



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

Solicitation

NUMBER
MCH14019

PAGE
1

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

VENDOR

*B01093212 443-460-3375
SOCIAL SOLUTIONS GLOBAL INC
425 WILLIAMS CT STE 100
BALTIMORE MD 21220

SHIP TO

HEALTH AND HUMAN RESOURCES
BPH/MCH--MATERNAL CHILD HEALTH
350 CAPITOL STREET, ROOM 427
CHARLESTON, WV
25301-3714 304-558-5388

DATE PRINTED
06/26/2013

BID OPENING DATE: 07/30/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB	920-45	CONCEPTUAL DESIGN DEVELOPMENT: 1 FOUR-DAY MEETING	\$4,534.40	\$4,534.40
0002	1	JB	920-45	WRITTEN DESIGN: 1 DESIGN	\$3,117.40	\$3,117.40
0003	1	EA	920-45	WEB-BASED DATA COLLECTION SYSTEM DELVELOPMENT:	\$13,634.10	\$13,634.10
0004	1	JB	920-45	TEST PHASE AND TRAINING FOR WVHVP: 1 TWO-DAY TRAININ	\$3,400.80	\$3,400.80
0005	25	EA	920-45	BASIC USER TRAINING GUIDE:	\$1,417.00	\$1,417.00

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	(410) 207-2747	07/29/2013
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CFO	52-2277149	

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



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0006	25	EA		920-45	\$1,417.00	\$1,417.00
				ADVANCED USER TRAINING GUIDE:		
0007	1	EA		920-45	\$1,275.30	\$1,275.30
				BASIC USER TRAINING WEBINAR:		
0008	1	EA		920-45	\$1,275.30	\$1,275.30
				ADVANCED USER TRAINING WEBINAR:		
0009	1	JB		920-45	\$2,912.95	\$2,912.95
				TRAINING FOR HOME VISITATION SITE: CHARLESTON, WV		
0010	1	JB		920-45	\$2,912.95	\$2,912.95
				TRAINING FOR HOME VISITATION SITE: BECKLEY, WV		

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	(410) 207-2747	07/29/2013
TITLE	FEN	ADDRESS CHANGES TO BE NOTED ABOVE
<i>[Signature]</i>	522277149	

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0011	1	JB		920-45	\$2,412.95	\$2,412.95
				TRAINING FOR HOME VISITATION SITES: PARKERSBURG, WV		
0012	1	JB		920-45	\$2,421.95	\$2,412.95
				TRAINING FOR HOME VISITATION SITES: MORGANTOWN, WV		
0013	1	EA		920-45	N/A	N/A
				LIVE WVHVP WEB BASED DATA COLLECTION SYSTEM:		
0014	1	EA		920-45	\$54,891.00	\$54,891.00
				LIVE SUPPORT - ANNUAL - YEAR 1		
0015	1	EA		920-45	\$54,891.00	\$54,891.00
				MAINTENANCE AND UPGRADES: - ANNUAL-YEAR 1		

SIGNATURE	TELEPHONE	DATE
	(210) 207-2747	07/29/2013
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
	522277149	

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***** THIS IS THE END OF RFQ MCH14019 ***** TOTAL:						\$149,505.10

THIS COST PROPOSAL INCLUDES THE FOLLOWING ASSUMPTIONS:

- 139 HOURS SYSTEM CONFIGURATION AND USER TRAINING
- 8 HOURS PER WEEK ADVANCED SUPPORT CONSULTANT (ASC) SERVICES
- 150 HOURS REPORT WRITING SUPPORT TO CREATE FORMS 1 AND 2 TO REFLECT WEST VIRGINIA BENCHMARKS
- 64 HOURS SUPPORT FOR IMPORT AND EXPORT TO EXISTING SYSTEMS

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	5222 77149	

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Social Solutions' Response to the State of
West Virginia's RFQ for a Web-Based Home
Visitation Data Collection System -MCH14019

Social Solutions Global, Inc
425 Williams Court, Suite 100
Baltimore, Maryland 21220
www.socialsolutions.com

Phone: 866-732-3560
Main: 443-460-3375
Fax: 443-460-3473

Matt Schubert
GM, Public Sector
Social Solutions
Phone: 410-207-2747
Email: matt@socialsolutions.com

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Executive Summary

Social Solutions is uniquely qualified to rapidly and effectively meet the needs of the evidenced based home visiting models in West Virginia on behalf of OMCFH/WVHVP. We are the only vendor to have implemented each of the original evidenced base home visiting models approved by HRSA. We have contracts with 15+ State Agencies to meet evidenced based home visiting models. These include meeting requirements for State Benchmark plans as defined by HRSA and increasingly they include additional non-MIECHV home visiting programs as well. We fully meet and significantly exceed the requirements outlined in the RFQ.

Our experience enables us to reduce your risk & increase project success:

- Our proven implementation methodology, experience in home visiting implementations and our MIECHV specific project team is prepared to full implement your entire system in less time than specified (within 20 weeks from the start of the project if desired).
- We are the sole software provider on behalf of Nurse Family Partnership & provide a seamless connection to pull data from the NSO ETO system to your State Database (should this be required in the future)
- We have included a report writing and integration partner (Global Science & Technology – GST) that has extensive local experience in West Virginia (contracts in 50+ counties and the State)

Our approach ensures on-going success:

- We have included 416 hours of annual Advanced Support Consultant (ASC) support (in addition to our standard support offerings) – providing proactive support to help the state leverage its investment in the software, ensure end-users are using it effectively, support meeting reporting deadlines, and support your ETO Software Administrator.
- We have starter templates tested and designed to meet the needs of HFA, PAT & EHS for MIECHV to collect the required information for forms 1 & 2 and support local needs. We will work with you to configure these to meet your specific benchmark requirements.
- We actively measure the success of our customers (based on your scored feedback) and your level of software usage.
- Our MIECHV/Home Visiting User Groups will enable West Virginia to engage with multiple states using ETO to fulfill their home visiting and benchmark requirements.

By selecting Social Solutions, you can quickly meet HRSA compliance requirements to support on-going funding and the continued improvement of statewide home visiting programs. Thank you for the opportunity to respond, we look forward to having you join our rapidly growing community of States supporting evidenced based home visiting programs.

Qualifications

Social Solutions' ETO software has been on the market since 2002 and we currently have more than 3,800 non profit and public sector clients. Social Solutions has extensive experience providing states with home

visiting and MIECHV specific solutions and we have implemented all of the HRSA approved evidence based program models into our ETO software as well as several local promising practice program models. Both Nurse Family Partnership and HIPPPY use ETO software as their national system of choice. At the time of this submittal, Social Solutions is under contract these states and territories implementing ETO software for home visiting systems that include the MIECHV initiative including California, Idaho, Georgia, New Hampshire, Rhode Island, Alabama, Florida, Louisiana, Arkansas, Maryland, Arizona, Hawaii, Virgin Islands, and the Commonwealth of Saipan.

In addition to our national NFP and HIPPPY implementations, Social Solutions has also developed Performance Starter Models for several of the other most commonly implemented MIECHV program models including Healthy Families America, Early Head Start, and Parents as Teachers. These starter models help reduce discovery time and project risk by offering a preconfigured solution that can be tailored to meet local needs.

