



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

**Solicitation**

NUMBER
WEH14104

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
BOB KILPATRICK
304-558-0067

RFQ COPY  
 TYPE NAME/ADDRESS HERE  
**VENDOR**  
 Nuance Communications, Inc.  
 Attention Scott A. MacDonald  
 34 Hill Valley Drive  
 Lancaster, NY 14086

**SHIP TO**  
 HEALTH AND HUMAN RESOURCES  
 WELCH COMMUNITY HOSPITAL  
 454 MCDOWELL STREET  
 WELCH, WV  
 24801 304-436-8710

DATE PRINTED
03/27/2014

BID OPENING DATE: 04/23/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WVDHHR WELCH COMMUNITY HOSPITAL, IS SOLICITING BIDS TO PROVIDE FOR THE ONE-TIME PURCHASE OF VOICE RECOGNITION SOFTWARE, TO INCLUDE FIFTEEN (15) PHYSICIAN LICENSES, FOR DIRECT TRANSCRIPTION INTO PATIENT MEDICAL RECORDS, AND INCLUDING INSTALLATION, TRAINING AND MAINTENANCE, PER ATTACHED SPECIFICATIONS.  ATTACHMENTS INCLUDE: 1. INSTRUCTIONS TO VENDORS SUBMITTING BIDS. 2. GENERAL TERMS AND CONDITIONS. 3. WEH14104 SPECIFICATIONS, INCLUDING PRICING PAGE 4. CERTIFICATION AND SIGNATURE PAGE. 5. PURCHASING AFFIDAVIT. 6. VENDOR PREFERENCE CERTIFICATE						
0001	1	EA		920-04	\$12,000.00	\$12,000.00
				DRAGON VOICE RECOGNITION SOFTWARE OR EQUAL		
0002	15	BA		920-04	\$2,195.00	\$32,985.00
				PHYSICIANS LICENSES		

04/21/14 09:40:05AM  
 West Virginia Purchasing Division

SIGNATURE	TELEPHONE 781-565-5000	DATE 4/15/2014
TITLE Sr. VP Worldwide Sales Operations	FEIN 94-3156479	ADDRESS CHANGES TO BE NOTED ABOVE

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



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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0003	15	EA		920-04	\$381.00	\$5,715.00
				POWERMIC II OR EQUAL		
0004	1	EA		920-04	\$9,126.00	\$9,126.00
				MAINTENANCE, SERVICE WARRANTY (YEAR 1)		
0005	1	EA		920-04	\$9,126.00	\$9,126.00
				MAINTENANCE, SERVICE WARRANTY (YEAR 2)		
0006	1	EA		920-04	\$9,126.00	\$9,126.00
				MAINTENANCE, SERVICE WARRANTY (YEAR 3)		
0007	1	EA		920-04	\$31,200.00	\$31,200.00
				TRAINING		

SIGNATURE	TELEPHONE 781-565-5000	DATE 4/15/2014
TITLE Sr. VP Worldwide Sales Operations FEIN 94-3156479	ADDRESS CHANGES TO BE NOTED ABOVE	

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BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0008	1	EA		920-04	\$25.91	\$25.91
	DELIVERY					
0009	1	EA		920-04		
	INSTALLATION					
***** THIS IS THE END OF RFQ WEH14104 ***** TOTAL:						\$109,303.91

SIGNATURE	TELEPHONE 781-565-5000	DATE 4/15/2014
TITLE Sr. VP Worldwide Sales Operations	FEIN 94-3156479	ADDRESS CHANGES TO BE NOTED ABOVE

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

### 3. MANDATORY REQUIREMENTS:

**3.1 Mandatory Contract Services Requirements and Deliverables:** Contract Services must meet or exceed the mandatory requirements listed below.

#### 3.1.1. Dragon Voice Recognition Software or Equal

**3.1.1.1** Must be compatible with OpenVista/CareVue Electronic Health Record (EHR), allowing dictation directly into the EHR.

Dragon Medical | 360 Network Edition offers compatibility as a local client to OpenVista/CareVue installed on the same Microsoft O/S workstation session dictating directly into the EHR.

**3.1.1.2** Must include fifteen (15) physician licenses.

Acknowledged and included in the proposal.

