with a responsibility that goes beyond the average Business Associate Agreement.

3.1.1.9 The system must be able to locate reports by work type, date transcribed, dictator and ID number.

The AcuSuite eTranscribe platform allows users to locate reports by various methods, including, but not limited to, work type, date transcribed, dictator and ID number.

3.1.1.10 The system shall allow dictators to prioritize their work.

Dictators have the capability to prioritize their work as well as pause, playback, rewind, and fast forward. In addition, they will be provided the job number at the end of the recording. Dictation prompts are also provided for patient identifiers, work types, and unique dictator ID#.

3.1.1.11 The system shall provide the ability to listen to voice header information regarding a dictation such as: type of report, dictated by and dictated on.

AcuSuite displays dictation detail information such as the report, or work, type, the dictator, and dictation date and time. The system will provide job information such as work type, dictator and dictator date and time.

3.1.1.12 The system shall provide the dictator the ability to insert and delete dictation.

AcuSuite provides the ability to rewind and overwrite dictation if desired.

3.1.1.13 Vendor must provide a common document delivery software system for the facility and the outsourced vendor.

Acusis has the capability of providing an enterprise-wide solution called AcuSuite that can be used by in-house personnel and physicians. AcuSuite is web-based business automation software for medical transcription. It addresses the end-to-end business needs of large hospitals and health systems. AcuSuite is accessible through a browser and uses secure HTTP for communication. AcuSuite offers dictation and ADT capture, job monitoring,

document review, distribution control, and back-end speech recognition and transcription capability through the eTranscribe platform.

eTranscribe Features:

- Single point end user application in AcuSuite.
- Basic and advanced search options (including, work type, transcription date, dictator, and ID number)
- Search option with customizable fields for each account.
- Can open the transcripts in a user friendly editor window
- ActiveX and Non ActiveX editor options to view the transcripts.
- Other operations performed on the transcript.
 - Hold
 - Release
 - Reject
 - Play Dictation
 - Change Status
 - Change TAT
- Electronic signature support

3.1.1.14 Software utilized by vendor shall be compatible with all versions of Microsoft Word and Windows operating systems later than and including Microsoft Word 2003 and Windows XP to be compatible with the facilities existing software.

AcuSuite is compatible with Microsoft Word and Windows operating systems including Microsoft Word 2003 and Windows XP.

3.1.1.15 Reports shall be transcribed and returned to the hospital within twenty-four (24) hours. This includes but is not limited to history, physicals, operative reports, x-ray reports, pathology reports,

echocardiograms, letters and consults, etc. STAT report requests shall have a turnaround time of no more than ninety (90) minutes, history and physicals are to be transcribed and returned within eight (8) hours and discharge summaries are to be completed and returned within forty-eight (48) hours.

Acusis guarantees quality and turnaround time through the Acusis Service Guarantee.

- All reports will be transcribed and returned to Welch Community Hospital within twenty-four (24) hours.
- Reports designated as STAT will be transcribed and returned to Welch Community Hospital within one and one-half (1.5) hours.
- Reports designated as History and Physicals will be transcribed and returned to Welch Community Hospital within eight (8) hours.
- Reports designated as Discharge Summaries will be transcribed and returned to Welch Community Hospital within forty-eight (48) hours.

3.1.1.16 An accuracy rate of 98% is required as determined by sample review. Vendor shall be responsible for all necessary quality control procedures in this regard. Quality control reports will be provided to the Health Information Manager quarterly.

Acusis is responsible for all necessary quality control procedures to provide a minimum of 98% accuracy with monthly quality audits. Quality control reports are able to be provided as needed to Welch Community HIM.

3.1.1.17 Vendor shall perform all work in a HIPAA (Health Insurance Portability Accountability Act) compliant facility/area which ensures confidentiality of all reports.

Acusis believes in a strong commitment and accountability to privacy and security safeguarding of protected health information (PHI). We view our relationship with our customers as more than just a Business Associate, but rather as a Covered Entity with a responsibility that goes beyond the average Business Associate Agreement.