Social Solutions meets or exceeds all the minimum qualifications outlined in the RFP. Social Solutions has:

- o 11 years developing web-based applications
- o 10 statewide web-based home visitation applications in operations and 5 additional in implementation
- o 11 years experience training on software applications
- o 2 Years experience generating data to fulfill federal home visiting benchmarks across multiple programs

Social Solutions is a Microsoft Gold Certified Partner, with a competency in Data Management Solutions, Mobility Solutions, Service Oriented Architecture (SOA), and Business Process. Social Solutions currently has 16 members on our Development team and most of the team is Microsoft certified. Our Director of Development, James Offutt, received his Bachelors of Science Degree in Aerospace Engineering from the University of Cincinnati. He is an experienced project, software development, and quality assurance director with 10+ years experience managing large scale enterprise applications. He is proficient in several software development methodologies including Waterfall and Agile models. He has experience managing teams using C/C++, Java, J2EE, SQL, Spring, and Hibernate on Linux, Solaris, and Windows operating systems.

In addition to our Development team, we have a Professional Services team who is tasked with overseeing the implementation of all new projects. Erin Leatherwood, Professional Services Manager, oversees implementation of our MIECHV projects. Like many of our team members on the Professional Services team, Erin comes from a human services background with a Master of Science in Women's Studies-Women's Health from Towson University.

Product Overview

The ETO solution is a well tuned, hosted software application, built with industry leading technology such as the Microsoft .NET Framework and Microsoft SQL Server database. It supports over 30,000 users on a daily basis, with no maintenance requirements and no client side software requirements, other than access to an internet connection accessed via a browser.

Our highly configurable software is tailored to meet the fundamental needs of the human services sector, tracking outreach, enrollment, intake/demographics, assessments, services provided to families, tracking indicators and outcomes specifically for the purpose of measuring impact and improving program

performance. The following outlines some of the core customizable components included with ETO software:

- **Intake/Demographics:** A Wizard tool allows authorized users to replicate virtually any intake form. Authorized administrators can add new demographic data elements in one of 11 file formats, including exclusive & non-exclusive choice, numeric, date, text and file attachment (for PDF, JPEG, etc.). This functionality extends configurability to allow specific demographics to be utilized by entire site, a specific group of programs, or an individual program.
- **TouchPoints** Client tracking in ETO software is enhanced by a forms management tool that allows virtually any question/stimulus and answer/response format to be built into the software by authorized administrators. TouchPoint forms allow for sophisticated service documentation that is extensively customizable to accommodate tracking date, time spent, notes, service activities and progress on any number of indicators and outcome metrics.
- **Collections** This feature allows the user to define any type of group and track group activities from a single screen. Any configured TouchPoint form in the system can be recorded for an entire group instead of one individual at a time.
- **Referrals** The ETO standard referrals feature offers configurable drop down menus to track referral types, reasons, and referral statuses.
- **Dashboards** The My Dashboard can serve as a configurable landing page when staff first log into the software and displays information that is important to the user such as caseload, recent participants, recent services, action links, and reports. Participant Dashboards give a user a summary view of the client on a single screen and allows a user to customize the view to include a desired set of information. Some of the standard sections of the Dashboard include Participant Information, Programs, Household Information, Recent Services, Recent Referrals, and Reports.
- **Reporting** ETO software comes equipped with the Web Intelligence report writing tool (a Business Objects tool) which will allow you to create queries, add charts/graphs, create formulas, and create drill down reporting. Reports may be saved, published out for others to view, added to dashboards and/or exported from the system.

Mandatory Requirements

Functionality Requirements

Below are direct responses to Social Solutions' ability to meet the minimum functionality requirements as outlined in your *Development of Web-Based Data Collections System* section of the RFQ.

- **4.1.3.1.1 System must track and allow users to access the number of families and children served.** ETO software is designed to track households including the number of families and children served. This information is easily accessible.

Add Household

* Indicates Required Field

Click to Add Household / Family Member by Family Relationship

Target child
 Primary caregiver
 Other caregiver

Head of Household: (Only one Head of Household may be selected for this Household / Family)

Relationship: Primary caregiver

* First Name:

Middle Initial:

* Last Name:

Address 1:

Address 2:

Zip Code:

E-Mail:

SSN:

Case Number:

DOB:

Gender: Female Male

Work Phone:

Home Phone:

Cell Phone:

Alert:

Ethnicity:

Add Household: Ability to add demographic information for a family on one screen.

Add/Edit Families:

[Go Back](#)

Existing Members for Family: Camilla Fake Family

Family Member	Age (DOB)	Relationship	
1. Camilla Fake	32 yrs. (9/9/1980)	Select as Head Primary caregiver	> Delete
2. Husband Fake	unknown	Select as Head Other caregiver	> Delete

Add New Members to Family: Camilla Fake Family [Search for Others...](#) | [Add New Family Member](#) ?

Add/Edit Families: Update family over time including adding a new family member with demographics

Box Score

Key program indicators for the selected site(s) and program(s).

Program Name	Number of Active Participants	Number of Active Households	Number of Enrolled Participants	Number of Enrolled Households	Number of Dismissed Participants	Number of Dismissed Households	Total Assessed Participants
Central Intake	39	31	3	1	4	4	0
Early Head Start	3	3	0	0	0	0	0
Healthy Families	44	26	14	8	6	6	1
PAT	5	4	0	0	0	0	0

Reporting by individual and household

- **4.1.3.1.2 System must track and allow users to access service deliverables.**

Service tracking in ETO software is enhanced by the TouchPoint forms management tool that allows virtually any question/stimulus and answer/response format to be built into the software by authorized administrators. TouchPoint forms allow for sophisticated service documentation that is extensively customizable to accommodate tracking date, time spent, notes, service activities and progress on any number of indicators and outcome metrics. ETO software will be configured with a variety of TouchPoint forms to track service deliverables based on criteria and curriculum of each of your chosen home visiting models.

After a service has been recorded, a user can choose to place a follow up alert on an internal To Do List in the system. A follow up can be assigned to your own or another staff's To Do List. TouchPoint forms can also be set to automatically place a date of next follow up on the To Do List if services are offered on a standard schedule (i.e. every 7 days).

In addition, our robust reporting tool can help guide specific actions and workflow. Any report created for the purpose of driving service deliverables can be embedded in the staff and participant dashboards for home visitors to view in their daily work. Below is an example of an immunization schedule created with our reporting tool and has been embedded on the client's dashboard to alert staff to when immunizations are complete, due, or overdue. Similar reports can be created for when particular visits or assessments are due as well.

