



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.



Jump to: PRCUD



Welcome, Lu Anne Cottrill

Procurement

Budgeting

Accounts Receivable

Accounts Payable

Solicitation Response(SR)

Dept: 0506

ID: ESR0713160000000154

Ver.: 1

Function: New

Phase: Final

Modified by batch , 07/13/2016

## Header

List View

## General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 170806

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000161584

Legal Name: COLLABORATIVE FUSION INC

Alias/DBA:

Total Bid: \$470,590.14

Response Date: 07/13/2016

Response Time: 12:58

SO Doc Code: CRFQ

SO Dept: 0506

SO Doc ID: BPH1600000007

Published Date: 7/5/16

Close Date: 7/13/16

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum\_1: EMERGENCY CREDENTIALING SYSTEM

Total of Header Attachments: 0

Total of All Attachments: 0

# State of West Virginia Solicitation Response

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation No	Version
	2016-07-13 13:30:00	SR 0506 ESR07131600000000154	1

## VENDOR

COLLABORATIVE FUSION INC

**FOR INFORMATION CONTACT THE BUYER**

mark.a.atkins@wv.gov

DATE \_\_\_\_\_

**All offers subject to all terms and conditions contained in this solicitation**

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Year 1 - Deliverable 1 - Per Section 4.12.1.1-4.12.1.5	1.00000	EA	\$8,000.000000	\$8,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 1 - Deliverable 1-5  
4.12.1.1-4.12.1.5  
Within the 1st month of the contract start date the following mandatory deliverables must be performed by vendor:  
Year 1 - Deliverable 1 Per Section 4.12.1.1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Year 1 - Deliverable 6 - Per Section 4.12.1.6	1.00000	EA	\$895.000000	\$895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 1 - Deliverable 6 Per Section 4.12.1.6  
By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one web-based initial user training (off-site delivery is acceptable), at least one hour in length, as outlined in Section 4.11.5. A recorded copy of the webinars must be provided to CTP.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year 1 - Deliverable 8 - Per Section 4.12.1.8	1.00000	EA	\$895.000000	\$895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 1 - Deliverable 8 Per Section 4.12.1.8  
By the end of one-hundred eighty (180) calendar days of the contract start date, Vendor must provide one training on new system updates/changes, via web-based delivery or reproducible DVD.  
Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year 1 - Deliverable 9 - Per Section 4.12.1.9	11.00000	MO	\$5,918.190000	\$65,100.09

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 1 - Deliverable 9 Per Section 4.12.1.9  
From sixty (60) calendar days of the contract start date through the end of the contract, Vendor will maintain system in ready state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.  
Please provide a monthly and total yearly (11 month) cost for this deliverable after the initiation date up to the end of the

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Year 1 - Deliverable 10 - Per Section 4.12.1.10	11.00000	MO	\$2,274.550000	\$25,020.05

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	Year 1 - Deliverable 10 Per Section 4.12.1.10 From sixty (60) calendar days of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of thirty (30) hours of technical assistance for the first month and a maximum of fifteen (15) hours of technical assistance per month thereafter. Please provide a monthly and total yearly (11 month) cost for this deliverable after the initiation date up to the end of the
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Year 1 - Deliverable 11 - Per Section 4.12.1.11	1.00000	EA	\$20,000.000000	\$20,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	Year 1 - Deliverable 11 PerSection 4.12.1.11 By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, one WV-specific, functional exercise of the state credentialing system, using the product, in order to satisfy federal ESAR-VHP requirements.
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Year 2 - Deliverable 1 - Per Section 4.12.2.1	12.00000	MO	\$5,425.000000	\$65,100.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	Year 2 - Deliverable 1 Per Section 4.12.2.1 From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in ready state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required Please provide a monthly and yearly total cost for this deliverable.
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Year 2 - Deliverable 2 - Per Section 4.12.2.2	12.00000	MO	\$2,085.000000	\$25,020.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	Year 2 - Deliverable 2 Per Section 4.12.2.2 From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month Please provide a monthly and yearly total cost for this deliverable.
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Year 2 - Deliverable 3 - Per Section 4.12.2.3	1.00000	EA	\$2,000.000000	\$2,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 2 - Deliverable 3 Per Section 4.12.2.3</p> <p>By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Year 2 - Deliverable 4 - Per Section 4.12.2.4	1.00000	EA	\$1,790.000000	\$1,790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 2 - Deliverable 4 Per Section 4.12.2.4</p> <p>By the end of one-hundred twenty (120) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Year 2 - Deliverable 5 - Per Section 4.12.2.5	1.00000	EA	\$1,790.000000	\$1,790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 2- Deliverable 5 Per Section 4.12.2.5</p> <p>By the end of two hundred forty (240) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Year 2 - Deliverable 6 - Per Section 4.12.2.6	1.00000	EA	\$895.000000	\$895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 2 - Deliverable 6 Per Section 4.12.2.6</p> <p>By the end of Week one (1) of the contract start date, Vendor must provide one training on system updates/changes, via web-based delivery or reproducible DVD.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Year 3 - Deliverable 1 - Per Section 4.12.3.1	12.00000	MO	\$5,425.000000	\$65,100.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3 - Deliverable 1 Per Section 4.12.3.1  
From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in ready state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.  
Please provide a monthly and yearly total cost for this deliverable.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Year 3 - Deliverable 2 - Per Section 4.12.3.2	12.00000	MO	\$2,085.000000	\$25,020.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3 - Deliverable 2 Per Section 4.12.3.2  
From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.  
Please provide a monthly and yearly total cost for this deliverable.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Year 3 - Deliverable 3 - Per Section 4.12.3.3	1.00000	EA	\$2,000.000000	\$2,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3 - Deliverable 3 Per Section 4.12.3.3  
By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.  
Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Year 3 - Deliverable 4 - Per Section 4.12.3.4	1.00000	EA	\$1,790.000000	\$1,790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3 - Deliverable 4 Per Section 4.12.3.4  
By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Year 3 - Deliverable 5 - Per Section 4.12.3.5	1.00000	EA	\$1,790.000000	\$1,790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3- Deliverable 5 Per Section 4.12.3.5  
By the end of Sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Year 3 - Deliverable 6 - Per Section 4.12.3.6	1.00000	EA	\$895.000000	\$895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3 - Deliverable 6 Per Section 4.12.3.6  
By the end of Week one (1) of the contract start date, Vendor must provide One training on system updates/changes, via web-based delivery or reproducible DVD.  
Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Year 4 - Deliverable 1 - Per Section 4.12.4.1	12.00000	MO	\$5,425.000000	\$65,100.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 4 - Deliverable 1 Per Section 4.12.4.1  
From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in a ready state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.  
Please provide a monthly and yearly total cost for this deliverable.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Year 4 - Deliverable 2 - Per Section 4.12.4.2	12.00000	MO	\$2,085.000000	\$25,020.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 4 - Deliverable 2 Per Section 4.12.4.2  
From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.  
Please provide a monthly and yearly total cost for this deliverable.



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Year 4 - Deliverable 3 - Per Section 4.12.4.3	1.00000	EA	\$2,000.000000	\$2,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 4 - Deliverable 3 Per Section 4.12.4.3</p> <p>By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	Year 4 - Deliverable 4 - Per Section 4.12.4.4	1.00000	EA	\$1,790.000000	\$1,790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 4 - Deliverable 4 Per Section 4.12.4.4</p> <p>By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p>
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Year 4 - Deliverable 5 - Per Section 4.12.4.5	1.00000	EA	\$1,790.000000	\$1,790.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 4-Deliverable 5 Per Section 4.12.4.5.</p> <p>By the end sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Year 4 - Deliverable 6 - Per Section 4.12.4.6	1.00000	EA	\$895.000000	\$895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

<b>Extended Description :</b>	<p>Year 4 - Deliverable 6 Per Section 4.12.4.6</p> <p>By the end of Week one (1) of the contract start date, Vendor must provide training on system updates/changes, via web-based delivery or reproducible DVD.</p>
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Year 1 - Deliverable 7 - Per Section 4.12.1.7	1.00000	EA	\$895.000000	\$895.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 1- Deliverable 7- Per Section 4.12.1.7  
By the end of ninety (90) calendar days of the contract start date, Vendor will develop and conduct one web-based initial user training (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.5. One recorded copy of the webinars must be provided to CTP.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Year 2 - Deliverable 7- Per Section 4.12.2.7	1.00000	EA	\$20,000.000000	\$20,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 2 - Deliverable 7 Per Section 4.12.2.7  
By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, One WV-specific, functional exercise of the state credentialing system, using the Vendor product, in order to satisfy federal ESAR-VHP requirements.  
Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Year 3 - Deliverable 7 Per Section 4.12.3.7	1.00000	EA	\$20,000.000000	\$20,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 3 - Deliverable 7 Per Section 4.12.3.7  
By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one (1) Homeland Security Exercise Evaluation Program (HSEEP) - compliant, One WV-specific, functional exercise of the state credentialing system, using the Vendors product, in order to satisfy federal ESAR-VHP requirements.  
Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	Year 4 - Deliverable 7 - Per Section 4.12.4.7	1.00000	EA	\$20,000.000000	\$20,000.00

Comm Code	Manufacturer	Specification	Model #
42171909			

**Extended Description :** Year 4 - Deliverable 7 Per Section 4.12.4.7  
By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor product, in order to satisfy federal ESAR-VHP requirements.



# Quotation for Credentialing, Deployment and Mission Management System

CRFQ 0506 BPH1600000007 - Emergency Credentialing System

July 13, 2016, 1:30 p.m. Eastern Standard Time

**Lynn Colson**

Senior Implementation & Client Services Manager

Intermedix Corporation  
6451 N. Federal Highway, Suite 1000  
Fort Lauderdale, FL 33308

704.288.6731 | [Lynn.Colson@intermedix.com](mailto:Lynn.Colson@intermedix.com)

**Mark Atkins**

Senior Buyer

Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305

304.356.4095 | [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@wv.gov)



July 13, 2016

Mark Atkins  
Senior Buyer  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305

Dear Mr. Atkins,

Collaborative Fusion, Inc., a subsidiary of Intermedix Corporation, is pleased to offer the following bid to the Bureau for Public Health for ongoing support and maintenance of CORES™ RMS. As the Bureau's current provider of this platform, Intermedix is uniquely positioned to be immediately responsive to the State's requirements for a hosted emergency notification system, and can fully meet the timelines specified within its RFQ.

We have taken great strides and invested heavily in our volunteer credentialing, management, and deployment capabilities as well as emergency notifications and health alerting capabilities. As an existing user of both the CORES HAN (supporting WVPH Alert) and CORES RMS modules (supporting WVREDI), the West Virginia DHHR has an opportunity to continue to utilize these solutions and maintaining program consistency via the benefits discussed in this proposal.

Against this backdrop, we thank you for this opportunity, and look forward to continuing our relationship with the West Virginia Department of Health and Human Resources.

Respectfully submitted,

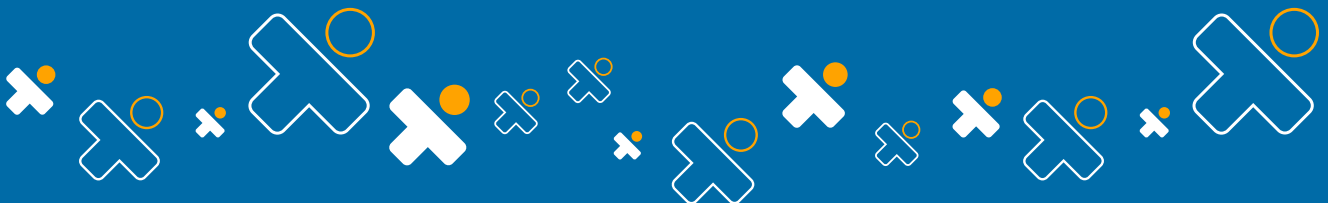
A handwritten signature in blue ink, appearing to read 'M. Wallace', is written over the signature line.