**3.1.1.3** In the event a physician resigns from Welch community Hospital, facility must have the ability to transfer this licensure to the next physician staffed.

Fully Complies with requirement.

**3.1.1.4** Must have a medical vocabulary dictionary.

Fully Complies with requirement.

**3.1.1.5** Must allow for the creation of custom templates for physician documentation (See Attachments 1 through 5).

Fully Complies with requirement.

**3.1.1.6** Must include regional accent support capability. This feature allows the software to recognize the physician's words, regardless of his or her country of origin.

Fully Complies with requirement.

**3.1.1.7** Must support the Health Insurance Portability and Accountability Act (HIPAA) regulations by allowing for the secure storage of speech files.

<http://www.privacy.wv.gov/HIPAA/Pages/default.aspx>

Fully Complies with requirement.

**3.1.1.8** Software must be a self-contained application that keeps all voice profiles and protected health information (PHI) content within facility networks and allows for access by authorized users from any laptop, personal computer, or tablet within the health system network by logging in to their specific profile.

Fully Complies with requirement. Dragon Medical 360 | Network Edition is a locally hosted solution controlled by Welch Community Hospital.

**3.1.1.9** Must allow user to create and insert macros/norms completely with voice commands.

Fully Complies with requirement.

**3.1.1.10** Must allow user to create and insert specific words, phrases and names with voice commands.

Fully Complies with requirement.

**3.1.1.11** Must allow user to create note templates with revisable sections that can easily be edited with voice for uniform and creation of commonly used documentation.

Fully Complies with requirement.

**3.1.1.12** Must allow utilization of abbreviation dictation-expansion, enabling clinicians to dictate the shorthand version of a phrase and have it delivered as the full text version; Example: Physician dictates "UTI" and the software will deliver "Urinary Tract Infection".

Fully Complies with requirement.

**3.1.1.13** Software must allow the physician to use voice commands to search the web for information and import it into their notes when requested.

Fully Complies with requirement.

**3.1.1.14** Software must allow the user full text control, voice edit, voice navigation and voice playback within the EHR.

Dragon Medical 360 | Network Edition allows for full text control, voice editing, voice navigation (speech driven hot key commands) and voice playback in an environment where the EHR and Dragon are installed locally on the workstation.

**3.1.1.15** Software must allow for user voice profile creation, storage, management and data backup.

Fully Complies with requirement.

**3.1.1.16** Software must provide updates to vocabularies, macro lists, medication lists, diagnoses lists, and disease list automatically to all user profiles.

Fully Complies with requirement.

### 3.1.2 PowerMic II or equal

**3.1.2.1** Must include fifteen (1-5) unidirectional microphones with noise cancellation and USB connectivity.

Acknowledged and included in the proposal.

### 3.1.3 Maintenance, Service, and Warranty

**3.1.3.1** Maintenance, Service and Warranty shall include a Three (3) year warranty beginning with acceptance of the product by the Agency for year one, and subsequent two (2) years to follow for software including maintenance for all licenses to include 24/7 access to support staff or help desk via telephone or interne (email or online support) for troubleshooting during the life of the contract.

Nuance warrants that the Software will perform substantially in accordance with the accompanying Documentation for a period of 90 days from the date of receipt. Maintenance and Service shall be covered under a paid, one (1) year Nuance Maintenance and Service MLA, renewable and payable annually. This MLA, covers software including maintenance for all licenses to include 24/7 access to support staff or help desk via telephone or internet (email or online support) for troubleshooting during the life of the contract.

### 3.1.4 Training

**3.1.4.1** Must provide in-house software education/training at Welch Community Hospital for fifteen (15) physicians and five (5) Information Technology staff. Training will be conducted for a minimum of one (1) day and a maximum of two (2) days. Training will be provided within sixty (60) calendar days after award of purchase order.

Fully Complies with requirement.

### 3.1.5 Delivery

**3.1.5.1** Delivery must be within sixty (60) calendar days after award of purchase order.

Fully Complies with requirement.

### 3.1.6 Installation

**3.1.6.1** Installation must be within sixty (60) calendar days after award of purchase order.

Fully Complies with requirement.