Report

Immunizations Schedule - SL

View Report

Document View 100% Refresh All Track

Social Solutions transforming human services

Immunizations Record

Edit Record	Name	DOB	Family Relationship	Family Name
<input type="button" value="Edit"/>	Hazel, Alicia	7/11/11	Target Child	Hazel Family
Immunization	Age(s) Due in Months	Date(s) Due	Date Completed	Status
DTaP #1	2 Months	9/9/11	9/5/11	Completed On-time
DTaP #2	4 Months	11/9/11	11/2/11	Completed On-time
DTaP #3				Not Completed
DTaP #4	15-18 Months	10/9/12 to 1/8/13		Late 198 days
DTaP #5	48-72 Months	7/11/15 to 7/10/17		Not Yet Due
HepB #1	0-2 Months	7/11/11 to 9/9/11	9/5/11	Completed On-time
HepB #2	1-4 Months	8/10/11 to 11/9/11	11/1/11	Completed On-time

Schedule

- **4.1.3.1.3 System must allow OMCFH/WWHVP the ability to access data and information from home visiting agencies.** ETO software is a web-based, enterprise class solution specifically designed to allow local agencies to capture data about every day services and allow this information to roll-up to appropriate administrators via our reporting platform. OMCFH/WWHVP will have the ability to access and information from home visiting agencies as needed. ETO provides pre-built reports and the ability to create custom reports. Specific reporting within ETO software is available according to security level and provides valuable information for direct service staff, program directors, agency administrators and evaluators. Some of the standard sorting and aggregating features that are available throughout ETO software include by date, agency, program, initiative, assessment, service provided, client served, and staff account. Reports can be saved, exported, and also automated to be sent via email to particular users at defined time periods.

Social Solutions currently utilizes a combination of technology from SAP Business Objects for our reporting platform including Live Office and Web Intelligence. The Live Office application integrates with Microsoft Office, embedding up-to-the-minute data in ETO with Microsoft PowerPoint, Excel, and Word documents which provides self-service access to your data within familiar business tools. The Web Intelligence report writer gives you flexibility to edit our standard Web Intelligence reports and build custom reports. The report writer features simple drag and drop functionality. With a few mouse clicks users create a query, format the retrieved information, and analyze it to understand underlying trends. Web Intelligence includes but is not limited to the following advanced features:

- Filter and sort results
- Add new tables and charts
- Add formulas and create variables
- Format and change the layout of charts and tables
- Slice and dice results by adding other data to charts and tables
- Create drill down reports

- View document metadata to understand the data behind reports and see how reports are structured and filtered
- **4.1.3.1.4 System must include a file generation tool which will allow OMCFH/WVHVP to submit required federal reports.** ETO software comes equipped with the Web Intelligence report writing tool which includes the ability to create queries and custom reports. The tool allows any report to be exported from the system in CSV, Excel, Word, or PDF formats. In addition, this tool allows our clients to schedule reports to be emailed to appropriate people on a scheduled basis.
 - **4.1.3.1.5 System must contain home visiting logistics; including how long it takes to conduct a home visit, how far on average people drive, and how many average home visits per week are completed.** As you enter data about home visit length, mileage, and home visits per week, the reporting capabilities will allow you to calculate the average data. In addition, already known or expected average times can be placed into forms containing general program information and can be used in reporting to compare expected numbers with actual data being recorded (i.e. the difference between the expected home visit length vs the average length being recorded by home visitors as they log their daily home visiting)
 - **4.1.3.1.6 System must document demographic data for the participant child(ren) and families receiving home visiting services.** ETO is designed to capture demographic data for all family members receiving services. In addition to standard contact and identifying fields (i.e. address, phone numbers, gender, etc) a Wizard tool gives authorized administrators the ability to replicate virtually any demographic form. Administrators can add new demographic data elements in one of 11 file formats, including exclusive choice, non-exclusive choice, numeric, date, text and file attachment (for PDF, JPEG, etc.). This functionality allows an administrator to specify whether particular demographics should be utilized by entire site, a specific group of programs, or an individual program. Fields can also be set as required.
 - **4.1.3.1.7 System must record dates and scores of Ages and Stages Questimmaire-3'd Edition and Ages and Stages Questionnaire-Social Emotional administered with families.** ETO software will meet this requirement. Many of our current MIECHV clients track and report on ASQ and ASQ-SE dates and scores in the software.
 - **4.1.3.1.8 System must record administration level data on domestic violence screening; including referrals and completion of referrals.** Our MIECHV starter models already include some of these tools such as the Abuse Assessment Screen (AAS) and other screening tools could easily be replicated in ETO software utilizing our TouchPoint forms builder. ETO software also has standard referral functionality that allows you to track internal and external referrals, referral dates, reasons for referral, and the status of the referral.

Abuse Assessment Screen

Have you ever been emotionally or physically abused by your partner or someone important to you?

Yes

Within the last year, have you been hit, slapped, kicked or otherwise physically hurt by someone?

Yes

If you have been hurt, by whom? (Select all that apply)

Husband

Ex-husband

Boyfriend

Stranger

Other

Example of the Abuse Assessment Screen included in the PAT Starter Model

- **4.1.3.1.9 System must record Memorandums of Understanding between contracted home visiting agency and other community providers.** Yes, you can store information about MOUs in ETO and can also upload a copy of signed MOUs.
- **4.1.3.1.10 System must have the ability to map information from the web-based data collection system to individual model data systems (Program Information Management System, Visit Tracker, and Research Electronic Data Capture)** ETO software has out of the box functionality for importing or exporting data for the purpose of sharing information with other systems and reducing the need for duplicate data entry. Social Solutions also provides a number of clients with web services-based or custom integrations tailored to their preferences, timeline and budget. Data sharing can be automated via scheduled exports to a secure FTP server or ETO software can pick up data files shipped to a secure FTP from another system and process them through our batch upload utilities. Our public application programming interfaces (APIs) are REST-based and emit JSON or XML based on request type, so APIs can be consumed by any technology capable of working against simple web service REST endpoints. JavaScript libraries, such as JQuery, make consuming APIs a 1-2 line call.
- **4.1.3.1.11 System must record collaborative meetings among community partners (dates, agencies attending, title or brief description of meeting.)** Social Solutions has several clients using ETO software to track community building activities with configurations that include that ability to track information about meetings.
- **4.1.3.1.12 System must record documentation of supervisory sessions between supervisors and home visitors, including a record of issues identified.** ETO software can create entity records for all staff members providing a profile and ongoing record for each staff. Flexible TouchPoint forms can be configured and tied to these entity staff records to track these supervisory sessions and all issues identified. Our MIECHV starter models come with a variety of staff

supervision, coaching, training and meeting forms that can be used as is or tailored to local preferences.

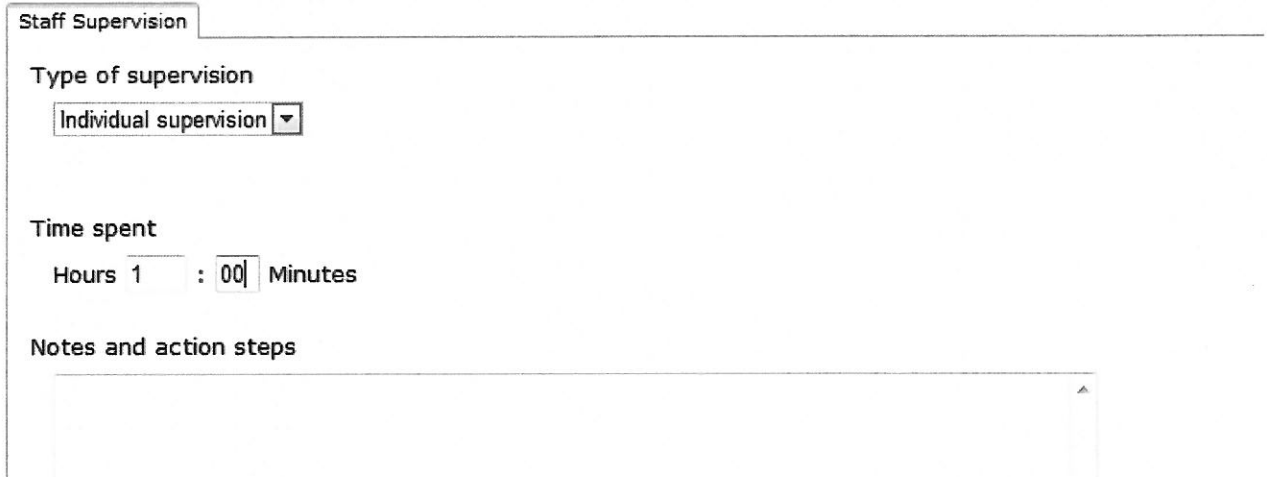
Staff Supervision for Judith Fake on 7/25/2013