Michael Wallace, Chief Financial Officer  
Intermedix Corporation

# CONTENTS

<i>Section</i>	<i>Title</i>	<i>Page No.</i>
1	PURPOSE AND SCOPE	3
2	DEFINITIONS	10
3	QUALIFICATIONS	12
4	MANDATORY REQUIREMENTS	14
5	CONTRACT AWARD	46
6	PERFORMANCE	48
7	PAYMENT	50
8	TRAVEL	52
9	FACILITIES ACCESS	54
10	VENDOR DEFAULT	56
11	MISCELLANEOUS	58
12	FORMS AND PRICING	60
13	APPENDIX	78

# Section 1: Purpose and Scope



# SECTION 1

## 1. PURPOSE AND SCOPE

CORES Responder Management System (CORES RMS), from Collaborative Fusion, Inc., a subsidiary of Intermedix Corporation ("Intermedix"), represents the gold standard for the secure registration, credential verification, management, and deployment of both preregistered and spontaneous responders in disaster situations.

CORES RMS is always up to date, providing readily available and verifiable information regarding a responder's identity, licensure, credential verification status, and employment. It features advanced tools to manage and communicate with responders during deployments and provides full compliance with the Federal ESAR-VHP Technical and Policy Guidelines, exceeding industry standards for security.

### CORES DELIVERS:

- 24/7/365 Support
- Turnkey Setup
- Integration with State and Federal Data
- Reporting Tools
- Advanced Search Capabilities
- Configurable Data Elements
- Responder Training and Skills Management
- Import and Export Capabilities

Intermedix has a longstanding history of providing quality disaster preparedness and response technology solutions to the emergency healthcare community. Across the country, our solutions cover over 85% of the United States population, serving more than 280 million people every day.

As a contracted partner to the U.S. Department of Health and Human Services (U.S. DHHS), Intermedix worked with all 50 states to support their efforts to develop, launch, and maintain state-based Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) systems. In this capacity, Intermedix gained first-hand knowledge of each state's issues, best practices, and what it takes to develop and maintain a successful program. We are familiar with a broad range of programmatic approaches and have been able to leverage that experience to support WVREDI (<https://wvredi.org/>), the ESAR-VHP program for the State of West Virginia, having provided the Volunteer technology solution since 2005. Nationally, Intermedix is the largest provider of state implemented ESAR-VHP and HAN systems throughout the country, with a total of 37 of 50 states currently using one or more of the systems today.

Intermedix has the largest and most experienced technical and policy support team for ESAR-VHP programs in the industry. Our staff of seasoned information technology professionals are dedicated exclusively to serving the needs of our clients and are available 24/7/365 on-site or remotely to support our clients before, during, and after a disaster. Our technical team consists of software and network engineers, user interface and security professionals, and project management personnel, each of which is dedicated to and works extensively with the ESAR-VHP program.

Our extensive experience and client base of ESAR-VHP solutions enables Intermedix to offer the following proposal with confidence that we will continue to maintain, support, and upgrade the current WVREDI system without disruption in the operation of the WVREDI system.

## KEY FEATURES OF CORES RMS INCLUDE:

### Credential Verification

CORES RMS is engineered to integrate with the range of state, national, and federal data sources necessary to obtain and verify a volunteer's credential information. Intermedix's integrations with credential information sources will allow volunteers to be assigned an Emergency Credential Level (ECL) as described in and required by the federal ESAR-VHP Guidelines. The application of ECLs is accomplished automatically by an algorithm programmed into CORES RMS.

CORES RMS also enables administrators to re-verify credentials immediately prior to an actual deployment in addition to the automatic re-verification of credentials on a daily basis. Intermedix has conducted nearly one hundred and fifty (150) system integrations and is prepared to work with the State and/or any credential verification organizations necessary to offer the State a seamless solution to this area of the program. Intermedix can also work with the State to assist in integrating ESAR-VHP registration with the professional license renewal processes.

### Mission Management

The Mission Manager Module makes CORES RMS the only system on the market today that offers administrators multifunctional tools to electronically manage responders from registration through deployment and demobilization.

Manager Module also optionally includes an Application Programming Interface (API), which can be used by the State to integrate with optional identification card readers positioned in the field to track whether a volunteer is deployed, where, and when they depart a location. CORES Mission Manager also facilitates the sharing of information between administrators and volunteers on items such as situational conditions, housing accommodations, reimbursable expenses, legal protections, check-in details, authorities, and reference codes.



## Schedule Management

The CORES RMS Schedule Manager Module offers advanced functionality for organizing responder deployments, giving administrators the flexibility to schedule responders for specific time periods and track hours worked. It features a calendar display to help administrators quickly gauge high-level staffing progress, gather more detailed staffing data, and manage individual responder schedules.

## User Registration

CORES RMS supports the registration of both medical and non-medical volunteers and can collect all of the information required by the ESAR-VHP guidelines, including a virtually unlimited amount of additional data that may be required by the State. CORES RMS also enables the State to register and deploy pre-identified response and support teams to provide the necessary logistic and liaison functions needed by volunteer health professionals in the disaster field representing a best practice being considered by Intermedix's other state clients.

## User Profile Management

Intermedix leverages Intermedix experience in collecting hundreds of thousands of user profiles across all of our applications to present an intuitive and easy to use approach to user registration, user management, and administrative functions (such as role changes). Intermedix includes the ability for users to update their own profile information and also allows an admin to update a user's profile both with complete audit trails. It can also be integrated with existing data sets to optionally auto-populate user profiles or LDAP directories. By allowing multiple different methods for data to be updated, the data fed to the notification system will translate into a higher number of recipients reached when sending notifications. Intermedix has also included automatic password reset features to minimize the burden on system administrators.

## CORES PLATFORM – ADD-ON MODULES (OPTIONAL)

The following modules are not included within the scope of the response to this solicitation, but are highlighted here for reference. CORES RMS features the ability to purchase add-on modules to drive additional value, integration, security and adoption of the solutions.

### Advanced Training Manager

The CORES RMS Advanced Training Module allows administrators to manage training events, including course titles, descriptions, locations, dates, and provides functionality to report on individual responder course completions by account.

### Basic Hospital Credentialing Module

The CORES Basic Hospital Credentialing Module provides a workflow and interface to validate registrants in CORES that are actively working in a hospital environment and, in the case of physicians, physician assistants, and advanced practice nurses, verify that privileges have been extended to those registrants by their employing facilities.

The module enables CORES RMS administrators to evaluate and identify healthcare registrants meeting the standards to be an Emergency Credential Level 1 (Hospital Ready) volunteer, according to ASPR's ESAR-VHP Guidelines. Emergency Credential Level 1 is the highest credential standard, and indicates that a medical professional is active in and credentialed to provide services in a hospital setting. The hospital credential module can be essential in assisting hospital authorities to assign privileges in a disaster.

### Two-Factor Authentication

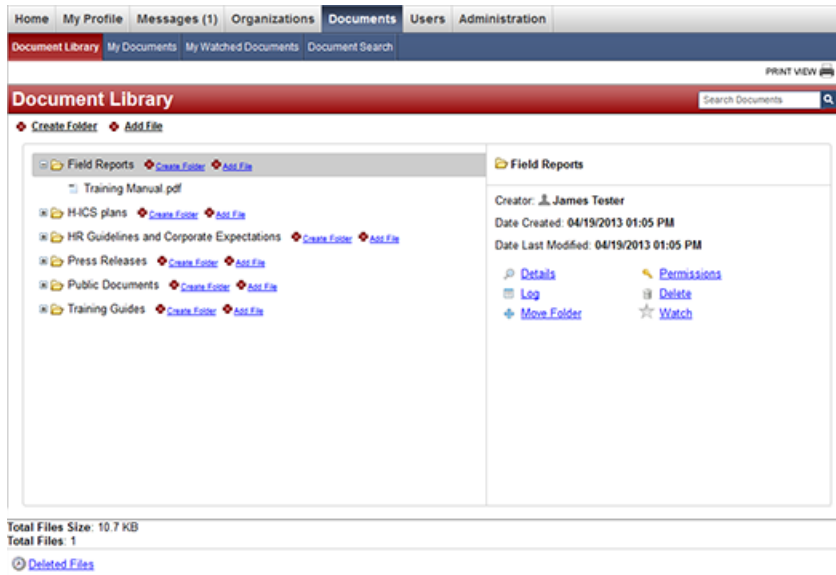
The CORES RMS Two-Factor Authentication module provides enhanced security measures for administrators to authenticate on the RMS solution. Authentication is facilitated by either one-time “on demand” password token devices, or grid cards, subject to annual maintenance costs per TFA account.

### Document Library

The purpose of the Document Library is to ensure your system users have access to all of the files they need in one place. Whether it's registration instructions or emergency procedures, Document Library provides convenient access to the files you need when you need them. Leaning on the expertise of former SharePoint business administrators, Intermedix has enhanced the Document Library, using Microsoft's SharePoint technology as inspiration. As such, the Document Library has all of the most commonly used features of SharePoint, including those outlined below.

Your Document Library files are available for users to quickly view and download according to their permissions. In addition, administrators can upload new files, modify existing files, and configure the display structure by creating folders and subfolders, all from the convenience of the system interface.

The Document Library Module allows you to manage a variety of important files directly in your system. These files are available for users to view and download according to their permissions. In addition, administrators can upload new files, modify existing files, and configure the display structure by creating folders and subfolders.



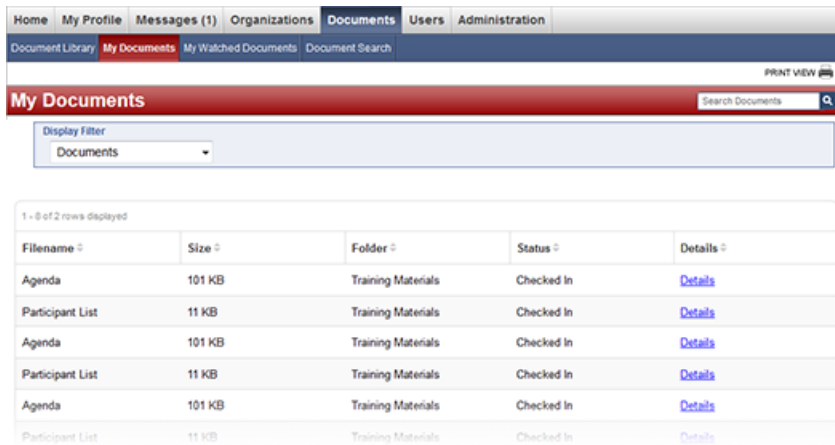
## STRUCTURAL HIERARCHY

A cornerstone to the Document Library Module is its ability to arrange all files in an easy-to-view hierarchy. Whether you choose to create a new document hierarchy or mirror your existing system, you can arrange your files in an easy-to-view hierarchy that incorporates folders, subfolders, and files in a tree-like structure for better document management. Upload new files directly to any part of the hierarchy and create folder and file names that reflect your company's standard file directories. Additionally, you can modify the structure at any time by moving files and folders, or creating shortcuts.

## MY DOCUMENTS PORTAL

With the **My Documents** tab, you can quickly view only the documents that matter most to you. You can use the **Display Filter** at the top of the screen to view documents you have uploaded (**Documents**), checked out (**Checked-out Documents**), or checked in (**Checked-in Documents**).