## 10. MISCELLANEOUS:

Not Applicable as we are delivering software and offering remote telephone support.

**10.1. 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.

Description/Equipment	Quantity	Cost Per Unit	Total Cost
3.1.1 Dragon Voice Recognition Software, or equal	1	\$12,000.00	\$12,000.00
3.1.1.2 Physician licenses	15	\$2,195.00	\$32,985.00
3.1.2 PowerMic II, or equal	15	\$381.00	\$5,715.00
3.1.3 Maintenance, Service Warranty (Year 1)	1	\$9,126.00	\$9,126.00
3.1.3 Maintenance, Service Warranty (Year 2)	1	\$9,126.00	\$9,126.00
3.1.3 Maintenance, Service Warranty (Year 3)	1	\$9,126.00	\$9,126.00
3.1.4 Training	1	\$31,200.00	\$31,200.00
3.1.5 Delivery (if applicable cost)	1	\$25.91	\$25.91
3.1.6 Installation (if applicable, separate cost)	1	\$6,200.00	\$6,200.00
<b>Grand Total</b>			<b>\$109,303.91</b>

**Evaluation and Award Criteria:** Contract shall be awarded to the Vendor that provides the contract items and services meeting the required specifications for the lowest overall Grand Total. Bidders should multiply bid Cost per Unit by listed Quantity to calculate each line item's Total Cost, then add all Total Costs to calculate Grand Total.

Nuance Communications Inc.

One Wayside Road, Burlington, Massachusetts 01803

Vendor Name (Printed)

Purchase Order Address

PO Box 2561, Carol Stream, Illinois 60132-2561

Vendor Remit-To Address:

Daniel Carpenter



4/14/2014

Vendor Authorized Representative (Printed)

Signature

Date

781-565-5000

781-565-5001

Daniel.Carpenter@Nuance.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.

Nuance Communications Inc.

(Company)



(Authorized Signature)

Daniel Carpenter, Sr. VP Worldwide Sales Operations

(Representative Name, Title)

781-565-5000

(Phone Number)

781-565-5001

(Fax Number)

4/14/2014

(Date)



### Purchasing Affidavit

Not Applicable

RFQ No. WEH14104

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: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

State of \_\_\_\_\_

County of \_\_\_\_\_, to-wit:

Taken, subscribed, and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

My Commission expires \_\_\_\_\_, 20\_\_.

**AFFIX SEAL HERE**

**NOTARY PUBLIC** \_\_\_\_\_

*Purchasing Affidavit (Revised 07/01/2012)*



### Vendor Preference Certificate

Not Applicable. We are not requesting "Vendor Preference."

Rev. 07/12

## 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: \_\_\_\_\_ Signed: \_\_\_\_\_  
Date: \_\_\_\_\_ Title: \_\_\_\_\_



Nuance Communication Inc. Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
3/31/2014

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 Lockton Companies, LLC 195 Scott Swamp Road, Suite 201 Farmington CT 06032 860-678-4000	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED 1324515 Nuance Communications, Inc. 1 Wayside Road Burlington MA 01803	INSURER A : The Phoenix Insurance Company	25623
	INSURER B : The Travelers Indemnity Co of America	25666
	INSURER C : Travelers Property Casualty Co of America	25674
	INSURER D : The North River Insurance Company	21105
	INSURER E : Indian Harbor Insurance Company	36940
	INSURER F :	

COVERAGES NUAC001 CERTIFICATE NUMBER: 10837112 REVISION NUMBER: XXXXXXX

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	N	N	660-4865X477	4/1/2014	4/1/2015	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS Comp \$1,000	N	N	BA-4860X746 (AOS) BA-4853X779 (MA)	4/1/2014 4/1/2014	4/1/2015 4/1/2015	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$ XXXXXXXX
							BODILY INJURY (Per accident)	\$ XXXXXXXX
							PROPERTY DAMAGE (Per accident)	\$ XXXXXXXX
								\$ XXXXXXXX
C	UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	N	N	CUP-4865X477 522-748071-9	4/1/2014 4/1/2014	4/1/2015 4/1/2015	EACH OCCURRENCE	\$ 20,000,000
							AGGREGATE	\$ 20,000,000
								\$ XXXXXXXX
C	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 N	N/A	UB-4871X804	4/1/2014	4/1/2015	WC STATUTORY LIMITS	
							E.L. EACH ACCIDENT	\$ 500,000
							E.L. DISEASE - EA EMPLOYEE	\$ 500,000
							E.L. DISEASE - POLICY LIMIT	\$ 500,000
E	Professional Liability (Errors & Omissions)	N	N	MTP9030832	4/1/2014	4/1/2015	\$10,000,000 per claim/aggregate \$500,000 retention	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERM(S) REFERENCED