All Acusis employees sign confidentiality documents and go through HIPAA training which includes testing. Of note, Acusis medical transcriptionists do not download a document to their computer; they access a portal which eliminates PHI from being downloaded to an Acusis system. Acusis has remote offices throughout the United States; however, the corporate office is located in Pittsburgh, Pennsylvania.

3.1.1.17.1 Vendor must agree to and comply with Federal Regulations contained in Title XIII, Subtitle D of the American Recovery and Reinvestment Act of 2009, Pub. L. No 111-5 that was passed into law in February of 2009. This act is made up of the Health Insurance Portability and Accountability Act of 1996 (HIPPA) and the Health Information Technology of Economic and Clinical Health Act (HITECH Act). Selected Vendor must sign WV HIPPA Business Associate Addendum. Vendors base of operation must be located in the jurisdiction that HIPPA/HITECH laws apply.

Acusis agrees, complies with the abovementioned items. Acusis is willing to sign WV HIPPA Business Associate Addendum.

3.1.1.17.2 The vendor must have a compliance or security officer to oversee the entire HIPAA process.

Robert McClelland, HIPAA Privacy Officer: The HIPAA Privacy Officer oversees all ongoing activities related to the development, implementation and maintenance of the organizations privacy policies in accordance with applicable federal and state laws.

Aditya Kumar, HIPAA Security Officer: The HIPAA Security Officer is responsible for the ongoing management of information security, policies, procedures, and technical systems in order to maintain the confidentiality, integrity and availability of all organizational healthcare information systems.

Acusis has formed an internal HIPAA task force that includes the participation of a cross-section of its internal departments. This task force is charged with ensuring that all Acusis employees receive the appropriate level of HIPAA awareness training. HIPAA security compliance rules are also enforced in the development and installation of all Acusis applications. This ensures reasonable maintenance of appropriate administration, technical and physical safeguards for the integrity and confidentiality of all PHI that Acusis receives or processes for our customers. Currently, we believe our service offering meets or exceeds HIPAA and JCAHO regulations. We seek input from HIPAA consultants to ensure current compliance and to maintain superior confidentiality of patient records.

3.1.1.17.3 The vendor must conduct security risk assessments to identify potential areas of vulnerability.

Acusis enforces strict policies to identify potential security risks and vulnerabilities.

3.1.1.17.4 Vendor must have a notification policy and procedure in the event of a breach. Federal law specifies which breaches must be reported, what information is required, and who must be notified.

Acusis complies with federal law specifying HIPPA breaches.

3.1.1.18 Vendor shall adequately train all transcription staff in professional medical transcription to guarantee the production of work within the time frames and quality requirements set forth. All employees of the transcription service will be HIPPA/HITECH trained and have yearly refresher training. Proof of this training must be made available upon request.

All Acusis transcription and editing staff are adequately trained in professional medical transcription ensuring contractual deliverables. Acusis guarantees quality and turnaround time through the Acusis Service Guarantee.

All Acusis employees participate in annual HIPAA training. Proof of training is available upon request. This is covered during the first day of employment, stressing the importance of maintaining strict confidentiality with regards to PHI with a yearly HIPPA review session for existing employees.

3.1.1.19 Vendor must provide interface to hospital demographic information system (Easy Access or equal) to obtain patient demographic information.

Acusis has the ability and a proven track record of successfully providing interfaces to obtain patient demographic information.

3.1.1.20 Vendor must have a secure web portal for the downloading of encrypted WORD or equal, documents for easy access by Medical Record's staff, providing access for a maximum thirty (30) users. Vendor must have the ability to load completed dictated reports straight into the Electronic Medical Record.

Acusis has a wealth of experience in building interfaces with hospital information systems. The EZ-Access web browser interface for patient demographics can be integrated into our process. Acusis has 45 IT personnel who perform our development and interfacing projects.

3.1.1.21 Vendor's system must meet HIPAA <http://www.hhs.gov/ocr/privacy/> and shall be HL7 (Health Level Seven International) <http://www.hl7.org> compliant for patient data download and transcribed report upload. Selected vendor must sign WV HIPAA Business Associate Addendum http://www.dhhr.wv.gov/bms/ProcurementNotices/Documents/HIPAA%20BAA_20100802.pdf .

AcuSuite is HIPAA compliant and Acusis is also HL7 compliant. Acusis is willing to sign a West Virginia HIPAA Business Associate Addendum.