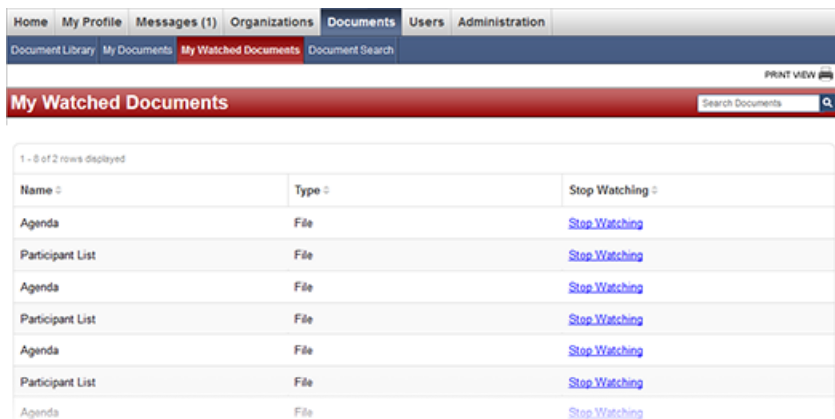
The table also displays basic details about the file. Clicking the **Details** link takes you straight to the file's **Details** page.



The screenshot shows the 'My Documents' section of a web portal. At the top, there is a navigation bar with tabs: Home, My Profile, Messages (1), Organizations, Documents (selected), Users, and Administration. Below this is a sub-navigation bar with: Document Library, My Documents (selected), My Watched Documents, and Document Search. A 'Display Filter' dropdown is set to 'Documents'. A search bar labeled 'Search Documents' is on the right. The main content area displays a table with 6 rows of document information. Each row includes a 'Filename', 'Size', 'Folder', 'Status', and a 'Details' link.

Filename	Size	Folder	Status	Details
Agenda	101 KB	Training Materials	Checked In	<a href="#">Details</a>
Participant List	11 KB	Training Materials	Checked In	<a href="#">Details</a>
Agenda	101 KB	Training Materials	Checked In	<a href="#">Details</a>
Participant List	11 KB	Training Materials	Checked In	<a href="#">Details</a>
Agenda	101 KB	Training Materials	Checked In	<a href="#">Details</a>
Participant List	11 KB	Training Materials	Checked In	<a href="#">Details</a>

Users can also watch specific files or folders to receive email updates when the contents or details are modified.



The screenshot shows the 'My Watched Documents' section of the web portal. The navigation and sub-navigation bars are identical to the previous screenshot. The 'Display Filter' dropdown is not visible. The main content area displays a table with 7 rows of watched document information. Each row includes a 'Name', 'Type', and a 'Stop Watching' link.

Name	Type	Stop Watching
Agenda	File	<a href="#">Stop Watching</a>
Participant List	File	<a href="#">Stop Watching</a>
Agenda	File	<a href="#">Stop Watching</a>
Participant List	File	<a href="#">Stop Watching</a>
Agenda	File	<a href="#">Stop Watching</a>
Participant List	File	<a href="#">Stop Watching</a>
Agenda	File	<a href="#">Stop Watching</a>

# Section 2: Definitions



# SECTION 2

## 2. DEFINITIONS

The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

**2.1 “Contract Services” means a web-based, electronic system for the advance registration, credentialing, deployment, and mission management of public health and medical volunteer emergency incident responders throughout the State as more fully described in these specifications.**

We understand Contract Services to mean a web-based, electronic system for the advance registration, credentialing, deployment, and mission management of public health and medical volunteer emergency incident responders throughout the State as more fully described in these specifications.

**2.2 “Pricing Page” means the pages, contained in wvOASIS, or attached hereto as Attachment A, upon which Vendor should list its proposed price for the Contract Services. If bidding on paper, vendors should print or use a copy of the assembled CRFQ Document as the Pricing Page.**

We understand Pricing Page to mean the pages, contained in wvOASIS, or attached hereto as Attachment A, upon which Vendor should list its proposed price for the Contract Services. If bidding on paper, vendors should print or use a copy of the assembled CRFQ Document as the Pricing Page.

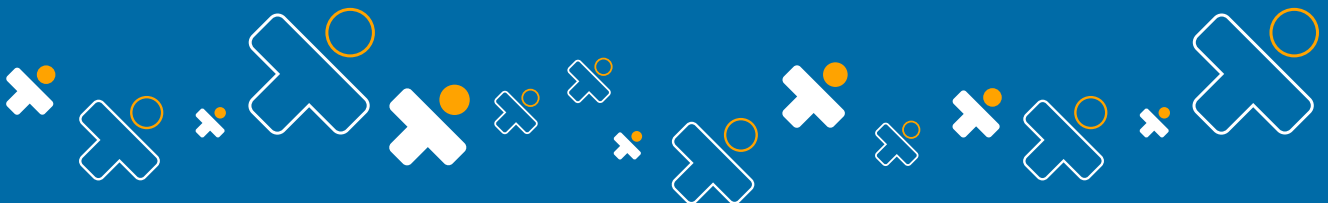
**2.3 “Solicitation” means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.**

We understand Solicitation to mean the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

**2.4 “24/7/365” means twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.**

We understand 24/7/365 to mean twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.

# Section 3: Qualifications



# SECTION 3

## 3. QUALIFICATIONS

Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

**3.1. The successful Vendor must have three (3) years minimum experience as an incident management software business as evidenced by website information, business license, and/or other proof. Documentation demonstrating the Vendor meets this experience should be submitted with bid but must be provided prior to award.**

Confirmed. Intermedix has provided public health and medical emergency responder registration/credentialing/deployment and mission management for 15 years, since 2000.

Intermedix currently has 50 states using one or more Intermedix Public Health Preparedness & Response solutions. Currently we have 37 CORE RMS clients.

**3.2. The vendor must have three (3) years minimum experience in developing and supporting an ESAR-VHP compliant emergency credentialing and volunteer management software of similar scope as evidenced by website information, business license, verifiable references and/or other proof. Documentation demonstrating the Vendor meets this experience should be submitted with bid but must be provided prior to award.**

Confirmed. We are proud to have more than 15 years of experience developing and supporting an ESAR-VHP compliant emergency credentialing and volunteer management software.

**3.3. The Vendor's system must fulfill all federal ESAR-VHP technical guidelines and compliance requirements at the present time, i.e. it must be currently fully functional, presently able to be utilized in an emergency, commercially available at this time, and compliant with all requirements of the ESAR-VHP technical guidelines – See Attachment C.**

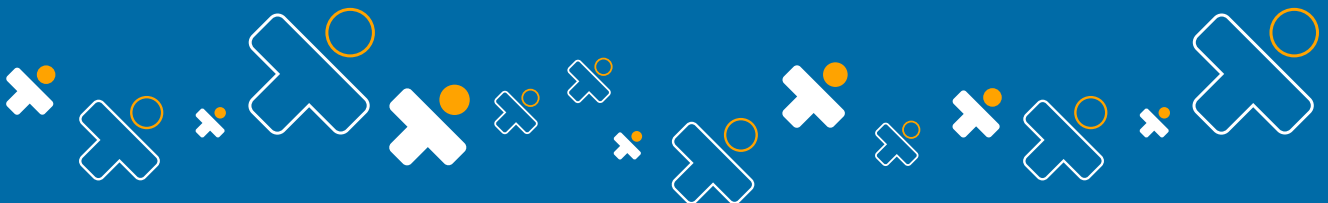
Confirmed. Our system will meet or exceed all ESAR-VHP guidelines – both technical and compliance related.

**3.4. The Vendor will keep abreast of, and adapt their system to federal, state and local regulatory changes within any required effective dates, such as the capacity to add Emergency Credential Levels (ECL)'s of additional medical professionals. These changes must be included in yearly maintenance as part of the system upgrades at no additional cost.**

Confirmed. We are committed to remaining at the forefront of emergency preparedness, credentialing and response technologies at no additional cost to the State.



# Section 4: Mandatory Requirements



# SECTION 4

## 4. MANDATORY REQUIREMENTS

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

**4.1.1 The system must support the registration of volunteer health and medical professionals (as well as non-professional administrative and support personnel).**

Confirmed. The WVREDI/CORES solution will fully support this fundamental requirement.

**4.1.2 The system must verify license information provided by health professionals thru integrated links with various licensure agencies. System must complete the verification automatically and report findings to the system administrator.**

Confirmed. WVREDI/CORES RMS will verify license information provided by health professionals and will complete the verification automatically. All findings and updates will be reported to the system administrator.

**4.1.3 The system must allow the assignment of emergency credentialing levels (per federal ESAR-VHP guidelines).**

Confirmed. Per federal guidelines, WVREDI/CORES will allow the assignment of emergency credentialing levels.

WVREDI/CORES is engineered to integrate with the range of state, national, and federal data sources necessary to obtain and verify a volunteer's credential information. Intermedix's integrations with credential information sources will allow volunteers to be assigned an Emergency Credential Level (ECL) as described in and required by the federal ESAR-VHP Guidelines. The application of ECLs is accomplished automatically by an algorithm programmed into CORES RMS. CORES RMS also enables administrators to re-verify credentials immediately prior to an actual deployment in addition to the automatic re-verification of credentials on a daily basis. Intermedix has conducted nearly one hundred and fifty (150) system integrations and is prepared to work with the State and/or any credential verification organizations necessary to offer the State a seamless solution to this area of the program. Intermedix can also work with the State to assist in integrating ESAR-VHP registration with the professional license renewal processes.

**4.1.4 The system must be able to alert; muster; deploy; and, mission manage individuals or groups.**

Confirmed. WVREDI/CORES RMS will alert, muster, deploy, and mission manage individuals or groups.

**4.1.5 The system must be available via the internet and must provide secure access for volunteers and system administrators to utilize the system from any computer with internet access.**

Confirmed. WVREDI/CORES RMS solution is continuously available via the internet and must provide secure access for volunteers and system administrators to utilize the system from any computer with internet access.

**4.1.6 The system must be comprised of two distinct operating platforms:**

**1. Training Environment**

**2. Actual Production Environment**

Confirmed. CORES RMS is made up of two parts, one that supports the training environment and one utilized for the actual production environment. The Training Site is a fully functioning site that is available 24/7/365 and is populated with fake data to be used at your convenience for training. The Training Site is always kept at least as current as the production site.

## **4.2 System Tools/Features**

**4.2.1 The system must collect volunteer credential elements, as defined by the ESAR-VHP program, including but not limited to:**

**4.2.1.1 Adverse actions.**

**4.2.1.2 Restrictions.**

**4.2.1.3 Expiration dates.**

Confirmed. WVREDI/CORES RMS is engineered to integrate with the range of state, national, and federal data sources necessary to obtain and verify a volunteer's credential information, including adverse actions, restrictions and expiration dates. Intermedix's integrations with credential information sources will allow volunteers to be assigned an Emergency Credential Level (ECL) as described in and required by the federal ESAR-VHP Guidelines. The application of ECLs is accomplished automatically by an algorithm programmed into CORES RMS. WVREDI/CORES RMS also enables administrators to re-verify credentials immediately prior to an actual deployment in addition to the automatic re-verification of credentials on a daily basis.

**4.2.2 The system must allow for configuration, including the addition of custom registrant questions, with allowance of text/drop-down/radio button/checkbox controls (selections that a user can choose from) to be configured to work with the above data elements.**

Confirmed. WVREDI/CORES RMS has been constructed to allow for ongoing configuration – including custom registrant questions, text boxes, radio buttons, checkbox controls, etc.

**4.2.3 The system must identify and select volunteers based on employer and group affiliations (e.g., all physicians who are Medical Reserve Corp members, Health Department employees, or specific medical center employees, ECL).**

Confirmed. WVREDI/CORES RMS will identify and select volunteers based on employer and group affiliations.

**4.2.4 The system must search for and select volunteers by searching on multiple criteria, utilizing data elements collected from volunteers (e.g., administrators should be able to search for registered nurses in Kanawha County who have Advanced Cardiovascular Life Support (ACLS), Pediatric Advanced Life Support (PALS), and fluency in spoken Spanish).**

Confirmed. We ensure the WVREDI/CORES RMS solution will be able to search for and select volunteers based on multiple criteria, including data elements collected from volunteers.

**4.2.5 The system must provide for the immediate verification of volunteer information at all emergency staging check-in areas (e.g., ID, current credentials).**

Confirmed. WVREDI/CORES RMS provides a mechanism for the immediate verification of volunteer information at emergency staging check-in areas.