CERTIFICATE HOLDER  10837112 EVIDENCE OF INSURANCE	CANCELLATION  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  

ACORD 25 (2010/05)

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# 6 RFQ Response

Voice Recognition Software

# Welch Community Hospital

Solicitation Number WEH14104

**Due:**  
April 23, 2014

**Prepared by:**  
Nuance Communications, Inc.  
One Wayside Road  
Burlington, MA 01803



Robert K. Kilpatrick  
Senior Buyer  
2019 Washington Street, East  
Charleston, WV 25305

Dear Kevin,

Nuance Healthcare, a division of Nuance Communications Inc., is pleased to submit the enclosed information about our solution to meet Welch Community Hospital's need for a Voice Recognition Software system. We are uniquely positioned to fulfill Welch Community Hospital's requirements with our Clinical Documentation solution, more specifically, Dragon Medical 360 | Network Edition.

Dragon Medical 360 | Network Edition is a leading front-end speech recognition solution for provider organizations that creates a dramatically improved experience, saving 20 minutes or more of documentation time per day. Dragon Medical 360 | Network Edition enables easy, centralized user management and enhanced dictation performance while running an EHR in any virtualized environment.

**Dr. Steven H. Zuber, Internal Medicine, Methodist HealthWest and Medical Director of Informatics, Methodist Physicians Clinic**

*"We've been using Dragon Medical 360 | Network Edition alongside our Cerner Millennium EHR . . . and have seen significant benefits. Not only are clinicians empowered to complete comprehensive, high quality notes in real-time by speaking, but many tasks associated with the system are now automated."*

Dragon Medical 360 | Network Edition maximizes productivity, reduces costs, and is seamlessly integrated with your EHR with no significant IT resources or increase in Total Cost of Ownership.

We trust our bid response will further your understanding of our value proposition, and what it means for the Welch Community Hospital. We welcome this opportunity to partner with you by delivering an end-to-end solution for your current and future needs.

Should you have questions regarding any part of this proposal, please do not hesitate to contact me.

Sincerely,

Scott A. MacDonald  
Healthcare Account Executive  
Nuance Communications, Inc.  
716.575.7165 Direct  
[Scott.MacDonald@Nuance.com](mailto:Scott.MacDonald@Nuance.com)



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## Notice

The information contained in Nuance’s responses to this RFQ is confidential and proprietary to Nuance and should be treated by Welch Community Hospital as confidential. The information contained herein is to be used by Welch Community Hospital only for the purpose of evaluating Nuance’s response to your inquiry.

Notwithstanding any statement or provision contained in the RFQ or Nuance’s response thereto, Nuance shall provide goods and services pursuant to a written contract containing negotiated terms and conditions which shall constitute the sole and complete agreement between Nuance and the Welch Community Hospital. No portion of these RFQ responses shall be included in such contract unless agreed-upon by the Parties, however the contract shall be consistent with Nuance’s responses to this RFQ. If Welch Community Hospital selects Nuance at the conclusion of the RFQ process, Nuance will be happy to provide suitable contract forms and any additional appropriate terms and conditions for review, and the parties shall immediately negotiate in good faith a mutually acceptable master agreement with appropriate product addenda as the sole governing instrument between the parties.