3.1.1.22 Vendor must provide all dictation and transcription services as required in for the quoted price per line which is defined as 65 text characters with spaces.

Please refer to pricing sheet for specific quoted prices per line.

3.1.1.23 Vendor must provide a 24/7/365 days a year (including holidays) in office person to take stat calls. No cell phone or pager contact number for stats. Vendor must provide a local or a toll free number for customer service. Vendor's normal hours of operation shall be compatible with our Monday-Friday 8am-4pm Eastern Standard Time hours of operation.

Service and Support: Your frontline team for support on a daily basis will be the Acusis customer service group, which is based in Pittsburgh, PA. Our customer service team is your single point of contact for operational matters, such as STAT requests. Physicians and staff can call our toll-free customer service number anytime during the day or night, 365 days a year, or contact us by email if they prefer.

3.1.1.24 The system must meet the following requirements:

3.1.1.24.1 Voice Processing System Equipment Overview

3.1.1.24.1.1 The proposed system shall be a digital recording system that will service 30 total system users.

The AcuSuite eTranscribe system allows an unlimited number of unique provider ID's for dictators, as well as individual ID's for Medical Transcriptionists and System Administrators. AcuSuite allows for the replication of pre-existing provider ID's if desired.

Profiles can be customized for providers, MT's, and System Administrators.

3.1.1.24.1.2 The primary functionality of the system will be for dictation and transcription purposes; however, listen access through security levels will be required. Secondly, the system must automatically assign specific work types to Transcriptionist prior to a user defined delinquency status (ex. H&P's within 8 hours) being violated. This will ensure that the facility improves its overall report delinquency totals.

AcuSuite system is utilized for dictation and transcription purposes and additionally offers the ability to security listen to dictation.

AcuSuite system has the functionality to assign/route dictation to the medical transcription staff based on priority and turnaround time.

Acusis guarantees quality and turnaround time through the Acusis Service Guarantee.

3.1.1.24.1.3 The system must allow specific users to generate productivity reports, assign jobs, and perform job inquiries from any touch tone telephone.

Above mentioned item was deleted in prebid meeting.

3.1.1.24.2 System Operations-General Dictation Voice Access

3.1.1.24.2.1 The vendor must have a unique dictator profile database.

AcuSuite system allows each dictator to be uniquely identified via their name and ID number.

3.1.1.24.2.2 The dictator database (dictation profile) must manage the way the system responds to each user.

The Telephone Dictation System (TDS) is completely configurable with individual profiles that allow Acusis to mimic an existing hospital dictation system.

3.1.1.24.2.3 The vendor's unique dictator database must control the following dictation activities for each user:

3.1.1.24.2.3.1 User logon (Valid ID and Password).

AcuSuite system requires each user to have an individual ID and password.

3.1.1.24.2.3.2 Prompt language.

The AcuSuite system provides prompt language for the dictators.

3.1.1.24.2.3.3 User priority level.

Each dictator will have the ability to prioritize his or her dictation when dictating. Additionally, based on previously discussed access levels, administration, office, staff and the physicians also will have the ability to prioritize voice files after dictation has been recorded.

3.1.1.24.2.3.4 Open jobs.

AcuSuite System provides the ability to open jobs for audio and visual review.

3.1.1.24.2.3.5 Inactivity logoff.

AcuSuite System has the security feature of automatic logoff following periods of inactivity.

3.1.1.24.2.3.6 Message delivery.

When a user finishes dictating a report and properly ends the session a job number is played back. AcuSuite system makes it virtually impossible to "lose" a dictation.

3.1.1.24.2.3.7 Message auto-play.

When users access the dictation system, an automatic welcome message leading into the various prompts is available.

3.1.1.24.2.3.8 Initial activity (dictation, listen).

When accessing the system dictation or listen mode can be initially designated.

3.1.1.24.2.3.9 VOX recording.

Acusis uses PCM WAV.

3.1.1.24.2.3.10 Prompts (short or brief).

Prompts can be fully listened to or they may be bypassed if desired by user.

3.1.1.24.2.3.11 Rewind increment.

Dictators will have the ability to rewind while in dictation/recording mode.