**4.2.6 The system must have the ability to invite volunteers (individually and/or as a group) to register via a solicitation email with a website link.**

Confirmed. WVREDI/CORES RMS possesses the ability to invite volunteers to register via a solicitation email with a website link.

**4.2.7 Volunteers must be able to accept or reject missions online.**

Confirmed. Invites generated from WVREDI/CORES RMS provide the ability for volunteers to either accept or reject a mission.

**4.2.8 The system must allow volunteers to indicate deployment preferences, geographic limits and time commitments.**

Confirmed. WVREDI/CORES RMS allows volunteers the ability to reflect a host of preferences including but not limited to geographic limits and time commitments.

**4.2.9 The system must have the capability to electronically request (via electronic data sharing link) identification cards to be printed through the WV Department of Motor Vehicles (DMV) for use by the state at disaster sites.**

Confirmed.

**4.2.9.1 Cost of this integration must be assumed by the successful Vendor.**

Confirmed. We currently provide this in your current system (WVREDI/CORES RMS) and will continue to support this in the future.

**4.2.10 The system must provide for web access and perform all system functions from any electronic platform with the proper authentication. This includes but is not limited to the following: desktop computers, laptop computers, and iPad and Android devices.**

Confirmed. WVREDI/CORES RMS is accessible via web access. All system functions can be performed from any electronic platform with the proper authentication, which includes desktop computers, laptop computers, iPads, Android devices, etc.

**4.2.11 The system must have the ability to assign emergency credentialing levels (maximum of four, Levels 1, 2, 3, and 4) for the following occupations listed below and the ability to add occupations as desired:**

Confirmed. WVREDI/CORES RMS has the ability to assign emergency credentialing levels for the following occupations listed below. WVREDI/CORES RMS is also able to add additional occupations as needed to meet your needs.

**4.2.11.1 Physicians (Allopathic and Osteopathic)**

**4.2.11.2 Registered Nurses**

**4.2.11.3 Advanced Practice Registered Nurses (APRNs) including Nurse Practitioners, Certified Nurse Anesthetists, Certified Nurse Midwives, and Clinical Nurse Specialists**

**4.2.11.4 Pharmacists**

**4.2.11.5 Psychologists**

**4.2.11.6 Clinical Social Workers**

**4.2.11.7 Mental Health Counselors**

**4.2.11.8 Radiologic Technologists and Technicians**

**4.2.11.9 Respiratory Therapists**

**4.2.11.10 Medical and Clinical Laboratory Technologists**

**4.2.11.11 Medical and Clinical Laboratory Technicians**

**4.2.11.12 Licensed Practical Nurses and Licensed Vocational Nurses**

**4.2.11.13 Dentists**

**4.2.11.14 Marriage and Family Therapists**

**4.2.11.15 Physician Assistants**

**4.2.11.16 Veterinarians**

**4.2.11.17 Technologists and Technicians**

**4.2.11.18 Diagnostic Medical Sonographers**

#### **4.2.11.19 Emergency Medical Technicians and Paramedics**

#### **4.2.11.20 Medical Records and Health Information Technicians**

**4.2.12 The system must provide for the registration process to be specific for each occupation type. That is, physicians should see registration questions regarding specialty, subspecialty, admitting status, Drug Enforcement Agency (DEA) number, etc., but Marriage and Family Therapists should not see the same questions.**

Confirmed. WVREDI/CORES RMS allows for one-step registration process based on occupation type.

**4.2.13 The system must user configurable. Data fields and types may be added or removed and permit the setting of a field as “required” as needed. For example, relevant registrant information should include personal information, emergency contact information, current professional and employment information, national credentialing and certification information, specialty and sub-specialty information, active hospital privileges and current practice information, DEA registration for physicians, and inspector general status. If a state or federal inspector general has placed some action against the applicant’s professional license, the system’s registration process for a volunteer should provide a method for that information, which is supplied by the applicant, to be captured, along with the other items listed.**

Confirmed. One of the key benefits of the WVREDI/CORES RMS system is that Administrators with permissions have the ability to make field edits. If a state or federal inspector general has placed some action against the applicant’s professional license, the WVREDI/CORES RMS system will show that information once the credentials supplied by the applicant have been verified.

**4.2.14 The system must provide a means of collecting a variety of configurable information beyond the basic registration information, such as would be necessary to support resource typing and selecting appropriate professionals for a given mission. Such information should include, but not be limited to: the volunteer’s level of proficiency in other languages, including American Sign Language; medical and non-medical skills of the health professional that may be beneficial to a disaster response, e.g., search and rescue; medical history information as vaccinations, immunizations, and relevant disease testing; and special needs or disabilities.**

Confirmed. WVREDI/CORES RMS provides an ongoing mechanism for collecting a variety of configurable information beyond the basic registration information that is required of each volunteer. This information can be queried when staffing an event to best match qualified volunteers with positions to be staffed. We would be happy to discuss specific needs regarding this area with the State.

**4.2.15 The system must be able to add web based links to features such as Frequently Asked Questions (FAQs) and program materials as needed and/or anything applicable to the mission.**

Confirmed. Web-based links to FAQ's and other program materials are always able to be added to WVREDI/CORES RMS.

**4.2.16 The system must be able to register actively practicing health professionals, retired health professionals, and non-medical volunteers.**

Confirmed. WVREDI/CORES RMS provides the ability to register and manage both medical and non-medical volunteers. Provided external users and internal staff and administrators have Internet access and a modern web-browser, registration for both medical and non-medical personnel can be facilitated. Intermedix offers an optional module to facilitate registration if/when Internet access is not available.

**4.2.17 The system must provide a consent mechanism for registering health professionals to indicate that they are giving permission for their professional credentials to be verified by the appropriate agency.**

Confirmed. WVREDI/CORES RMS will provide for this required consent mechanism to be provided during registration.

**4.2.18 The system must provide for electronic verification of a health professional's license status by using interfaces or data transfer mechanisms to external databases as listed in 4.2.19. Electronic verification must be performed when:**

- A. Registrant initially submits an application for acceptance.**
- B. The state or local controlling authority deems necessary.**
- C. The receiving entity deems necessary.**
- D. Weekly as an automatic feature of the credentialing system.**

**If variations to full/unrestricted licenses are discovered, this information must be "flagged" by the system immediately.**

Confirmed. We meet all these requirements listed.

WVREDI/CORES RMS is a secure web-based platform (hosted at Intermedix managed data centers) which facilitates pre-event and just-in-time registration, credentialing, notification, deployment, and management of both medical and non-medical volunteers. WVREDI/CORES RMS is 100% compliant with the federal ESAR-VHP Technical and Policy Guidelines (June 2005, June 2007, and May 2010 Draft) and exceeds industry-related security standards. The system ensures readily available, verifiable, and up-to-date information regarding a volunteer's identity, licenses, credential verification status, and employment information as well as tools to notify and manage the deployment of responders.

**4.2.19 In order to meet the requirement listed in 4.2.18, the successful Vendor must provide, at no cost to the State of WV, integration links with the following list of professional databases. All costs associated with the links and/or technical linking resources between the system and the databases, including any associated expense incurred by the WV Office of Technology or other third party IT entity, must be assumed by the Vendor. Links to the following databases will be provided by the Agency to the successful vendor after award.**

Confirmed. Intermedix will continue to maintain these integrations already set up in the WVREDI/CORES RMS site.

**4.2.19.1 Drug Enforcement Agency (DEA) – Federal**

**4.2.19.2 Office of the Inspector General – Federal**

**4.2.19.3 Board of Social Work Examiners – West Virginia**

**4.2.19.4 Office of Emergency Medical Services – West Virginia**

**4.2.19.5 Board of License Practical Nurses – West Virginia**

**4.2.19.6 Board of Registered Professional Nurses – RN's and Nurse Practitioners – West Virginia**

**4.2.19.7 Board of Medicine – Physicians and Physician Assistants – West Virginia**

**4.2.19.8 Board of Pharmacy – West Virginia**

**4.2.19.9 Board of Clinical Labs – Technicians and Technologists – West Virginia**

**4.2.19.10 Board of Psychologists – West Virginia**

**4.2.19.11 Board of Radiology – Radiology Technicians and Technologists – West Virginia**

**4.2.20 The system must allow manual updating of volunteer's credential information.**

Confirmed. WVREDI/CORES RMS allows for the manual updating of volunteer's credential information.

**4.2.21 The system must be able to generate and export an electronic data file in a secure format.**

Confirmed. WVREDI/CORES RMS will generate an electronic file that can be exported in a secure format.



**4.2.22 The system must allow the successful registrant to select affiliation with the applicable health and medical volunteer response team in their WV County of employment or their WV County of residence.**

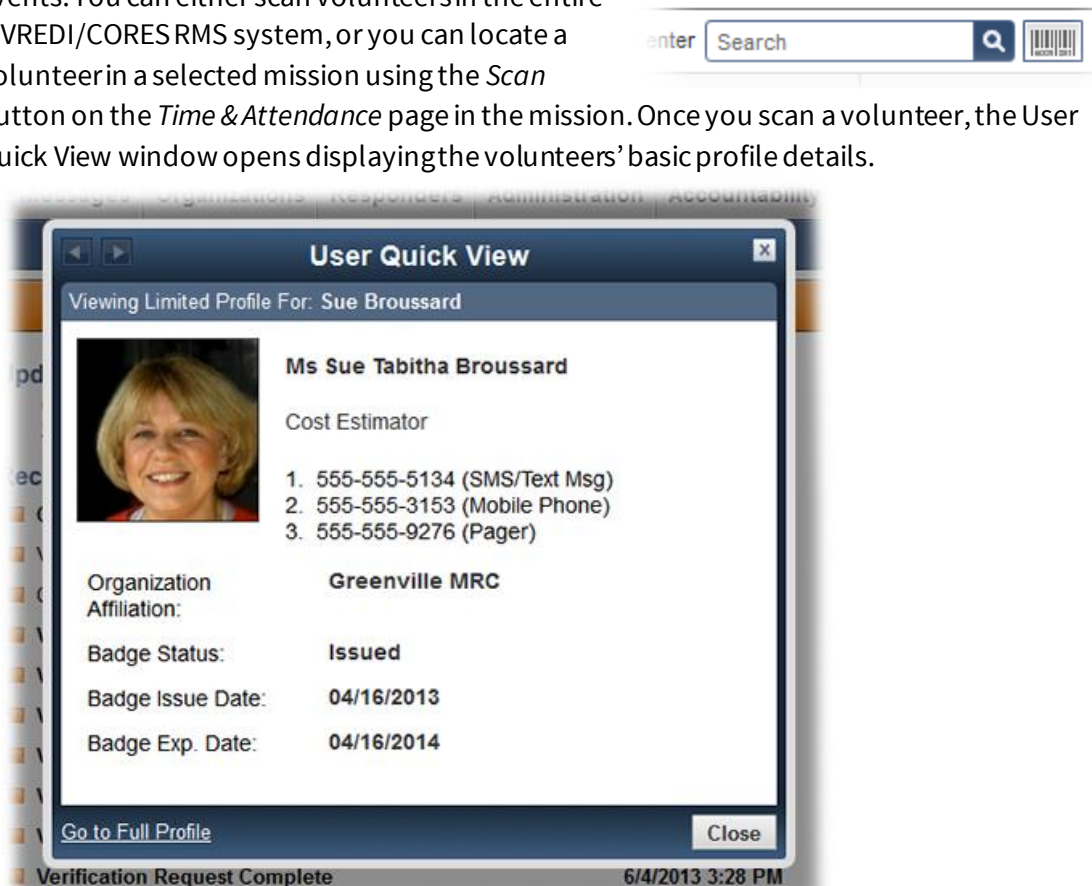
Confirmed. WVREDI/CORES RMS allows a registrant to select affiliation with the applicable health and medical volunteer response team in their WV County of employment or their WV County of residence.