# 1 Executive Summary

This proposal highlights a single platform solution for Voice Recognition/Dictation System throughout the enterprise, and addresses:

## **Why Dragon Medical 360 | Network Edition is the best solution for your organization**

Dragon Medical 360 | Network Edition is an innovative front-end speech recognition solution designed to integrate fully with commercial EHRs and streamline your clinical documentation processes. *Discover solution benefits and features that can help you achieve your specific goals within your unique environment, and see results from similar organizations that are using Dragon Medical 360 | Network Edition to tackle prevailing challenges.*

## **You need a clinical documentation solution that's customized for you**

Although prevailing industry forces affect all organizations, no two organizations are affected in exactly the same way. Your technology environment is diverse, your needs are unique and your goals are specific—your clinical documentation solution should be tailored to address these things accordingly. *See where your organization stands on the issues that affect coding and clinical documentation system selection.*

## **Nuance Healthcare can help solve your clinical documentation challenges**

Nuance Healthcare provides solutions and services that can help ensure appropriate reimbursement for your organization by improving the entire clinical documentation process—from capturing of the complete patient record and clinical documentation improvement through coding and compliance. *Learn more about the healthcare division of Nuance, including what we do, whom we serve, and the products and services we provide.*

## **Why you can trust healthcare solutions from Nuance Communications**

Healthcare is an industry like no other. While it calls for specialized technology solutions, it also benefits from the best practices of other industries. Embraced by virtually all leading global consumer technology manufacturers as the “gold standard” for powering meaningful voice recognition and natural language, Nuance’s technology is so effective, it’s becoming expected everywhere. *Find out why the world's largest and most prestigious companies trust Nuance.*

## **In Conclusion**

Nuance Healthcare is well positioned to provide a solution based upon the information requested in your RFQ to purchase a Voice Recognition Software system that will be used in the hospital. Dragon Medical 360 | Network Edition provides proven and solid performance, flexibility, and scalability for growth, and our expert implementation services provide real-world results with common sense, reasonable cost, and timely approach. Our company, a large and diverse corporation, has a long and distinguished track record of combining appropriate technology, applications, and industry expertise to provide solutions to the challenges that face our customers.



## 2 Value Proposition

### Benefits extend beyond cost savings.

As the leading front-end speech recognition solution in the market, Dragon Medical 360 | Network Edition is designed for practices, hospitals, and health systems that have made an organization-wide commitment to front-end speech recognition for their clinicians. Dragon Medical 360 | Network Edition allows Welch Community Hospital to dictate directly within your EHR, eliminating transcription, speeding report completion time, and contributing to improved care.

Dragon Medical 360 | Network Edition creates a dramatically improved experience, saving physicians twenty (20) minutes or more of documentation time per day. It enables easy, centralized user management and enhanced dictation performance while running an EHR in any virtualized environment.

Dragon Medical 360 | Network Edition is used by clinicians to dictate Progress Notes, HPI, and Assessment and Plan directly into EHR software from any laptop or PC within the health system. This flexible and scalable enterprise platform will easily accommodate Welch Community Hospital's size and number of users. Designed specifically around provider organizations that use EHRs, Dragon Medical 360 | Network Edition will allow for your fifteen (15) simultaneous physicians to dictate in their own words, providing a more complete and richer electronic record and supporting more detailed "decision-making" aspects of the note.

Organizations that are using Dragon Medical 360 | Network Edition today are significantly lowering their transcription costs, as records dictated in it require no transcription services.

A front-end speech recognition system will not be successful with your provider population without highly accurate results. Dragon Medical 360 | Network Edition adapts to each speaker, offering support for regional accents such as Asian-Indian, Asian Pakistani, British, Australian-New Zealand, Southeast Asian (Japanese, Chinese, Korean), Northern Inland North American, Southern US and Spanish. Users can train Dragon Medical 360 | Network Edition on exactly how they pronounce individual words, further ensuring a high degree of accuracy.

Dragon Medical 360 | Network Edition allows users to capture the clinical narrative using a wide variety of dictation input devices, including the Nuance PowerMic II, a USB device with excellent audio qualities, a variety of Bluetooth devices, wired and wireless headsets, etcetera.

It has been widely documented that EHRs slow physicians down and require them to invest more time and effort documenting their patient encounters. Many physicians do not possess the computer or typing skills required for EHR use. All of this leads to physician dissatisfaction. With Dragon Medical 360 | Network Edition speech macros allow users to quickly navigate anywhere in the EHR and to save time documenting through automatic text insertion.

Dragon Medical 360 | Network Edition physicians can dictate anywhere in the HER—while reviewing lab tests, patient history or current medications. They do not have to click back and forth between information they are reviewing and the dictation window.