3.1.1.24.2.3.12 Feature conformation tones.

AcuSuite offers confirmation tones including the provision of job number assigned to each voice file.

3.1.1.24.2.3.13 Listen access (enable/disable).

AcuSuite has the ability to offer listen access to users. This access level can be enabled or disabled based on the preference of Welch Community Hospital.

3.1.1.24.2.3.14 Listen mode accessible work types.

AcuSuite offers the listen mode for all work types/dictations.

3.1.1.24.2.3.15 Listener messaging.

AcuSuite offers the listen mode for all work types/dictations with corresponding message/prompts.

3.1.1.24.2.3.16 Job voice information header.

AcuSuite provides the job information and displays it within the system on each job/report.

3.1.1.24.4.2.8 Listen review order (FIFO/LIFO).

AcuSuite offers the ability to listen to dictation based on various search parameters including TAT, patient, received date/time, physician, FIFO, LIFO, etc.

3.1.1.24.4.2.9 Listen query default (patient, physician, subject).

AcuSuite offers the ability to listen to dictation based on various search parameters including TAT, patient, received date/time, physician etc.

3.1.1.24.4.2.10 Rewind increment.

Rewind increment(s) are available in AcuSuite.

3.1.1.24.4.3 The system must automatically replay instruction prompts after a user defined time setting for the aide of first time users.

Prompts can be automatically repeated.

3.1.1.24.4.4 The system's prompt must be interruptible for user bypass once system proficiency is obtained.

Prompts can be bypassed if desired by users.

3.1.1.24.4.5 The system's prompts must be concatenated/linked.

AcuSuite prompts are concatenated/linked.

3.1.1.24.4.6 The system must automatically move to the next voice file upon completing the delivery of a voice file, unless the user desires to review the current file once again.

AcuSuite system allows users to move to the next voice file without having to redial into the system while maintaining current phone call connection, unless user desires to review the current voice file before moving on.

3.1.1.24.4.7 The system must have help prompts that are activated by the user.

AcuSuite dictation prompts users step-by-step when dialing the system. The system will not move to the next prompt until the previous prompt was recognized as valid.

3.1.1.24.5 SYSTEM OPERATIONS-DATA REPORT MANAGEMENT AND INQUIRES

3.1.1.24.5.1 The system must have a report database.

AcuSuite system has a report database with access as predetermined by Welch Community Hospital.

3.1.1.24.5.2 The system must allow all generated reports to be archived to the systems hard drive.

AcuSuite system allows the downloading of generated reports to be saved within the AcuSuite system for three months. After three months, Acusis archives all reports throughout the life of the account.

3.1.1.24.5.3 The system must allow reports to be queued for output.

AcuSuite allows reports to be queued for output.

3.1.1.24.5.4 The system must allow users to define their management reports.

AcuSuite has an extensive reporting database allows users to define and generate management reports. Acusis will also develop additional management reports if needed.

3.1.1.24.5.5 The system must allow users to define the data management headers of all user defined reports.

AcuSuite reporting database allows users to define and generate management reports with various headers/search parameters allowing for the customization of data and management inquiries.

3.1.1.24.5.6 The system must allow inquiries to be printed.

AcuSuite system allows inquiries to be saved, printed, and queried again if desired.

3.1.1.24.5.7 The system must log the following data about each job:

3.1.1.24.5.7.1 Job number.

AcuSuite logs the **job number** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.2 Author number.

AcuSuite logs the **author number** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.3 Author name.

AcuSuite logs the **author name** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.4 Department number.

AcuSuite logs the **department number** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.5 Department name.

AcuSuite logs the **department name** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.6 Work type number.

AcuSuite logs the **work type number** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.7 Work type name.

AcuSuite logs the **work type name** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.8 Statue.

AcuSuite logs and tracks the **status** for each dictation/report.

3.1.1.24.5.7.9 Dictation station.

AcuSuite logs the **dictation station** for each dictation/report with the option to have it generated on the document body. Dictation station can only be logged for hard wired systems; AcuSuite does not have caller ID capture means.

3.1.1.24.5.7.10 Dictation date.

AcuSuite logs the **dictation date** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.11 Dictation time in EST.