Staff Supervision

Type of supervision
Individual supervision ▾

Time spent
Hours 1 : 00 Minutes

Notes and action steps



Example staff supervision form

- **4.1.3.1.13 System must record date of first prenatal care visit received and a record of prenatal care visits.** Yes, ETO software will allow you to capture the date of the first prenatal and record the record of all prenatal care visits.
- **4.1.3.1.14 System must record whether mother would like to access birth control at 8 weeks postpartum and if she is able to access her method of choice.** Yes, ETO will allow you to record whether the mother would like to access birth control and if she is able to access her method of choice.
- **4.1.3.1.15 System must record subsequent pregnancies within 18 months of the birth of the enrolled child.** Yes, ETO will allow you to record information on subsequent pregnancies.
- **4.1.3.1.16 System must record date and outcome of the Edinburg Depression Screening, referral if necessary, and whether care was received.** The Edinburg Depression Screening is a part of our MIECHV starter models and will be included with your implementation. The system will generate an automatic calculation for the Total Score at the end of the screening. Our referral functionality will allow you to track referrals for care and track the status of the referral.

Postnatal Depression Scale

I have been able to laugh and see the funny side of things.

I have looked forward with enjoyment to things.

I have blamed myself unnecessarily.

I have been anxious or worried.

I have felt sad or miserable.

I have been so unhappy that I have been crying.

The thought of harming myself has occurred to me.

Total Score:

Please be sure to complete a referral based on this depression screening.

- **4.1.3.17 System must record breastfeeding information and continuation of breastfeeding through four weeks of delivery.** Yes, ETO has the ability to record breastfeeding information over the course of four weeks from delivery.
- **4.1.3.18 System must record health insurance status and provider at enrollment.** Yes ETO will allow you to capture insurance status and provider at enrollment. This is usually recorded in an enrollment form configured in ETO software's TouchPoint from builder.
- **4.1.3.1.19 System must record monthly client report of Emergency Department visits for children enrolled in the program.** Yes, ETO will allow you to record emergency department visits for children enrolled in the program in a TouchPoint form.
- **4.1.3.1.20 System must record smoking information on client based upon client profile form completed on each enroll member.** Yes, ETO will allow you to record smoking information for each member. This information is usually recorded in an enrollment form configured in ETO software's TouchPoint form builder.

Implementation and Training

ETO software represents a fully developed yet configurable system and we have experience equipping more than 6,000 programs with ETO software. The goal of our implementation process is to configure the software to best align with OMCFH/MVHVP's needs and provide training for all end users to begin using the software. Our standard implementation methodology and timeline described in detail below align closely with the Contract Services Requirements and Deliverables outlined in the RFQ and include phases for the Conceptual Design (our Discovery Phase), Written Design (Blue Print), Development (Configuration and Testing), and Training.

Our implementation methodology is supported by a team of implementation professionals (many of whom have experience not only in the field of software implementation, but also as health and human services professionals), a rich library of best practices recommendations, and a strong curriculum of online training tools. Included in this library of best practices are preconfigured starter models for some of the most common MIECHV program models including Healthy Families, Parents as Teachers, and Early Head Start. These starter models can be adopted as is or tweaked to meet local needs.

The Opportunities and Goals of the Implementation Process

By actively participating in this implementation process, the customer and its staff will have the opportunity to ...:

- ❖ Critically assess, update, and/or re-design current program procedures and data collection tools
- ❖ Improve the transparency of the connection of the “efforts” delivered to the “outcomes” expected for the individuals served
- ❖ Use ETO’s combination of standard reports and best-in-class custom reporting platform (ETO Results) to meet both internal and external reporting requirements
- ❖ Become self-sufficient in the continued and ever-expanding use of ETO for changing and growing organizational needs.

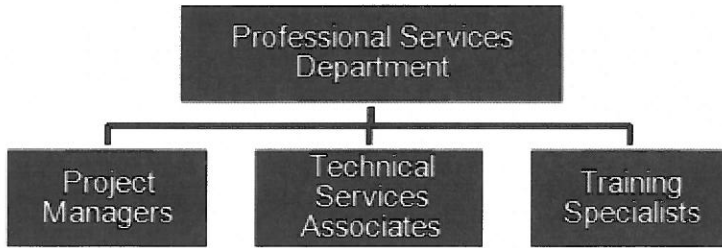
By the end of the implementation process, the goals we expect to meet are...

- ❖ To have identified the *right* data to collect both for reporting requirements and for the ability to truly see the “efforts to outcomes” connection.
- ❖ To have configured a user friendly system for both staff and managers that is ready to be integrated into their everyday work
- ❖ To have a well trained ETO Administrator and end-users who understand the importance of good data and their role in contributing to it.

To take advantage of these opportunities and achieve these goals, the Social Solutions implementation methodology offers a strategic combination of dedicated professionals, focused discovery and analysis of requirements, consulting, system configuration and training.

The Social Solutions Project Team

The initial implementation of ETO software is managed by Social Solutions’ Professional Services Department. This department also offers a broad set of additional services that support an organization through the entire lifespan and evolution of its ETO software utilization.



Staff from each of the teams above will likely be involved in an organization's implementation of ETO software.

- The **Project Manager** ushers the customer through the implementation process and is primarily focused on ensuring that the initially configured database meets all the identified data entry and reporting requirements. This person will also provide recommendations to standardize and streamline data collection, and suggest new program outcome measurements. Ultimately the project manager's goal is to leave the customer with an ETO system that meets today's needs and lays the groundwork for continued growth towards improved performance management. The project manager is the customer's main point of contact at Social Solutions until ETO is ready for "go-live", and works with the customer to manage project deliverables, timeline and budget up to that point. In cases of large, multi-phase deployments, the project manager will remain the primary point of contact through the "go-live" process.
- The **Technical Services Associates** work with the project manager to make system design recommendations, configure ETO software, and deliver custom report-writing and/or data migration services when applicable.
- A **Training Specialist** will become a customer's primary contact for coordinating all training sessions and may also help the customer's ETO Administrator make desired revisions to ETO configuration in preparation for training. A Training Specialist will coordinate and deliver training classes to the customer's end-users and/or ETO Administrator(s) so that the customer is well equipped to "Go Live" with ETO.
- At the conclusion of the implementation process, the customer will continue to find a helping hand in the **Customer Support Department**. Social Solutions Customer Support Associates provide
- Both throughout and after implementation process, the **Training Department** (a sub-division of the Customer Support Department) offers a library of pre-recorded online trainings, weekly live online forums, and regularly scheduled live training events which can lead someone to becoming a certified ETO Administrator. Taking advantage of these training offerings has proved to be a critical component of an organization's success in implementing ETO software.