Dragon Medical 360 | Network Edition also takes advantage of Microsoft Office and is designed to work with core Microsoft applications including Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet Explorer, etc. For system administrators, Dragon Medical 360 | Network Edition's management console provides the ability to create sites, groups and users, easily applying settings to group and minimizing user administration. The software can be installed remotely on machines in your network, offering your organization the lowest total cost of ownership of speech recognition. Since master user profiles for dictating providers are contained in a central host server, a single user can roam from station to station dictating with the same voice profile, ensuring consistent recognition accuracy.

# 3 Key Benefits to Welch Community Hospital

Dragon Medical 360 | Network Edition provides you the following key benefits by:

- Providing a superior dictation experience for clinicians using virtualized EHRs
- Dictating directly in the EHR
- Navigating your EHR using speech
- Improving clinician satisfaction
- Increasing document creation productivity
- Reducing documentation costs
- Enhancing document quality
- Reducing turnaround times
- Providing greater insight into clinical information
- Preparing you for new technologies

Below are examples of the benefits Dragon Medical 360 | Network Edition has brought to other facilities:

- Sharp Rees-Stealy Medical Group saved \$900,000 annually in transcription costs, tripling the number of electronic progress notes and reducing the monthly number of paper charts by 98,
- UAP Clinic eliminated 70% of their transcription costs, improved revenues due to more accurate coding and improved service to referring physicians with faster turnaround
- Advocate Illinois Masonic Medical Center reduced outsourced transcription costs by 70% and net transcription costs by 50%, while achieving almost 100% EHR adoption
- Swedish achieved 100% EMR adoption, reduced transcription costs by 50%, and eliminated turnaround time for notes
- Landstuhl Regional Medical Center eliminated millions of dollars in transcription costs, and saw a 3-fold increase in provider RVUs due to better documentation

Going forward, we're committed to helping you meet your goals and satisfy ever-increasing standards.

# 4 Nuance Healthcare Overview

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., We provide solutions and services that improve the entire clinical documentation process—from the capture of the complete

patient record to clinical documentation improvement, coding and compliance, to appropriate reimbursement. From large IDNs to small physician practices, deep customer and partner relationships have resulted in more than 500,000 clinicians and 10,000 healthcare facilities worldwide leveraging our award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

We deliver by:

- Fueling clinician adoption of new healthcare technologies by ensuring it supports existing clinical workflow
- Providing insight into unstructured data captured in the clinical documentation process, streamlining quality measures reporting, re-admission tracking, and supporting RAC audits more efficiently
- Assisting physicians as they transition to ICD-10, ensuring they document at the specificity required

We have deployed solutions to 61% of all United State Hospitals (as of FY13 Q3), including:

- 100% of U.S. News & World Report's 2013-14 America's Best Hospitals Honor Roll
- 100% of Truven Health Analytics 2013 Top 100 Hospitals (was Thomas Reuters')
- 100% of U.S. News & World Report's 2013-14 Best Children's Hospitals
- 99% of U.S. News & World Report's 2012-13 Most Connected Hospitals
- 98% of U.S. News & World Report's 2013-14 Top Hospitals for Cancer
- 96% of U.S. News & World Report's 2013-14 Best Hospitals
- 96% of H&HN's 2013 Most Improved
- 96% of The Leapfrog Group's 2013 Leapfrog Top Hospitals
- 94% of H&HN's 2013 Most Wired
- 93% of Truven Health Analytics' Top 15 Health Systems

We are an industry leader in developing information technology solutions, enabling healthcare organizations to leverage quality care into positive financial outcomes. Our care-based revenue cycle solutions integrate seamlessly with key clinical elements in the revenue cycle, producing an end-to-end framework to optimize the entire patient experience all the way through to billing. From care management to health information management and patient revenue management, we enable today's healthcare organizations to achieve measurable improvements in clinical and financial success.