AcuSuite logs the **dictation time in EST** for each report with the option to have it generated on the document body.

3.1.1.24.5.7.12 Transcription date.

AcuSuite logs the **transcription date** for each dictation/report with the option to have it generated on the document body.

3.1.1.24.5.7.13 Transcription time in EST.

AcuSuite logs the **transcription time in EST** for each report with the option to have it generated on the document body.

3.1.1.24.5.7.14 Lengths in pages.

AcuSuite displays the length of a document in pages.

3.1.1.24.5.8 The system must be able to automatically print reports based on user defined data and time settings.

AcuSuite has the ability to for auto printing based on user's predefined parameters.

3.1.1.24.6 SYSTEM SUPPORT-SYSTEM TRAINING

3.1.1.24.6.1 On-site training for all system users.

Acusis is happy to provide onsite training for Welch Community Hospital physicians, staff and all system users.

3.1.1.24.6.2 System training must be administered by a system vendor employed customer support and training specialist.

System training would only be conducted by a specialist employed by Acusis.

3.1.1.24.6.3 Support and training specialist should be responsible for the orchestration of all training activities.

Support and training specialist will be responsible for orchestration of all training activities.

3.1.1.24.6.4 Visual support material to assist users in gaining optimum system operation skills.

Support and training specialist will have various avenues to provide reference/support material. Including visual demonstrations, training manuals, instructional sheets and reference guides to be provided as needed to help ensure optimum system operation skills/ability for Welch Community Hospital staff.

3.1.1.24.6.5 Supply system operation manuals.

Training manuals, instructional sheets and reference guides will be provided, these documents are user-friendly easy to read and navigate.

3.1.1.24.6.6 Support and training specialist should meet with department heads to determine system and user setup parameters.

Support and training specialist will meet with the necessary Welch Community Hospital department heads and administrators to identify and establish proper user access.

3.1.1.24.6.7 Support of individual user or group training sessions for all system users.

All individual users and group groups will undergo training and subsequent training sessions if necessary during the lifetime of our partnership.

3.1.1.24.6.8 Remote support at any time after initial training.

Acusis is happy to offer remote support when/if needed after initial training. Our customer service team is your single point of contact for operational matters, such as STAT requests. Physicians and staff can call our toll-free customer service number anytime during the day or night, 365 days a year, or contact us by email if they prefer. Our Customer Service department is based in Pittsburgh and is accessible 24/7/365 via toll free number, email, instant messaging, and web chat.



Service Guarantee

As part of our commitment to providing world-class customer satisfaction, Acusis® has established a business-to-business Service Guarantee designed to ensure you receive unparalleled quality and delivery service.

Timely, Quality Customer Satisfaction

In the unlikely event that the quality and/or turnaround time of your transcription work performed by Acusis does not meet our mutually agreed expectations, a credit will be provided.

As a part of our Quality Assurance process, Acusis continually audits a statistically valid sample of your files. If we find more than a 3% error rate per thousand lines in the quality of the transcriptions, you will receive full credit for all affected files.

Acusis also monitors turnaround time (TAT) for every one of your dictations. If we deliver more than 3% of your files beyond our standard 24-hour or STAT turnaround time commitment, you will receive full credit for all affected files.

This "No Charge" policy ensures that you and every customer experiences Acusis' Higher Standards™. The entire Acusis Team stands behind our Service Guarantee.

Regardless of file size, volume or type of dictation entrusted to us, we pledge to provide you with the highest standards in the industry for performance, integrity and service satisfaction excellence.

At Your Service,

Ray Dyer
Chief Executive Officer
Acusis, LLC

Acusis quality and turnaround time credit applies only to files with line/character counts greater than 3% of total line/character counts transcribed during any semi-monthly billing cycle. Files that contain "blanks" due to no voice or poor quality voice recording will not count towards the maximum 3% quality credit policy. This Service Guarantee does not apply if any daily volume level fluctuation in a billing cycle exceeds 15% of the moving rolling monthly average of line/character counts transcribed. It is effective after the initial customer start-up/implementation period is complete and invoicing has commenced. Turnaround times are calculated from the time of the received dictation in the Acusis Data Center to the time we return the files to the Acusis Data Center.