The Customer Project Team

The implementation process requires a commitment of time, energy and insight from a core team of people from the customer's organization. Though it is possible for one person to fulfill multiple roles listed below, we strongly recommend a strategically selected team of people be available and involved in the project.

- The **Executive Sponsor** is a member of the senior leadership of the organization or initiative that will be implementing the software. This person will be responsible for articulating the high level goals and expectations the customer has for ETO, and making sure the necessary resources and priority from within the organization are applied to the project in order to move it forward on the agreed upon time frame. This person should also spearhead the effort to "bring on board" everyone who will be affected by the implementation of ETO software (program

managers, direct service staff, etc.) Continued involvement by this individual throughout the project will be required as identified below.

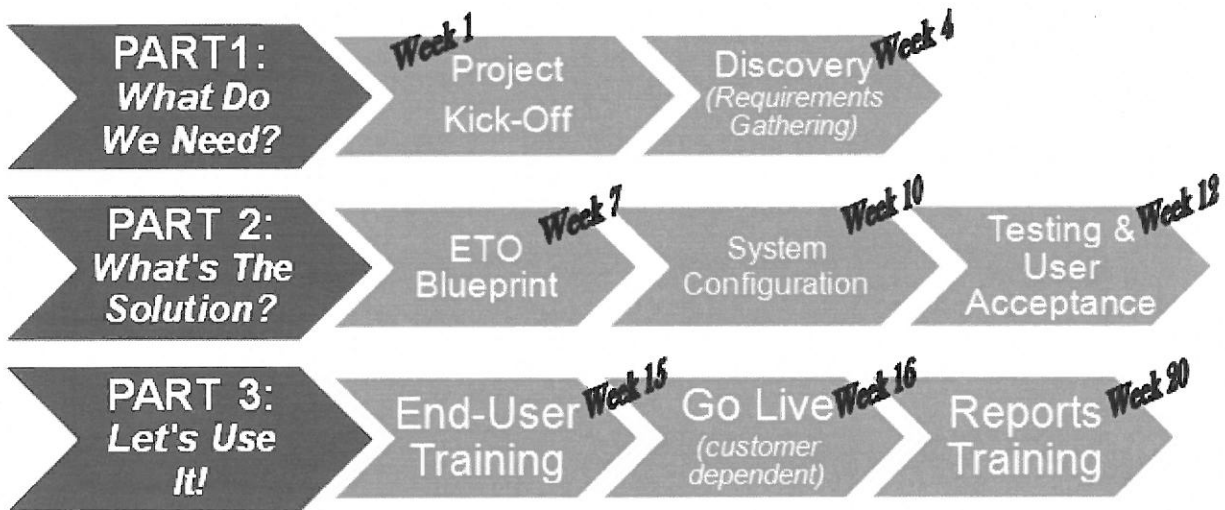
- The **Project Manager (Primary Contact)** is the person with whom the Social Solutions project manager works most closely, and who will be given the necessary authority and responsibility to manage the project for the customer. This includes coordinating meetings of the project team both internally and with Social Solutions team members, ensuring assignments given by the Social Solutions project manager are completed on time, and authorizing approval/sign-off (or obtaining it from the Executive Sponsor) at various stages in the process.
- The **ETO Administrator(s)** is the person who will become the customer's in-house expert on ETO software. This person will be responsible for understanding the configuration of ETO software that has been implemented, leading the "testing period", and carrying out the work required to add to or adjust this configuration after the it has been approved. We highly recommend that this person take advantage of all in-person training opportunities offered by the Social Solutions Training Department and become a Gold Certified ETO Administrator. At minimum, this person will be responsible for completing the online self-guided ETO Administrator Curriculum to enhance their knowledge of the software and prepare them for the required maintenance of ETO over time. We recommend that a "back-up" ETO Administrator also go through the same training process.
- The **Report Writer/Reporting Analyst** is the person who will become the customer's in-house expert on the various standard ("out of the box") reports that come with ETO software and the robust custom reporting tools available. Customers may want to customize a standard report, and/or create their own custom reports from scratch. As a result, it is important to have a person who is not only well versed in how the software is setup, but also expert at the reporting tools so

that they know how to create the necessary custom reports. It is highly recommended that this individual become certified in ETO Results (a prerequisite of which is becoming a certified ETO Administrator).

- Other **Project Team Members** are direct service staff and program managers who are knowledgeable on the programs' current procedures, forms and reporting requirements. They will participate in *Discovery Meetings* to provide real-world context and examples to inform a user- friendly design with optimal data entry procedures. If historical data is being migrated into ETO, the Customer's in-house expert on that system must be part of the Project Team to verify how existing data will be mapped to forms inside the ETO system and help confirm all desired historical data has been accounted for.

The Steps of the Implementation Process

This section describes each step of the implementation process. The target timeline and typical number of hours needed *from the Customer Project Team* to complete each step is also included (in italics). These time frames reflect SSG's recommended experience of the implementation process, and may vary based on the number of programs, particular complexities or circumstances of a customer's needs, customer's responsiveness to SSG staff and completion of assigned tasks.



1. Project Kick-Off (Week

- *Executive Sponsor Call (1 hour)*: The SSG Project Manager will speak with the customer's Executive Sponsor to review the scope of work, expectations & priorities for the project, the budget, timeline and a communication plan for regular project updates.
- *Project Team Kick-Off Call (2 hours)*: The SSG Project Manager will meet with all members of the project team to review the steps of the process and the required work involved. The team will see a short demonstration of ETO software and also learn how to fill out the appropriate materials provided by Social Solutions and review and gather existing program forms to begin the discovery stage.

2. Discovery (Weeks 2, 3, and 4)

- *Discovery Preparation (Weeks 2 and 3, 2-4 hours per program)*: The customer project team collects current program and agency-wide materials, fills out the discovery documents provided by Social Solutions and returns them to the SSG Project Manager by an agreed upon due date. This material needs to be submitted and then reviewed by the SSG project manager before the meetings described below can proceed.
- *Organization-Level Discovery Meeting (Week 4, 2 hours)*: The customer identifies a common set of demographic elements that will be uniform for all programs using ETO. Social Solutions will also suggest a number of other items to consider for uniformity, such as an 'incident form,' 'needs assessment,' and method for tracking 'volunteer time,' or general 'staff activities' or 'case management.' The project team

will meet with the SSG Project Manager to decide upon these data collection choices that affect all programs.

- Program-Specific Discovery Meetings (Week 4, 2 hours per program): Project team representatives from each program will meet independently with the SSG Project Manager to review the materials they've previously provided and clarify any outstanding questions. The team will be asked to make data entry option decisions during these meetings.

3. ETO Blueprint (Weeks 5-7)

- Writing the ETO Blueprint (Weeks 5-6): The SSG Project Manager will use the information gathered during PART 1 to develop the ETO Blueprint. This document lays out the structure, workflow, and intended outcome measures for the customer's ETO system
- Review/Approve the ETO Blueprint (Week 7, hours variable): The customer reviews the ETO Blueprint and is given the opportunity to ask questions and/or provide corrections. Discussion occurs between the customer and SSG Project Manager as needed. The Executive Sponsor must give approval/sign off of the ETO Blueprint before continuing on to the next stage.