**4.2.23 The system must have the capability to provide volunteer information to other entities (e.g., other states or the federal government) under the control and authorization of the system administrator and only in accordance with preferences indicated by the volunteer registrant.**

Confirmed. WVREDI/CORES RMS contains the ability to share volunteer information with other entities approved by the State.

**4.2.24 The system must be able to perform the following mission management element of tracking volunteer activity and movement via data entry and time stamp.**

Confirmed. A vital component to the WVREDI/CORES RMS system is that it can track volunteer activity and movement through data entry and a time stamp upon check in and check-out of a volunteer. Using the Badging module, it is very easy to quickly scan volunteers in and out of events. You can either scan volunteers in the entire WVREDI/CORES RMS system, or you can locate a volunteer in a selected mission using the *Scan* button on the *Time & Attendance* page in the mission. Once you scan a volunteer, the User Quick View window opens displaying the volunteers' basic profile details.



#### **4.2.25 The system must create report data and query results must be easily exportable to Comma-separated values (CSV) and Portable Document Format (PDF)**

Confirmed. WVREDI/CORES RMS includes dozens of standard system reports and an ad-hoc report generation tool to provide administrators with management-level visibility into the database/registered user population. Examples of these reports include responder licenses that are expired or expiring, responder count by occupations, responder count by units, currently available responders, users currently logged in, and user registration histories.

#### **4.2.26 The system must generate ad hoc and standard queries and reports, including but not limited to volunteers registered by city, county, region, license type, and by credential level/status.**

Confirmed. WVREDI/CORES RMS includes a variety of standard reports, as well as ad-hoc reporting and searching tools for contacts. In December 2015, an advanced filtering tool that provides flexible options for exporting Sent Message data was added to the system. WVREDI/CORES RMS reporting allows custom, frequently launched reports to be added as a standard report. All WVRED/CORES RMS report data is available as a CSV that they can use to create pivot tables in Excel.

#### **4.2.27 The system must allow volunteers to print travel orders, deployment information, and other personal information stored in the system.**

Confirmed. WVREDI/CORES RMS provides volunteers with the ability to print travel orders, deployment information, and other personal information stored in the system.

### **4.3 User Interface, Ease of Use**

#### **4.3.1 The system must clearly show user data entry errors on a per-page basis.**

Confirmed. WVREDI/CORES RMS is able to clearly show data entry errors to each user on a page by page basis.

#### **4.3.2 Each volunteer must be able to self-register, enter their own user ID, password and other profile information, and update or change their information 24/7/365 once their registration is approved.**

Confirmed. WVREDI/CORES RMS provides the ability for each volunteer to self-register, enter their own user ID, password and other profile information, and update or change their information 24/7/365 once their registration is approved.

#### 4.3.3 The system must be user customizable (i.e. logo's screen colors, etc.) to meet the needs of the State.

Confirmed. WVREDI/CORES RMS can be customized to meet the needs of the State at no charge. This is the currently design chose by the State.

**WEST VIRGINIA**  
RESPONDER EMERGENCY DEPLOYMENT INFORMATION SYSTEM  
**REDI**

Bureau for Public Health  
**Threat Preparedness**  
Department of Health and Human Resources

**WEST VIRGINIA RESPONDER EMERGENCY DEPLOYMENT INFORMATION**

[Home](#) [Register Now](#) [Contact Us](#) [FAQ](#) [Terms of Service](#) [Privacy Policy](#) [Employment](#)

Username:  Password:

[Log In](#) [Forgot Username or Password?](#)  
[Not Registered?](#)

Welcome to the West Virginia Responder Emergency Deployment Information Site, the online registration system for medical and health responders for the State of West Virginia.

Welcome to the official West Virginia online registration and credentialing site, WVREDI. The WV Responder Emergency Deployment Information (REDI) system is a web-based system developed to facilitate health and medical response through identification, credentialing and deployment of West Virginians willing to serve in an emergency, as well as non-emergent situations.

Registration is open to West Virginia's health and medical professionals, as well as others who live or work in West Virginia and are willing to assist during a health related emergency or event.

During site registration, you will be required to provide basic personal and professional information. You will be able to update this information as changes occur. You may want to gather licenses (personal and professional), credentials and immunization records before you begin your registration process.

Please remember that "volunteer" truly means volunteer. You can choose, at any time, to decline any request that you receive for deployment.

If you are now ready to enroll in WVREDI, you may do so by clicking on the "Register Now" button below. At any time, you may exit your registration and return later to finish and your data will be saved. If you have already completed or begun the registration process, please use the login area located on this screen.

**REGISTER NOW**

#### 4.3.4 The system must provide a method to reset user passwords without system administrator intervention.

Confirmed. WVREDI/CORES RMS provides users with the ability to reset their passwords without involving a system administrator.

## 4.4 Administration

### 4.4.1 The system must allow for the assignment of administrators to individual organizations.

Confirmed. WVREDI/CORES RMS allows for the assignment of administrators to individual organizations.

#### 4.4.1.1 The system should restrict organization administrators to their assigned organization, without restricting state system administrators control over all organizations.

Confirmed. The built-in features of the WVREDI/CORES RMS system will provide for this requirement. WVREDI/CORES RMS features a fully configurable and nested “tree” organizational structure for administration. This model permits regional and local administrators to manage their own contacts, alerts, deployment groups, and more. There may be an unlimited number of organizations in the structure, each with specific user roles, access rights, and visibility attributes. This allows local administrators to self-govern their organizations characteristics and accept/validate members autonomously. Access levels are permission sets that allow members to perform different tasks within an organization. Each organization comes with two standard access levels: *Administrator* and *Base User*, but you can modify them or create new ones. By assigning organization members to access levels, you determine the information they can see and actions they are allowed to perform.

### 4.4.2 The system must have the ability to provide a summary of users contacted via the alerting/messaging system and must allow for the dissemination of deployment orders to those volunteers contacted and affirming a willingness to deploy for a given mission/emergency.

Confirmed. Yes, WVREDI/CORES RMS can provide a summary of users contacted via the system as well.

### 4.4.3 The system must allow the creation, use, and administration of groups within the overall system. For example, volunteers may be grouped by city, county, region, hospital, license type, Medical Reserve Corp (MRC), or other factors.

Confirmed. Yes, this is a feature in WVREDI/CORES RMS supported either by the fully configurable and nested “tree” organizational structure or by groups.

### 4.4.4 The system must have the capacity for delegated administration to other users for their own jurisdictional purposes.

Confirmed. Yes, this is a feature in WVREDI/CORES RMS supported either by the fully configurable and nested “tree” organizational structure or by groups.

**4.4.5 The system must allow access to and verification of a volunteer's credential information in an emergency situation.**

Confirmed. WVREDI/CORES RMS allows access to and verification of all volunteer's credentials during if an emergency were to arise.

**4.4.6 The system must allow multiple levels of access for administrators and staff based on role, allowing a user to access all components of the system allowed under the user's security designation.**

Confirmed. WVREDI/CORES RMS provides several levels of access for both administrators and staff based on their determined system role and their membership and access levels in organizations.

**4.4.7 The system must support the administrative tracking of deployed volunteers, including specific mission, deployment status, and service hours.**

Confirmed. WVREDI/CORES RMS meets this crucial requirement.

**4.4.8 The system must allow Administrators to enable and configure proactive email reminders that are automatically sent to users who have not modified or completed their profile information within a designated period of time. This time period will be project or incident dependent and will be determined by the administrators.**

Confirmed. Through WVREDI/CORES RMS Administrators are able to create and send proactive email reminders that are sent automatically to the intended volunteer.

**4.4.9 The system must have a publically accessible landing/log in/registration page branded to recognize WV DHHR and the WV ESAR-VHP system.**

Confirmed. WVREDI/CORES RMS has a publically accessible landing/log in/registration page branded to recognize WV DHHR and the WV ESAR-VHP system available via <https://wvredi.org>. See 4.3.3 for a screen shot of the current web page.

## 4.5 Capacity and Performance

### **4.5.1 The proposed software/hardware combination must be accessible 7 days per week, 24 hours per day, and 365 days per year with the exception of scheduled maintenance.**

Confirmed. WVREDI/CORES RMS is accessible 7 days per week, 24 hours per day, and 365 days per year with the exception of scheduled maintenance.

### **4.5.2 The Vendor must support minimum browser requirements for Internet Explorer 9 or Equal, Firefox 3.5 or Equal, Chrome 16.0 or Equal, and/or Safari 5.0 or Equal.**

Confirmed. WVREDI/CORES RMS currently functions on the most recent version of commonly used Internet browsers, including Internet Explorer, Apple Safari, Google Chrome, and Mozilla Firefox. Microsoft ended support of Internet Explorer 9 and 10 for most desktop operating systems and as such CORES ended support of Internet Explorer versions 9 and 10 on June 30, 2016.

### **4.5.3 The Vendor must provide and maintain a minimum of 5+ megabits per second (mbps) internet bandwidth.**

Confirmed. Yes, this requirement is supported.

### **4.5.4 The system must provide for real-time priority messaging, tracking and confirmation providing automated external notifications and tracking of the results of these notifications using (including but not limited to) the following: phones (e.g., text-to-speech Interactive Voice Response (IVR) system), fax, email, and Short Message Service (SMS).**

Confirmed. These requested actions are fundamental to our ESAP-VHP solution.

WVREDI/CORES RMS provides a robust notification platform to produce, distribute, and verify receipt of voice, text, SMS and email messages sent to persons, groups, organizations or system roles. It provides integrated, state-of-the-art, two-way notification capacity to recipients via telephone, SMS, email, fax, etc. Notifications are documented by real-time reporting, providing administrators with a closed-loop communication audit trail, tracking the time the notification was launched, who received it, which devices were contacted, which responses were selected, when the notification was completed and more. The module provides call-bridge capabilities (supports the bridging of notification recipients into call centers, conference call bridges, or to other phone numbers), and can be optionally expanded to support over 1,000,000 recipient notifications per hour.

WVREDI/CORES RMS supports the use of DTMF tones to collect data for both inbound and outbound calls and enables notification senders to collect responses from recipients through the use of touch-tone keys, voice-recorded messages, and interactive message polling features. All responses are cataloged and available as part of the real-time reporting interface.

WVREDI/CORES RMS has the capability to differentiate between human voices versus answering machines when delivering telephony notifications. WVREDI/CORES RMS performs a detailed call analysis to ensure that the correct type of message is delivered and when WVREDI/CORES RMS encounters an answering machine or voicemail system, it will wait for the appropriate signal (such as a beep) prior to leaving the message.

If a message is left, WVREDI/CORES RMS enables recipients to call a telephone number to retrieve previous notifications. When a message is left on a voicemail or otherwise provided to a recipient, a unique message ID is also provided. The message recipient keys in the unique ID when calling the inbound number to retrieve their message with a time and date stamp.

**4.5.4.1 Minimum capacity: Must support a minimum of 3,000 outbound phone messages and 50,000 e- mails/Short Message Service (SMS) messages delivered per hour.**

Confirmed. Yes, this requirement is supported.

**4.5.5 The system must support the previewing or testing of outbound messages prior to actually sending those messages.**

Confirmed. Yes, all outbound messages may be previewed and tested prior to transmission.

**4.5.6 The notification engine must allow for two-way communication between the State and the volunteer.**

Confirmed. Yes, this request is supported.

**4.5.7 The system must be able to register a minimum of two-hundred (200) volunteers simultaneously.**

Confirmed. This capability is a part of our ESAR-VHP solution, WVREDI/CORES RMS, that we will provide the State.

**4.5.8 The system administrator must be able to purge (delete) users from the system.**

Confirmed. Designated system administrators are provided the ability of archiving or inactivating users from the system based on the State's criteria. The information is never really deleted, but maintained behind-the-scenes in the archived state for reference, if necessary.