**\$911 Million**

FY '13 Healthcare  
division revenue

**5 billion**

lines of medical data  
transcribed annually

**61%**

US Hospitals using  
Nuance

**500,000+**

Clinician users at more  
than 10,000  
healthcare institutions

**750+**

HIT vendors  
integration Nuance

## Nuance Healthcare Solutions

At Nuance Healthcare, we help transform patient stories into high-value information. Our market leading speech recognition platform and Clinical Language Understanding (CLU) platform form the foundation for an extensive range of market-leading solutions. The CLU platform leverages advancements in Natural Language Processing (NLP) and medical Artificial Intelligence (AI) to extract key information automatically from clinical narratives, producing actionable information, which results in enhanced patient care, addresses operational efficiencies, and improves financial outcomes, while streamlining workflow in real-time.

Our industry-leading solutions bridge clinical documentation, clinician-driven Clinical Documentation Improvement (CDI), coding, compliance and analytics. Fully integrated with leading EHR and RIS/PACS solutions, our solutions help streamline and automate clinical documentation workflow and improve the adoption of health information technology.



### Dragon Medical 360

Dragon Medical 360 provides clinical understanding solutions for over 300,000 physicians. The portfolio captures the physician narrative to document care in the EHR, and when necessary prompts for additional information, to improve the quality of documentation. Additionally, Dragon Medical 360 analyzes the entire narrative and turns it into key clinical and quality indicators. As a result, Dragon Medical 360 drives EHR adoption, supports transition to ICD-10, and improves appropriate and timely reimbursement.

#### Dragon Medical 360 | Network Edition

Dragon medical 360 | Network Edition is a leading front-end speech recognition solution for provider organizations that creates a dramatically improved physician experience, saving physicians twenty (20) minutes or more of documentation time per day. Used by over 160,000 clinicians to make EMR systems such as Allscripts, Epic, GE, Eclipsys, Misys, NextGen, MEDITECH and McKesson faster and easier to use.

### PowerScribe 360

PowerScribe 360 is a family of closed-loop radiology workflow solutions that provides a single view of the entire radiology reporting and communications process. It's an innovative suite of solutions that gathers data continuously and drives improvement at each stage. PowerScribe 360 has the capability to incorporate appropriate order entry, speech recognition and reporting, critical communication and data mining, and analysis—all in a single platform.

## The 360 | Development Platform

The 360 | Development Platform is designed for healthcare independent software vendors (ISVs), as well as internal development teams at provider and payer organizations that want to embed advanced speech recognition and CLU functionality into their healthcare workflow solutions.

### Clintegrity 360

Our ICD-10 ready Clintegrity 360 suite gives Health Information Management (HIM) professionals software and services that improve coder productivity and accuracy while enabling best practices every step of the way. This transformational solution adds an advanced, configurable user interface with smart search tools and Computer Assisted Coding (CAC) capabilities to our integrated solution, taking Clintegrity 360 to a new level of performance for HIM professionals.

With our Clintegrity 360 platform, healthcare organizations can improve significantly all the key metrics when it comes to clinical documentation, including critical quality measures such as:

- Core Measures
- Present on Admission (POA)/Hospital Acquired Conditions (HAC)
- Value Based Purchasing (VBP) mortality measures
- Important reimbursement drivers, including Case Mix Index (CMI), VBP, Discharged Not Final Billed (DNFB) and Denials, and critical operational cost components including productivity of their coding and CDI staffs.
- Clintegrity 360 combines more than twenty (20) years of specialized CDI and clinical coding experience with our voice-enabled CLU technology to create an intelligent system that fuels accuracy from the first capture of the patient's condition. This ensures documentation that reflects the complexity of each patient's care, severity of illness and risk of mortality—improving communication, facilitating more effective patient care and supporting appropriate reimbursement. This comprehensive, clinically oriented documentation process breaks down the traditional silos between clinicians and the teams responsible for coding, compliance and quality reporting and gets everyone speaking the same language—introducing significant operational improvements and managing information more effectively across the continuum of care.

### Nuance Healthcare Professional Services

We understand that delivering a successful clinical documentation outcome extends beyond the core technology. An organization's people, process, and technology all must be aligned to recognize maximum value from the program to ensure that your clinical documentation implementation is optimized for the unique characteristics of your environment. We provide a full set of Professional Services designed to help you operationalize the technology more effectively.