4. System Configuration (Weeks 8-10)

- Configuration by SSG (Weeks 8-9): Social Solutions staff configures the customer's ETO system as described in the approved ETO Blueprint. In some cases, the customer's ETO Administrator may take on some pieces of the configuration.
- Preparation for Customer Testing (Weeks 8 – 9): Customer will use the approved blueprint to develop plans on how they will test ETO when made available. Customer will outline the process flow and the set of data that they will enter and subsequently review in reports during the testing period and they will assign responsibility to various individuals who are familiar with the programs and the blueprint to carry out these steps.
- Demonstration Meeting(s) (Week 10, 1 hour per program): The entire customer project team will gather for a meeting with the SSG Project Manager to get a high-level demonstration of the configured system. The demonstration will highlight the work-flow and data entry screens that end-users will see as they do their day-to-day work in ETO.

5. Testing & User Acceptance (Week 11-12)

- Customer Testing (Week 11, suggest minimum of 1 hour per program): Following the demonstration, the customer will execute the test plan that was put together above. All members of the customer project team will be expected to log into ETO on their own and review/test the configuration with "fake" data. The customer project manager will consolidate a list of the team's feedback/comments/questions and provide that to SSG by an agreed upon due date.
- Configuration Approval (Week 12) SSG Project Manager and/or the Technical Services Associate will answer questions raised during the testing period and provide potential solutions to any outstanding issues. Requested changes will either be made by SSG if project budget allows, or changes will be made by the customer's ETO Administrator with coaching from the SSG Technical Services Associate. The Customer will approve the ETO configuration.

6. Transitions

- Transition to Training Specialist: The SSG Project Manager will fully prepare the Training Specialist to become the customer's primary contact for the remainder of the implementation project. The Training Specialist will coordinate and deliver trainings to customer's ETO Administrator(s) and staff.
- Introduction to Customer Support: To ensure our customers get the most out of our Customer Support department, an introductory phone call between the Customer's Project Manager, ETO Administrator and a Customer Support Associate will be scheduled. From this point forward, all "how to" ETO questions should be directed to Customer Support.
- Re-Introduction of Account Manager: Customers will meet their Account Manager right after purchasing ETO, and will be re-connected at this point during implementation. Account Managers are our customer's advocates and source of general information for the long term.

6. Training (Weeks 14-15)

- ETO Administrator Coaching Sessions (Week 14, 4-6 hours): The customer's ETO Administrator will receive one-on-one time with the Training Specialist to assist in making any minor adjustments requested during the testing period, and to generally support and review the material learned either at training events held by the SSG Training Department or via the online ETO Administrator Curriculum.
- End-User Training (Week 15, 4-6 hours per class): End-users will receive training on the best practices for data-entry and ease of use of ETO software. The structure and style of training sessions can be developed to best meet the customer's needs. The customer's ETO Administrator is expected to attend all training sessions.

7. Go Live (Week 16, Customer Dependent):

- With staff well trained, the customer becomes an up-and-running user of ETO software!

We recommend that the customer's internally enforced "go live" date (when the staff is expected to begin using ETO on a regular basis) occur right after staff training. Social Solutions is not responsible for the customer's delay between the provided staff training, and the internally enforced 'go-live' expectations of regular data entry at the customer's organization.

8. Reports Training (Week 20):

- Within four (4) weeks after the end-user training, the customer's ETO Administrator and/or other selected staff members may spend up to four (4) hours with the Training Specialist to review how to use ETO standard reports to see the data that has been entered since the customer's go-live date.

Customer Involvement: The Top 10 Most Important Things

To best assure a successful implementation, the customer must contribute time and resources to the process described above. Here are the 10 most important components (in the order in which they occur) of the customer's involvement in the implementation process:

1. A dedicated and involved project team (all roles described above)
2. The project team participates in all necessary kick-off meetings, having previously attended the free "Basic New User Training" offered by the Customer Support Department
3. All necessary discovery documents are submitted in a timely fashion, and will be thoroughly completed. During meetings held to review the materials, project team members are able to answer questions and make decisions regarding options provided by the SSG Project Manager
4. The ETO Administrator attends live or virtual training session hosted by the SSG Training Department, and completes the self-guided online ETO Administrator Curriculum (ideally before the receipt of the ETO Blueprint)
5. The project team thoroughly reviews and provides approval/sign-off on the ETO Blueprint
6. The project team thoroughly reviews and tests each program within the configured ETO system with "fake" data, and offers feedback regarding any necessary adjustments
7. The ETO Administrator takes responsibility for making requested changes to the configuration, based on feedback and new requests made as a result of the testing period. Social Solutions offers assistance in this process.
8. To facilitate the adoption of ETO among staff, the customer develops internal documentation regarding any changes to 'on-the-ground' procedures or process changes, as they relate to implementing ETO in the organization.
9. Scheduling and coordinating the necessary facilities (computer lab, projector, etc) and staff attendance for user training.
10. Enforcement of the customer's internally determined "go-live" date, to ensure that staff begins using ETO on a regular basis immediately after staff training.

Support

Social Solutions provides comprehensive user and system support for all ETO software clients. Provided by industry professionals, our team's experience in the field of human services coupled with their extensive knowledge of the software allows them to provide timely and relevant support to all authorized users. Our goal is to keep customers happy and well educated about ETO software and by responding quickly to phone calls and emails, providing thorough, friendly and accurate support and by providing documentation and a knowledge base that will enable clients to address questions without having to contact Support directly. We are committed to helping users understand how to best utilize their system to maximize their organization's outcomes.

Social Solutions provides several different ways to get Support:

- Online Support: Users can access our searchable online Help Manual to find out how to use all software features, quickly locate answers to commonly asked questions or watch recorded trainings
- Email Support: Users can email support@socialsolutions.com directly or send a message through the software by clicking on the Support link in the bottom right corner of the software
- Phone Support: Users can call Customer Support to speak with a live Customer Support Representative
- Chat Support: Users can chat with a live Customer Support Representative
- Customer Center: Customers can login to our Customer Center to access invoices and payments, update account information or check issue and case statuses

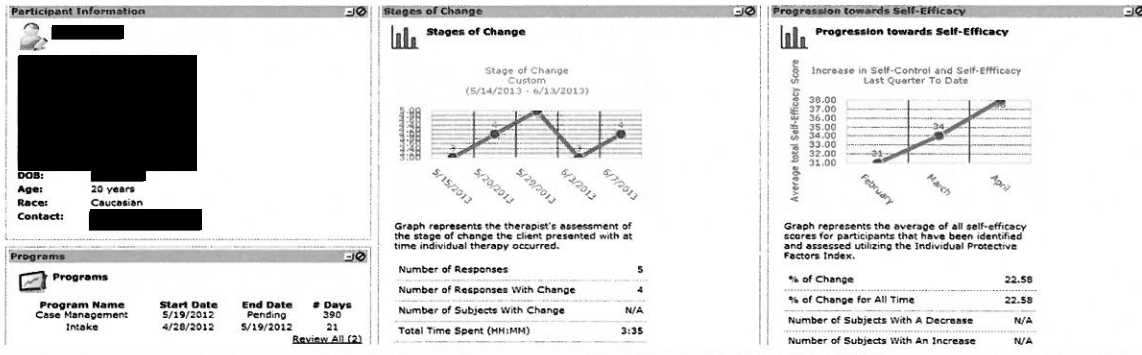
Social Solutions Customer Support team is available by phone and email during the following business hours: Monday to Thursday 8am - 8pm (ET) and Friday 8am - 6pm (ET). Customer Support checks email for major issues from 8pm-11pm (ET) on Monday – Thursday, 6pm-11pm (ET) on Fridays and 10am-8pm (ET) on Saturday, Sunday and holidays. During all other hours the Customer Center and Help Manual are available to assist users.