**4.5.9 The Vendor must implement and host the West Virginia ESAR-VHP system in such a way as to guarantee that, in the event of a multi-state disaster or emergency, the West Virginia system suffers no degradation in performance (including, but not limited to, system capacity, bandwidth, notification service, support, or any other program component) due to contractor obligations to non-West Virginia clients, products, or services.**

Confirmed. We assure the West Virginia ESAR-VHP system (WVREDI/CORES RMS) will be hosted in such a way as to guarantee the system suffers no degradation in performance during the event of a multi-state disaster or emergency.

**4.5.10 The system must be expandable to meet the future needs of the State (.i.e. the integration of new/additional licensure databases).**

Confirmed. WVREDI/CORES RMS will be able to meet future needs of the State in regards to the integration of new or additional licensure databases.

**4.5.11 The system must have the ability to allow other organizations' websites to link to the state's ESAR-VHP system so as to facilitate collaborative volunteer solicitation and registration. All costs related to these links will be covered by the "entity" requesting to be linked.**

Confirmed. WVREDI/CORES RMS provides the State with the ability to allow other organizations' websites to link to the state's ESAR-VHP system so as to facilitate collaborative volunteer solicitation and registration.

**4.5.12 The system must allow for the electronic completion, storage, and encryption of personal health information forms. The service selected must meet the following criteria:**

**4.5.12.1 Must comply with all applicable Public Health Information Network (PHIN) certification requirements as articulated in the CDD Partner Communication and Alerting (PCA) Guide. The PCA Guide can be found at: <http://cdc.gov/phin/resources/guides.html>**

Confirmed. CORES RMS allows for personal health information form management and complies with all applicable Public Health Information Network (PHIN) certification requirements as articulated in the CDD Partner Communication and Alerting (PCA) Guide by way of the Document Library feature. WVREDI does not currently use the Document Library option. If the state wishes to store encrypted personal health information forms in WVREDI, the Document Library module can be purchased and added to the ESAR-VHP solution. Within the Document Library, you can arrange your files in an easy-to-view hierarchy that incorporates folders, subfolders, and files in a tree-like structure for better document management. Administrators can set permissions for users, administrators, groups, organizations, and access levels that you choose for the folder or file you have selected. The permissions apply to the individual folder, sub-folders, and files within the folders and subfolders.



**4.5.13 The system must have ability to rapidly provide increased temporary capacity and maintain performance rate during a large scale emergency.**

Confirmed. WVREDI/CORES contains the ability to increase temporary capacity and maintain promised performance levels during a large emergency.

**4.6 Backup and Recovery**

**4.6.1 The Vendor must perform a daily backup of the data and systems either disk-based or tape media.**

Confirmed. Yes, this requirement is supported. Please see Appendix A for additional information regarding our data recovery and backup systems in place.

**4.6.1.1 Vendor must maintain 60 days of data backups.**

Confirmed. Yes, this requirement is supported.

**4.6.1.2 One (1) weekly copy of the data and systems backups must be maintained off site.**

Confirmed. Yes, this requirement is supported.

**4.6.1.3 Daily backup reports of all successful/failed systems backups/archives must be provided to the Agency upon request.**

Confirmed. Yes, this requirement is supported.

**4.6.2 Within thirty (30) calendar days of contract start date, vendor must provide information to the Agency on how the system will be recovered in the event of a system failure. This information should include Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).**

Confirmed. Based on this condition, Intermedix will provide information to the Agency on how the system will be recovered in the event of a system failure. It will include Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) along with several other data points.

**4.6.3 The RTO and RPO should be less than twelve (12) hours and four (4) hours respectively.**

Confirmed. This will be taken into account during the production of our detailed system recovery plan for the State.

**4.6.4 An alternative disaster recovery off-site function for all server components and replicated data must be provided. The off-site redundant system must be housed at a separate geographical location (> 100 miles) of the physical location of the primary servers and related equipment in case of a catastrophic event.**

Confirmed. We take disaster recovery very seriously at Intermedix. Please see Appendix A for a full description of our corporate Disaster Recovery plan and corresponding initiatives.

## 4.7 Security and Audit

### **4.7.1 The system must allow for the State of West Virginia to customize Terms of Service, Privacy Information, and other information for registering volunteers.**

Confirmed. These data points can be customized by the State.

### **4.7.2 The Vendor must provide and maintain a security plan that must include, but is not limited to:**

#### **4.7.2.1 Integrated firewalls with active packet scrubbing.**

Confirmed.

#### **4.7.2.2 Private database network.**

Confirmed.

#### **4.7.2.3 Private backup network.**

Confirmed.

#### **4.7.2.4 Intrusion detection systems (including adequate anti-virus/anti-spyware/anti-malware).**

Confirmed.

#### **4.7.2.5 Protection against automatic password generation systems.**

We confirm our security plan will contain this and the prerequisites listed above.

### **4.7.3 The system must maintain an audit trail of all database transactions (add, change, delete) identifying the individual performing the transaction, the date and the time, and the original data in instances where changes are made and provide access to that data by the Agency.**

Confirmed. WVREDI/CORES RMS has a change log feature that allows for compliance with this request.

### **4.7.4 The Vendor must report any security breach incidents (regardless of severity or loss of actual data) to the Agency within four (4) hours of discovery.**

Confirmed. If the event a breach were to occur, Intermedix will notify the Agency within four (4) hours of learning of the incident.

### **4.7.5 The Vendor must ensure confidentiality of Agency data and have policies, procedures, and processes in place to ensure confidentiality of data. Vendor must make these documents available to the Agency upon request.**

Confirmed. We will support this requirement.

**4.7.6 Through the Service Level Agreement (SLA), the Vendor must identify measures it takes to assure the confidentiality of Personally Identifiable Information (PII) within thirty (30) calendar days of Contract start date. PII includes the following:**

**4.7.6.1 Individually identifiable information from or about an individual customer including, (a) a first and last name or first initial and last name; (b) a home or other physical address, which includes at least street name and name of city or town; (c) an email address; (d) a telephone number; (e) a Social Security number; (f) date of birth; (g) a driver's license number; (h) photo, or (i) any other information from or about an individual customer that is combined with (a) through (i) above.**

Confirmed. See Appendix B for more information.

**4.7.7 The system must allow volunteers to accept or decline terms and conditions that have been customized for the State of West Virginia.**

Confirmed. WVREDI/CORES RMS gives volunteers the option to accept or decline terms and conditions customized by the State.

**4.7.8 The system must preserve interrupted registration processes, but must prevent saving personal information on a local computer beyond the current session.**

Confirmed. WVREDI/CORES RMS allows for one-step registration process and the system does not save information beyond the current session.

## **4.8 Vendor Hosting and Services**

**4.8.1 The software system must be a turnkey application service provider (ASP) system requiring no additional or external databases, software, hardware, or equipment. The system must be fully implemented and operational within 21 calendar days of award.**

Confirmed. WVREDI/CORES RMS is completely turnkey and requires no additional external databases, software, hardware, or equipment. As we are the current provider to the State, we will continue to maintain and support the system with no interruption of service upon award of the contract.

**4.8.2 The facility where the system is hosted must be a Tier III equivalent facility with N+ 1 capability for all heating, ventilation, and air conditioning HVAC, electrical, uninterruptible power supply UPS and generator facilities. Facility must have dual instances for power and network /Internet connectivity.**

Confirmed. WVREDI/CORES RMS is housed in a facility that meets or exceeds these requirements.

**4.8.3 All server system components hosting the system must be redundant / clustered with redundant Storage Area Network (SAN) connectivity and data replication. An off-site redundancy for the server components and replicated data must be provided.**

Confirmed. All system components necessary to host the systems are set up on redundant / clustered with redundant Storage Area Network (SAN) connectivity and data replication. An off-site redundancy for the server components and replicated data must be provided.

**4.8.4 The Vendor must maintain and support the system through an off-site hosting service. Upon Award, the Vendor must provide the Agency with a comprehensive service-level agreement SLA that fully describes the level of performance and down time associated with the hosting service.**

Confirmed. Our SLA will be provided to the State upon commencement of the State's new contract.

**4.8.5 The Vendor must provide 99.99% service availability of the hosted system measured in five (5) minute intervals 24/7/365, subject to credits or refunds for service availability of less than the guaranteed 99.99%. In the event that the WV DHHR is unable to achieve the 99.99% system availability for a given month, Vendor will face potential loss of contract with WVDHHR.**

Confirmed. Intermedix will guarantee 99.95% service availability of the hosted system, excluding scheduled maintenance, measured in five (5) minute intervals 24/7/365, subject to credits or refunds for service availability of less than the guaranteed 99.95% (excluding scheduled maintenance).

**4.8.6 NOTICE: Due to the emergency use of this system, routine maintenance, system upgrades or repairs for system degradation or failure must be managed as quickly as possible.**

**4.8.6.1 Routine maintenance and system upgrades must be done outside the hours of 6:00 am thru 6:00 pm EST Monday through Friday (unless system maintenance can be completed in a phased approach without loss of system integrity).**

CORES maintenance windows run from 5 AM – 8 AM ET but each site is not down for that entire period, only portions of it.

**4.8.6.2 Department of Health and Human Resources/Bureau for Public Health/Center for Threat Preparedness DHHR/BPH/CTP must be notified within seven (7) calendar days prior to the routine maintenance and system upgrades to pre-identified contact.**

Confirmed. This requirement is supported.

**4.8.6.3 Emergency interventions must be initiated by phone to a pre-identified contact immediately (within one hour) upon discovery of a problem and every effort must be made to complete repairs, or provide appropriate temporary system-wide solutions until permanent repairs can be completed, as quickly as possible with a minimum of system disruption/downtime. Problem resolution must be applied when the resolution/solution is determined.**

Confirmed. Pre-identified client contacts are notified via email or phone immediately (within one hour) upon discovery of a problem and every effort is made to complete repairs, or provide appropriate temporary system-wide solutions until permanent repairs can be completed, as quickly as possible with a minimum of system disruption/downtime. Problem resolution must be applied when the resolution/solution is determined.

**4.8.7 Vendor must provide a two (2) hour response time seven (7) days a week 365 days a year. Immediately Upon Award, Vendor must provide documentation describing their policy and procedure for 24/7/365 provision of technical support, including response times, communication methods, and escalation procedures.**

Confirmed. Additionally, our full SLA document will be provided to the State upon award of this contract.

**4.8.8 All software installations and upgrades will be the responsibility of the Vendor. The Agency must be notified thirty (30) calendar days prior to all future upgrades and modifications to the system by phone to the pre-identified contact.**

Confirmed. Intermedix takes responsibility for all necessary software installations and upgrades. If any such installation or upgrade is needed throughout the duration of the contract Intermedix will provide the State with at least thirty (30) calendar days' notice.

**4.8.9 Vendor must provide 24/7/365 technical support.**

Confirmed. Yes this requirement will be met and maintained during the contract.

**4.8.10 System Help Desk support must be available during 8:00 am -5:00 pm EST Monday – Friday (regular business hours) and 24/7/365 in the event of a disaster (determined by the State of WV), to assist with problem analysis and provide instructions for troubleshooting problems.**

Confirmed. Our Help Desk support center is available 8:00 am -5:00 pm EST Monday – Friday (regular business hours) and 24/7/365 in the event of a disaster.

**4.8.11 Immediately Upon award, the System Help Desk must provide a published escalation policy for problems that cannot be resolved by first-line Help Desk personnel.**

Confirmed. Yes, this requirement will be met.

## 4.9 Ownership and Transfer/Migration of Data

**4.9.1 An authorized remote User must be able to download all data to which they have been granted access into a spreadsheet, database, and/or statistical software on the User's local computer.**

Confirmed. Remote users authorized by the State will be able to download all data that is needed to complete their designation tasks.

**4.9.2 Vendor must agree that the State of West Virginia is the owner of all data maintained on these systems by submitting a bid.**

Confirmed. We agree to this condition.