 **ACUSIS®**
HIGHER STANDARDS™
medical transcription services

www.acusis.com
all.ears@acusis.com
855.4.ACUSIS

WEH13008 Dictation/Transcription Services
COST PROPOSAL

Estimated Quantity of Lines of Transcription*	Description of Service	Cost Per Line (65 text characters entered)**	Total Cost
300,000	Transcription Reports provided within 24 hours	\$ 0.085	\$ 25,500.00
40,000	Discharge Summaries provided within 48 hours	\$ 0.085	\$ 3,400.00
50,000	STAT Reports provided within 90 minutes	\$ 0.0875	\$ 4,375.00
60,000	H & P Reports	\$ 0.085	\$ 5,100.00
Grand Total			\$ 38,375.00

Contract will be awarded to the lowest responsible vendor meeting all specifications. Vendor must provide all dictation and transcription services for the quoted price per line.

*Estimated # of Lines of Transcription services is only an estimate and is neither a guarantee of a minimum nor maximum quantity to be purchased during the life of this contract. Actual usage volumes will be dependent upon the facility's requirements.

**A line of transcription is defined as 65 text characters entered.

Patty Barrett VP, Account Management
Name of Authorized Representative Title

Patty Barrett 10/22/12
Vendor Signature Date

4 Smithfield Street,
Vendor Address

Pittsburgh, PA 15222
Vendor Remit to Address

412-209-1281 412-209-1299 patty.barrett@acsis.com
Telephone Fax E-mail

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Acusis, LLC
(Company)

Patty Baume
(Authorized Signature)

VP, Account Management
(Representative Name, Title)

412-209-1281 / 412-209-1299
(Phone Number) (Fax Number)

10/22/12
(Date)

ADDENDUM ACKNOWLEDGEMENT FORM**SOLICITATION NO.:** WEH13008

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Acusis, LLC
Company

Patricia Barne
Authorized Signature

10/22/12
Date

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

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:Vendor's Name: Acusis, LLCAuthorized Signature: Patty Barnett Date: 10/22/12State of PENNSYLVANIACounty of ALLEGHENY, to-wit:Taken, subscribed, and sworn to before me this 22 day of OCTOBER, 2012.My Commission expires JUNE 14, 2015.**AFFIX SEAL HERE****NOTARY PUBLIC**Leslie A. Wilharm

COMMONWEALTH OF PENNSYLVANIA

Notarial Seal

Leslie A. Wilharm, Notary Public
City of Pittsburgh, Allegheny County
My Commission Expires June 14, 2015

Purchasing Affidavit (Revised 07/01/2012)



CERTIFICATE OF LIABILITY INSURANCE

ACUSI-1

OP ID: MD

DATE (MM/DD/YYYY)

10/22/12

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Douglas Insurance Services P.O. Box 125 Sarver, PA 16055		Phone: 800-722-9990 Fax: 724-295-0655	CONTACT NAME: Douglas Insurance Services PHONE (A/C, No, Ext): 724-353-1166 FAX (A/C, No): 724-295-0655 E-MAIL ADDRESS: douglas1@zbzoom.net	
INSURED Acusis, Llc 4 Smithfield Street Pittsburgh, PA 15222		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Hartford Casualty Ins Co		29424
		INSURER B: Travelers Casualty & Surety Co		19038
		INSURER C:		
		INSURER D:		
		INSURER E:		
INSURER F:				

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			40SBAPL9137	04/03/12	04/03/13	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			40SBAPL9137	04/03/12	04/03/13	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 5,000			40SBAPL9137	04/03/12	04/03/13	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input type="checkbox"/> N/A			40WB2204YK	04/03/12	04/03/13	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
B	Private D&O			105665745	07/23/12	07/23/13	D&O 1,000,000
B	EPL			105665745	07/23/12	07/23/13	EPL 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

WELCH COMMUNITY HOSPITAL
454 MCDOWELL STREET
WELCH, WV 24801

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

VENDOR PREFERENCE CERTIFICATE

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

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

- ____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- ____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- ____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

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

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

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

- ____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

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

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

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

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

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

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

7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**

- ____ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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

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

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____

Signed: _____

Date: _____

Title: _____