Maintenance and Upgrades

Deployed in the SaaS model, all upgrades are developed in response to the growing and changing needs of our clients and are released to all users through the software. Every client who is using ETO today is using the same, most up-to-date code base, ensuring a consistent user experience and preventing against application obsolescence. In other words, there are no versions of the product and nothing extra that needs to be done on the client side to benefit from enhancements, patches, or upgrades.

Social Solutions performs monthly maintenance and also has quarterly releases that contain enhanced and new functionality. Social Solutions' Support team notifies clients of new releases via an e-newsletter and provides both free access to live and recorded trainings on new and enhanced features. The ETO online help manual is also updated to reflect all changes. In addition, clients may request a specific paid enhancement. These requests may be released to the general user base if they would be applicable to others.

In our most recent June 2013 release, we introduced ETO Insight which is outcomes reporting specifically designed for the dashboards. ETO Insight allows you a graph of change over time for a defined indicator or outcome for a single participant, group of participants, or aggregate view across a program. Per the requirements, an ASC resource will work with the State to update software forms to reflect any changes in the HRSA requirements during the initial contract period.



ETO Insight—See graphical representations of progress toward outcomes over time.

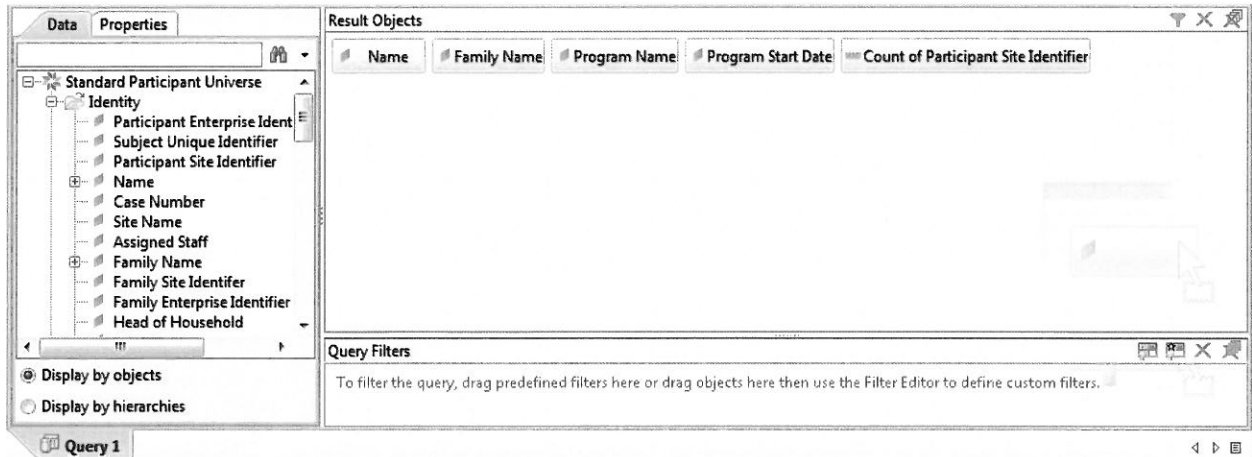
Reporting

The core value of ETO software lies within its reporting capabilities. ETO provides pre-built reports and the ability to create custom reports. Specific reporting within ETO software is available according to security level and provides valuable information for direct service staff, program directors, agency administrators and evaluators. Some of the standard sorting and aggregating features that are available throughout ETO software include by date, agency, program, initiative, assessment, service provided, client served, and staff account. Reports can be saved, exported, and even automated to be sent via email to particular users at defined time periods.

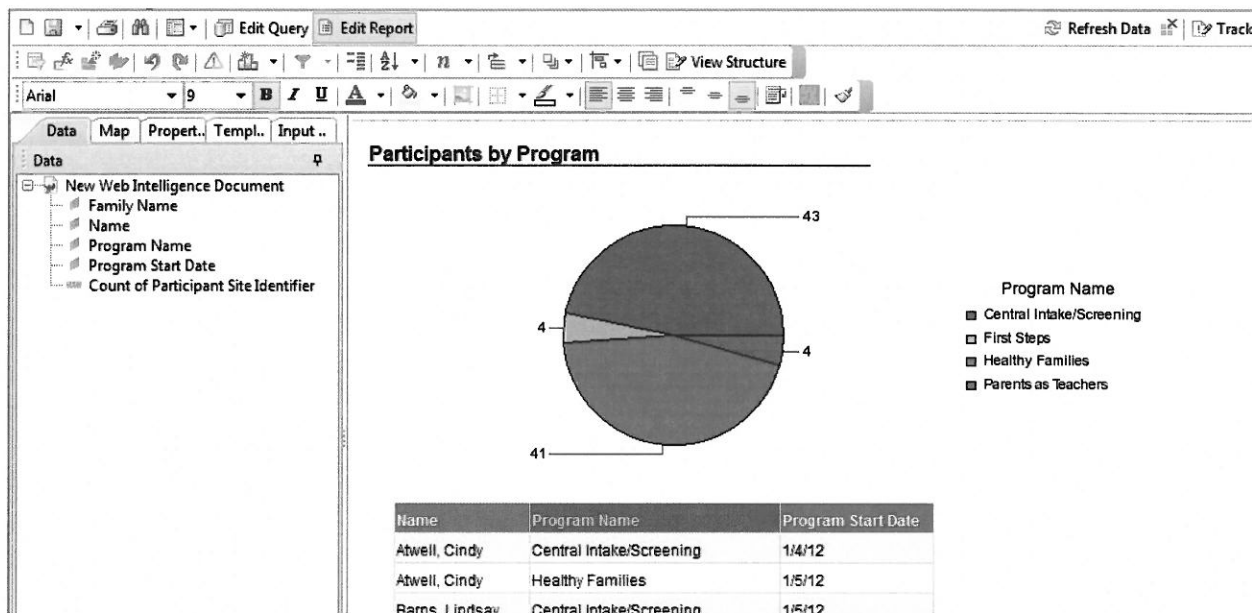
Social Solutions currently utilizes a combination of technology from SAP Business Objects including Live Office and Web Intelligence. The Live Office application integrates with Microsoft Office, embedding up-to-the-minute data in ETO with Microsoft PowerPoint, Excel, and Word documents which provides self-service access to your data within familiar business tools. The Web Intelligence Report editor and writer gives your organization the flexibility to edit our published standard Web Intelligence reports and to build custom reports.