**4.9.3 The Vendor must return all data maintained in the hosted environment back to the Agency in an exportable tabular format with a data dictionary within five (5) calendar days of completing or termination of contract.**

Confirmed. All data maintained in the hosted environment will be returned back to the Agency in an exportable tabular format with a data dictionary within five (5) calendar days of completing or termination of contract.

**4.9.4 Within twenty-four (24) hours of transfer of data back to Agency and/or migration of data to a new or replacement system, Vendor must clear the State's data that resides on its computer hardware or software by erasing or wiping/sanitizing in a manner that prevents retrieval of electronically stored information. The following method must be used to accomplish the clearing of data: (i) overwriting the previously stored data on a drive or a disk at least 10 times and (ii) certifying in writing that the overwriting process has been completed by the predetermined agency contact and providing the following information: (1) the serial number of the computer or other surplus electronic data processing equipment; (2) the name of the overwriting software used; and (3) the name, date, and signature of the person performing the overwriting process. If the method above will not prevent retrieval of the electronically stored information, a method such as burning in a pyrolytic furnace or other incinerator or incendiary device, destroying in a dry pulverizing system, shredding, grinding, milling, knurling, disintegration, or degaussing is appropriate and Vendor will be required to certify in writing the method used including the date and time of data destruction within 24 hours to the predetermined Agency contact.**

Confirmed. Intermedix is committed that each of these requirements will be met.

**4.9.5 To support continuation of the WV ESAR-VHP program in the event of business failure, contractor bankruptcy, or other circumstances that render the system inoperable, contractor must provide to the predetermined Agency contact comprehensive detailed technical documentation necessary to implement the system in a new hosting setting. This detailed document must be submitted within 10 calendar days of the contract start date and include the following:**

- 4.9.5.1 Comprehensive technical operations documentation, including hosting environment requirements.**
- 4.9.5.2 Configuration documentation.**
- 4.9.5.3 Installation instructions.**
- 4.9.5.4 Implementation plan.**
- 4.9.5.5 Startup/shutdown procedures.**
- 4.9.5.6 Backup, recovery and restoration of system and server data and files (includes operational recovery).**
- 4.9.5.7 Server hardware and software technical specifications and configuration.**
- 4.9.5.8 Patch management.**
- 4.9.5.9 Batch processing details.**
- 4.9.5.10 Security administration.**
- 4.9.5.11 Backup and recovery scripts and procedures.**
- 4.9.5.12 Detailed procedures to perform incremental, differential, and full back-up recovery operations to ensure project and business continuity.**
- 4.9.5.13 Help desk triage and troubleshooting documentation.**
- 4.9.5.14 Error messages and error correction procedures.**
- 4.9.5.15 Troubleshooting documentation.**
- 4.9.5.16 Steps required to migrate software from test to production environments.**
- 4.9.5.17 Logical and physical data model.**

Confirmed. We will work closely with the State to negotiate final terms under which this requirement will be met.

## **4.10 Implementation and Transition**

**4.10.1 The Vendor must ensure that the proposed system is fully operational and performing properly upon implementation; including any system software or services that will be required to facilitate the implementation and management of the proposed system.**

Confirmed. As the current vendor for the WVREDI system, we will continue to maintain and support the system without interruption beginning the first day of the contract. We will ensure our CORES RMS system is fully operational and performing properly from the designated start date.

**4.10.2 The Vendor must provide on-site technical staff during the installation and implementation of the system to provide technical staff to provide assistance in demonstrating the functions of the system.**

Confirmed. As the current vendor for the WVREDI system, we will seamlessly maintain and support the system and provide staff as needed.

**4.10.3 The Vendor must provide a complete and detailed project plan within seven (7) calendar days of contract start date. The project plan will include dates, roles, and deliverables. The project plan will also include tasks such as information gathering, project analysis, system deployment, testing, acceptance, training, and other tasks normally performed by the Vendor during the deployment of systems. This project plan must clearly identify roles and responsibilities of Vendor supplied personnel, roles and responsibilities that the Vendor requires WV DHHR personnel to assume in conjunction with the project, estimated milestone completion dates, and estimated time requirements.**

Confirmed. As the current vendor for the WVREDI system, we will continue to maintain and support the WVREDI system without interruption. If a project plan is needed, we will provide a complete and detailed project plan within seven (7) calendar days of the contract start date.

## **4.11 Training and Exercises**

**4.11.1 The Vendor must provide to the pre-determined Agency Contact a training plan within seven (7) calendar days of contract start date. The plan must include general approach, curriculum outlines, types of course materials, and a list of objectives and outcomes for each type of training.**

Confirmed. We will provide a training plan within seven (7) calendar days of contract start date to the pre-determined contact set forth by the Agency. The plan will include but not limited to general approach, curriculum outlines, types of course materials, and a list of objectives and outcomes for each type of training.



**4.11.2 All training offerings must include detailed, on-line and printable training materials which are reproducible. The State of WV must have authority to reproduce or modify materials for training purposes. Training materials will become the property of the State to copy at will for additional users.**

Confirmed. Training materials are fundamental to our implementation process. They will be included to the State as part of the overall fee. If changes are needed, we ask the State notify us prior to disseminating the revised materials.

**4.11.3 The system must have the ability to integrate with commercial learning management systems (i.e. Blackboard, TRAIN, etc.) to track the training of selected volunteers.**

Confirmed. Yes, our proprietary system has the ability to integrate with other learning management systems and several CORES RMS clients integrate with TRAIN.

**4.11.4 The Vendor must provide four (4) initial, in-person, classroom style, on site, training offerings, each to accommodate a maximum of 25 students. This training must be completed within three (3) weeks of notice to proceed. Training facilities with computers will be provided by the State in or near 100 miles of Charleston, WV 25301.**

Confirmed. As the current vendor for the WVREDI system, Intermedix will conduct four (4) in-person administrator trainings as requested by the State. Intermedix is committed to working with the State to train administrators with instructor-led refresher (and initial, if necessary) training sessions. Through a train-the-trainer program, the training team will continue work with the State to ensure that administrators are able to self-administer training sessions to individuals who are unable to participate in the Intermedix led training sessions.

CORES RMS includes a robust online help functionality, including detailed and step-by-step tutorials, quick reference guides, glossaries, and video support materials. Intermedix offers our online help and quick reference guides to site administrators in MS Word format to facilitate the customization of Intermedix's training materials to meet the State's needs for training users on the system.

Intermedix maintains separate demo/training and development environments to offer training in an environment separate from production. Sites are loaded with both representative sample configuration data as well as test/dummy data, to ensure these sites are useful for training purposes.

**4.11.5 In addition to the initial onsite training, the Vendor must develop and conduct two (2) (off-site allowable), recordable, web-based trainings, each one hour in length, within one-hundred eighty (180) calendar days of the contract start date.**

Confirmed. Yes, we will provide two web-based trainings within 180 days of the contract start date.

**4.11.6 The Vendor must develop and conduct one (1) on-site, classroom style training and two recordable, web-based (off-site allowable) offerings for optional year two (2) and each succeeding year of the contract.**

Confirmed. We can accommodate this request.

**4.11.7 The Vendor must provide for added users to obtain initial training by recordable web training or via a training CD.**

Confirmed. Our training sessions will be recorded and will be available for viewing for any new employees or system users that need it.

**4.11.8 The Vendor must provide training when updates or changes are made to the system within seven (7) calendars days when those changes mandate new ways to operate the systems. This training must be provided via recordable web training or CD.**

Confirmed. We will provide web-based training when updates or changes are made to the system within seven (7) calendar days when those changes mandate new ways to operate the system.

**4.11.9 Within the contract year, the Vendor must facilitate one (1) Homeland Security Exercise Evaluation Program (HSEEP) – compliant, WV- specific, functional exercise of the credentialing system, using the Vendor’s product, in order to satisfy federal ESAR-VHP requirements. Date will be determined in collaboration with the agency contact.**

Confirmed. This requirement will be fully met. We look forward to discussing the proposed date for this exercise.

## **4.12 Deliverables, Scope of Work and Timeframe**

### **4.12.1 YEAR 1**

**4.12.1.1 Deliverable 1:** By the end of Day two (2) of the contract start date, Vendor will meet with CTP to develop basic concepts of credential system, implementation strategy and training plan. This deliverable can be accomplished by a telephone conference call or “web ex” type presentation.

Confirmed.

**4.12.1.2 Deliverable 2:** By the end of Week one (1) of the contract start date, Vendor will meet with Notification System Workgroup (State developed) to finalize implementation strategy and training plan. This meeting must be conducted in Charleston, WV 25301 with State staff. The implementation strategy must include comprehensive technical documentation necessary that defines the implementation of the system in a new hosting setting.

Confirmed.

**4.12.1.3 Deliverable 3:** By the end of Week two (2) of the contract start date, Vendor will develop/implement State and Local Health components of Notification System. This will include integration of the system to applicable web-based databases and IT systems (e.g. state and federal professional licensure agencies, WV Department of Motor Vehicles, National ESAR-VHP) using vendor supplied integration tools. Also included is the completion of the transfer (or re- build) of currently housed group and individual registrant data from the incumbent Vendor’s system to the new Vendor’s system.

Confirmed.

**4.12.1.4 Deliverable 4:** By the end of Week three (3) of the contract start date, Vendor will complete “dry run” performance tests and correct any residual issues. This will be executed and evaluated on site in Charleston, WV. System will be initialized and placed in-service. Vendor presence will be required in Charleston, WV during the performance test and initiation of the system.

Confirmed.

**4.12.1.5 Deliverable 5:** By the end of Week three (3) of the contract start date, Vendor will develop and conduct four (4) initial onsite, in-person user trainings as outlined in Section 4.11.4. A reproducible copy of all training material must be provided to CTP.

Confirmed.

**4.12.1.6 Deliverable 6:** By the end of thirty (30) calendar days of the contract start date, the Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one (1) hour in length, as outlined in Section 4.11.5. A recorded copy of the webinars must be provided to CTP.

Confirmed.

**4.12.1.7 Deliverable 7:** By the end of ninety (90) calendar days of the contract start date, the Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one (1) hour in length, as outlined in Section 4.11.5. A recorded copy of the webinars must be provided to CTP.

Confirmed.

**4.12.1.8 Deliverable 8:** By the end of one-hundred eighty (180) calendar days of the contract start date, Vendor must provide training on new system updates/changes, via web-based delivery or reproducible DVD.

Confirmed.

**4.12.1.9 Deliverable 9:** From sixty (60) calendar days of the contract start date through the end of the contract, Vendor will maintain system in “ready” state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.

Confirmed.

**4.12.1.10 Deliverable 10:** From sixty (60) calendar days of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or local staff. Maximum of thirty (30) hours of technical assistance for the first month and a maximum of fifteen (15) hours of technical assistance per month thereafter.

Confirmed.

**4.12.1.11 Deliverable 11:** By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor’s product, in order to satisfy federal ESAR-VHP requirements.

Confirmed.

#### **4.12.2 Optional Renewal YEAR 2**

**4.12.2.1 Deliverable 1: From Week one (1) of the contract renewal date through the end of the contract, Vendor will maintain system in “ready” state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.**

Confirmed.

**4.12.2.2 Deliverable 2: From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.**

Confirmed.

**4.12.2.3 Deliverable 3: By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. A reproducible copy of all training material must be provided to CTP.**

Confirmed.

**4.12.2.4 Deliverable 4: By the end of one-hundred twenty (120) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.**

Confirmed.

**4.12.2.5 Deliverable 5: By the end of two-hundred forty (240) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.**

Confirmed.

**4.12.2.6 Deliverable 6: By the end of Week one (1) of the contract start date, Vendor must provide training on system updates/changes, via web-based delivery or reproducible DVD.**

Confirmed.

**4.12.2.7 Deliverable 7: By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.**

Confirmed.

#### **4.12.3 Optional Renewal YEAR 3**

**4.12.3.1 Deliverable 1: From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.**

Confirmed.