Using best practices developed over decades of experience and thousands of deployments, our Professional Services customizes its approach to meet your organizational requirements at every stage of each implementation, including:

- *Pre-implementation: Strategizing and Planning*—We partner with your organization's team members to develop a plan for the project and to establish metrics for measuring its success.

- *Implementation: Executing and Deploying*—We help configure workflows to work with your infrastructure, boosting productivity while supporting your overall strategy. By analyzing workflow by department or line of service, we help you meet each area's unique requirements, provider needs, clinical protocols, treatment plans, and documentation needs.
- *Post-implementation: Optimizing and Developing*—Once your solutions are deployed, our Professional Services can help you fine-tune workflows and capture key metrics to track return on investment (ROI).

We will provide you with a dedicated account manager as a single point of contact that understands your organization's clinical, HIM, Information Technology (IT) and financial needs; speaks the appropriate language; and will work with you on your business objectives making sure both your long and short term plans are met.

### **Nuance Healthcare Service and Support**

We know the sale doesn't end with the implementation of your system. To address any issues you may have, our team includes resources focused on providing the best in customer service and support.

Recognizing documentation is a critical component of patient care. We offer multiple channels of support and are available twenty-four (24) hours-a-day, seven (7) days-a-week for emergency issues. Our dedicated Dragon Medical 360 | Network Edition technical support team currently includes thirteen (13) support personnel.

All Dragon Medical 360 | Network Edition support engineers have Bachelor's degrees in Computer Science or a related field and are versed in multiple programming languages, HL7 specifications, healthcare workflows, and have full exposure to HIPAA rules and regulations.

As part of the implementation process, you will receive a service and support document outlining our customer support team and the escalation process, ensuring you have contact names and information for any issue that requires escalation, including after business hours.



# 5 Nuance Communications Overview

Nuance Communications, Inc. (NASDAQ: NUAN) is a leading provider of voice and language solutions for businesses and consumers around the world. Our technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience our proven applications.

Most people may not realize it, but they already have a relationship with us. Many of us interact every day with some form of technology that is powered by one of our voice and natural language solutions. It might be consumer technology such as a smartphone, book reader, navigation system, desktop computer, or even a television. You might also encounter us when you are calling for customer service on your phone, searching for the right answer on a website or having a conversation with a specialized customer service assistant.

Virtually every leading global consumer technology manufacturer has embraced us as the “gold standard” for powering meaningful voice recognition and natural language interactions. Technology powered by us is so effective, it’s becoming expected everywhere. We’re trusted by the world’s largest and most prestigious companies.

<b>7 billion</b> mobile cloud transactions annually	<b>4,100</b> patents & applications	<b>65+</b> countries	<b>14+ billion</b> customer engagements per year
<b>12,000</b> employees	<b>80+</b> languages	<b>800 million</b> mobile keyboards shipped annually	<b>15,000</b> mobile app developers
<b>1,200</b> voice and language scientists and engineers	<b>5 billion</b> lines of medical data transcribed annually	<b>25 million</b> voice-enabled cars sold annually	<b>6,500+</b> companies use Nuance Enterprise solutions

The best way to measure our incredible growth is through the success of our customers.

- Our cloud-based systems are now processing over 4.5 billion mobile transactions annually.
- Our technology is now deployed on over 6 billion mobile handsets.
- There are over 70 million cars powered by our technology on the market today.
- We now have well over 10,000 mobile application partners.
- There are over 500,000 clinicians documenting patient interactions with us.
- We process over 10 billion customer service transactions with our automated self-service solutions.
- Our solutions are supported in over 70 languages.

It’s no wonder why leading global brands have chosen to partner with us to power their products, their services and even their healthcare delivery.

### Investment and Resources:

- Publicly traded (NASDAQ: NUAN)
- Nuance FY 2013 sales were \$1.855.3B
- Nuance Healthcare FY 2013 revenues were \$ 911.6 million
- \$292.1 million R&D investment in FY 2013
- More than 4,000 patents and patent applications
- More than 2,000 partners that help bring our solutions to market
- 12,000 employees worldwide
- 1,200-person team of services personnel
- 450 speech scientists
- 1,750 professional services team

### Corporate Offices:

World Headquarters  
One Wayside Road  
Burlington, Massachusetts 01803