The Web Intelligence reports writer includes but is not limited to the following advanced features:

- View document metadata to understand the data behind reports and see how reports are structured and filtered
- Filter and sort results
- Add new tables and charts
- Add formulas and create variables
- Format and change the layout of charts and tables
- Slice and dice results by adding filters and input controls
- Create drill downs to view details of an aggregate report



Web Intelligence Report Writer: Allows you to create a query of data to use in a report. The example shows a query including Name, Family Name, Program Name, Program Start Date, and a Count of Participants.



Web Intelligence Report Writer: Queried data can be formatted, inserted into charts and graphs, use to create formulas and/or create drill down reports.

Security

ETO software uses Secure Socket Layer (SSL) 128-bit encryption to protect data transmitted between the client and server. Username and password based functionality prevent unauthorized application access. Staff account passwords are one way hashed using the Federal Information Processing Standard (FIPS) Secure Hashing Algorithm 1 (SHA1). ETO servers are firewall protected and are subject to system-wide security audits and intrusion detection. Security token recycling, location specific login restrictions, and password strength options can be configured as appropriate for each customer. As part of its service agreement with the Social Security Administration, Social Solutions requires a complete background

check for all employees, adheres to SSA security clearance requirements, maintains active Security and disaster recovery plans, and submits to external security audits.

Hosting and Disaster Recovery

Social Solutions hosts ETO software through SunGard, one of the world's leading IT service companies. SunGard provides software and services to over 25,000 organizations in 70 countries, and has been recognized as the service provider of the year by Continuity, Insurance & Risk five times. SunGard offers industry leading technology, including replicated SAN services, which provide 100% data and server redundancy. All systems hosted by SunGard are monitored 24 hours a day, 7 days a week. Our primary hosting facility is located in Philadelphia and for disaster recovery purposes, Social Solutions replicates the daily data backup to our secure virtual private cloud environment in Oregon.

Open Architecture

Social Solutions offers a broad array of web services based Application Programming Interfaces (APIs) for ETO software, enabling organizations to quickly move information into and out of the product offering in whatever format is most appropriate for each customer. Data can be submitted into ETO through form submission (assessments, demographic intake, etc), swipe cards, batch upload, data import, and via web services. In addition, customers can upload demographic information, as well as assessments, referrals, attendance, case notes, and client history through our standard batch upload utilities. Data may also be extracted in multiple formats and on a scheduled basis. We have included hours in the pricing proposal for supporting the customization of hrsa reporting forms 1 & 2 for West Virginia and for supporting the state in mapping and importing and exporting to and from the 4 existing systems.

Clarifications & Notes

As an enterprise customer with a minimum of 150 users, the State will receive up to 416 hours annually from a Social Solutions Advanced Support Consultant (ASC) – providing proactive support to help the state leverage its investment in the software, ensure end-users are using it effectively, support meeting reporting deadlines, and support your ETO Software Administrator.

Consistent with the addendum, because our product is COTS based, we will provide the source for any custom modifications created and paid for by this agreement. Additionally, we will provide our full source code in escrow (upon request).

At project closeout an Access based version of the database or SQL version (based on the State's preference) will be provided on DVD and transferred to the state. The state may choose to host this data as needed.

Global Science & Technology, Inc.

GST is a Small Disadvantaged Business (SDB) and provides service in the fields of science, engineering, Information Technology (IT), and technical support to worldwide government, industry, and academic clients. GST has built a highly specified workforce that includes experts in many technical domains. GST has been pivotal in providing expert technical guidance and engineering consultation to a wide range of government agencies including NASA, NOAA, the U.S. Army and Air Force. GST provides consultation services essential in supporting the implementation of complex systems and services that need to evolve to utilize new and emerging technologies, architectures and concepts.

Global Science & Technology is well known for its excellent customer service and for being an industry leader in providing creative solutions in the fields of science, technology and engineering.

In West Virginia, GST provides a range of Information Technology Services for customers in State Government, West Virginia Colleges and Universities, and West Virginia County Courthouse facilities. All of GST's State, Higher Education, and County customers operate within the State of West Virginia's Private Network. GST provides services by individual contract for over 150 customers in West Virginia State and County Government.

The GST State IT Services Group is responsible for the design, installation, and maintenance of many complex network solutions enabling Local/Wide area, and Campus communications for County Government throughout West Virginia. GST is a Cisco Partner and relies on Cisco networking solutions for secure wired and wireless communications between offices, buildings, and cities. In addition to network infrastructure responsibilities, GST functions as the Network Administrator in sixteen (16) Courthouse complexes and more than 150 County office networks located in over 50 of West Virginia's 55 Counties.

GST is also a Microsoft Certified Partner that uses Microsoft solutions to meet custom software application needs throughout West Virginia State and County Government. GST's custom software development services have enabled government offices to meet unique business challenges for over 15 years. GST's applications allow employees in State and County Government to provide services to employees and tax payers efficiently and cost effectively. For example, GST developed the Content/Document Management system used throughout State Government and Higher Education resulting in lower costs and significant improvements in the speed and accuracy of the States invoice payment process.

Social Solutions Global, Inc.

Vendor Name:

Vendor Address:

425 Williams Court, Suite #100 Baltimore, MD 21220

Vendor Telephone Number:

410-207-2747

Vendor Fax Number:

443-460-3473

Contact Person:

Matt Schubert – GM, Public Sector

(Please Print)

Fax:

443-460-3473

Email:

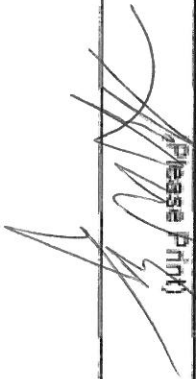
matt@socialsolutions.com

Authorized Representative:

Stephen Eran – CFO

(Please Print)

Authorized Representative Signature:



Date:

07/29/2013

10.1.4. Failure to remedy deficient performance upon request.

10.2. The following remedies shall be available to Agency upon default.

10.2.1. Cancellation of the Contract.

10.2.2. Cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Christopher Lanham
Telephone Number: (443) 460 - 3547
Fax Number: (443) 460 - 3473
Email Address: clanham@socialsolutions.com

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

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

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
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: Social Solutions Global, Inc

Signed: [Signature]

Date: 07/29/2013

Title: CFO

RFQ No. MCH14019

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: Social Solutions Global, Inc.

Authorized Signature: [Signature] Date: 7/29/2013

State of Maryland

County of Anne Arundel, to-wit:

Taken, subscribed, and sworn to before me this 29 day of July, 2013.

My Commission expires October 18, 2014.

AFFIX SEAL HERE

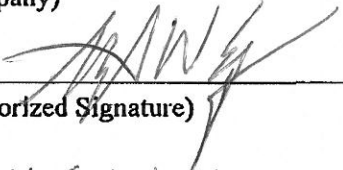


NOTARY PUBLIC Melinda Miller
MELINDA MILLER
Purchasing Affidavit (Revised 07/01/2012)

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.

Social Solutions Global, Inc.
(Company)


(Authorized Signature)

Matt Schubert - GM, Public Sector
(Representative Name, Title)

(410) 201-2747 (443) 460-3473
(Phone Number) (Fax Number)

07 / 29 / 2013
(Date)

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: MCH14019

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 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.

Social Solutions Global, Inc.

Company



Authorized Signature

07 / 29 / 2013

Date

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