**4.12.3.2 Deliverable 2: From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.**

Confirmed.

**4.12.3.3 Deliverable 3: By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. A reproducible copy of all training material must be provided to CTP.**

Confirmed.

**4.12.3.4 Deliverable 4: By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.**

Confirmed.

**4.12.3.5 Deliverable 5: By the end of sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.**

**4.12.3.6 Deliverable 6: By the end of Week one (1) of the contract start date, Vendor must provide training on system updates/changes, via web-based delivery or reproducible DVD.**

Confirmed.

**4.12.3.7 Deliverable 7: By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.**

Confirmed.

#### **4.12.4 Optional Renewal YEAR 4**

**4.12.4.1 Deliverable 1: From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.**

Confirmed.

**4.12.4.2 Deliverable 2: From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.**

Confirmed.

**4.12.4.3 Deliverable 3: By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. A reproducible copy of all training material must be provided to CTP.**

Confirmed.

**4.12.4.4 Deliverable 4: By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.**

Confirmed.

**4.12.4.5 Deliverable 5: By the end of sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.**

Confirmed.

**4.12.4.6 Deliverable 6: By the end of Week one (1) of the contract start date, Vendor must provide training on system updates/changes, via web-based delivery or reproducible DVD.**

Confirmed.

**4.12.4.7 Deliverable 7: By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.**

Confirmed.

#### **4.13 WVDHHR's Contribution to Contract**

**4.13.1 The CTP will collaborate with the Vendor and will serve as the point of contact. Additionally they will contribute the following to the contract:**

**4.13.1.1 Meet immediately with the vendor to develop project plan.**

Confirmed. Our team looks forward to immediate meetings with the Agency to discuss and develop the project plan.

**4.13.1.2 Provide Vendor with contact person/address/phone number for each local health department and other agency that has volunteer (or other) teams to be loaded into system (or built).**

Confirmed.

**4.13.1.3 Provide location for training, with computers for use.**

Confirmed. We look forward to discussing these details.

**4.13.1.4 Meet quarterly with Vendor to discuss project status, receive updates on technological or contract upgrades/revisions.**

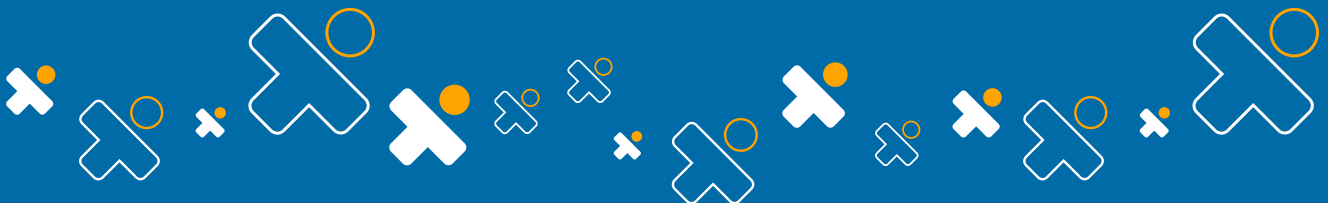
Confirmed. These quarterly meetings will be an important component to the success of our contract. We appreciate the Agency's foresight in suggesting this specification.

**4.13.1.5 Provide drills/exercises to test system's performance.**

Confirmed. We will provide ongoing drills and exercises that will be necessary in testing the system's performance.



# Section 5: Contract Award



# SECTION 5

## CONTRACT AWARD

**5.1 Contract Award:** The Contract is intended to provide Agency with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest Grand Total cost as shown on the Pricing Pages, including all subsequent renewal years. Initial Contract will be issued for only the year 1 costs. Optional contract renewal(s) for Deliverables provided for Year two (Y2), Year three (Y3), and Year four (Y4) will be included in the Grand Total Cost for bid evaluation only and will be added annually upon mutual agreement between the Agency and the successful bidder by change orders.

Confirmed. We understand this specification and agree to its components.

**5.2 Pricing Page:** Vendor should electronically submit their bid in WVOasis by providing an all-inclusive Unit Price for each Commodity Line, or should submit a paper bid by entering the Unit Price for each Commodity Line on a printed copy of the assembled CRFQ Document.

Confirmed. Please see the formal Pricing Page document for our proposed pricing.

**If responding on paper, bidders should multiply their all-inclusive Unit Price for each Commodity Line by the Quantity (Qty) for each line to calculate their Total Price for each line.**

Confirmed. Thank you for this additional information regarding the Pricing Page.

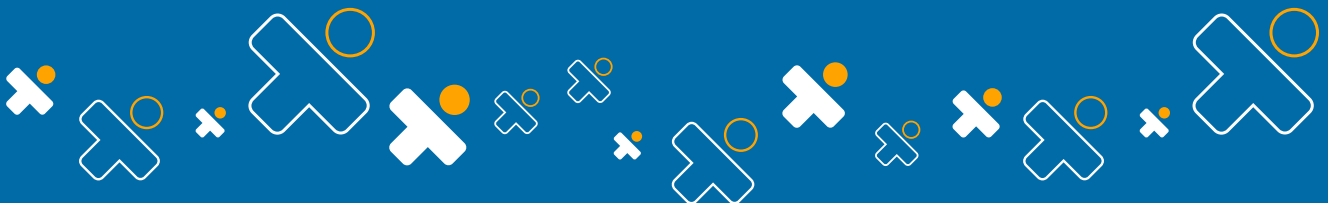
**If responding electronically through WVOasis, the calculation of Unit Price- times- Quantity is done automatically.**

Confirmed. Thank you for clarifying this data point.

**Vendor should complete the Pricing Pages in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.**

Confirmed.

# Section 6: Performance



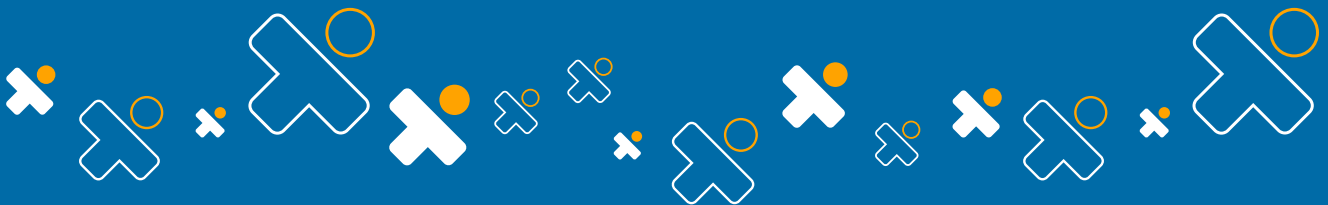
# SECTION 6

## PERFORMANCE

Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.

We understand this specification.

# Section 7: Payment



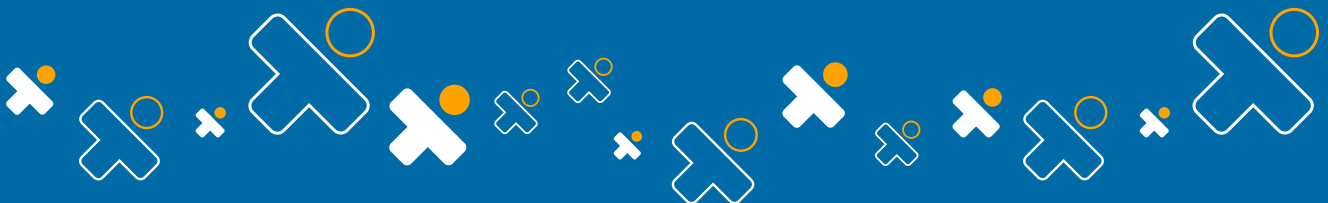
# SECTION 7

## PAYMENT

Vendor shall invoice for Contract Service Deliverables provided in arrears and shall submit no more than one invoice monthly. Agency shall pay upon receipt of invoice as shown below and on the Pricing Pages for all Contract Service Deliverables performed and accepted under this contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

Intermedix will provide one monthly invoice. Additionally, we will accept payment from the Agency in accordance with payment procedures in line with the State of West Virginia.

## Section 8: Travel



# SECTION 8

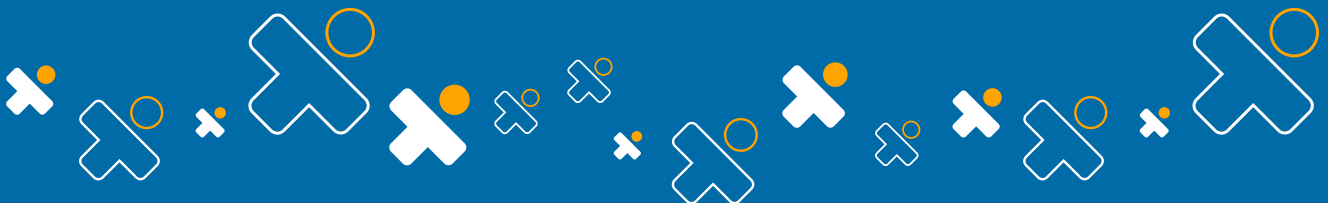
## TRAVEL

Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

We understand and agree to this requirement. All anticipated travel costs have been built into our proposed fee.



# Section 9: Facilities Access



# SECTION 9

## FACILITIES ACCESS

Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

**9.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.**

Confirmed. This information is provided in Section 11.

**9.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.**

Confirmed. We will maintain responsibility for cards and keys. If these items are lost or stolen, Intermedix will be responsible for the replacement fee.

**9.3. Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.**

Confirmed. If at any time a card or key is lost, stolen or missing, we ensure this information will be reported directly to the Agency.

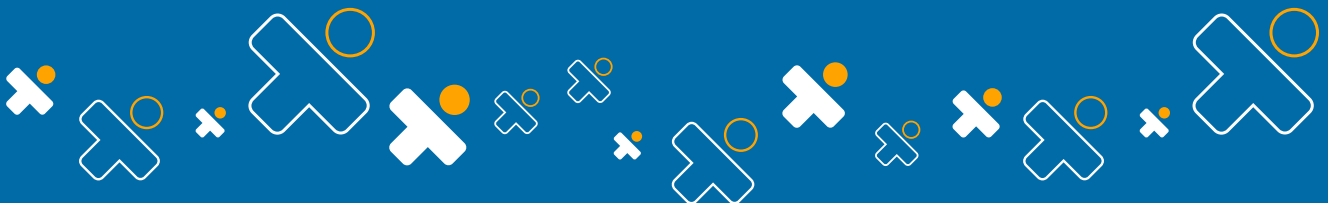
**9.4. Anyone performing under this Contract will be subject to Agency's security protocol and procedures.**

Confirmed. Intermedix employees that perform any duties related to this Contract will be held to the Agency's security protocol and procedures.

**9.5. Vendor shall inform all staff of Agency's security protocol and procedures.**

Confirmed. All Intermedix staff assigned to the Agency's book of business will be informed of all required security protocol and procedures.

# Section 10: Vendor Default



# SECTION 10

## VENDOR DEFAULT

**10.1. The following shall be considered a vendor default under this Contract.**

**10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.**

Confirmed.

**10.1.2. Failure to comply with other specifications and requirements contained herein.**

Confirmed.

**10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.**

Confirmed.

**10.1.4. Failure to remedy deficient performance upon request.**

Confirmed. We understand and agree to these above specifications.

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

**10.2.1. Immediate cancellation of the Contract.**

Confirmed.

**10.2.2. Immediate cancellation of one or more release orders issued under this Contract.**

Confirmed.

**10.2.3. Any other remedies available in law or equity.**

Confirmed. Intermedix will provide each of these options to the Agency if the need arises.

## Section 11: Miscellaneous



# SECTION 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: Nicole Cawley
- Telephone Number: 954.334.0813
- Fax Number: 954.308.8725
- Email Address: Nicole.Cawley@intermedix.com

# Pricing and Forms



**YEAR 1**

<b>Deliverable</b>	
<p><b><u>Within the 1<sup>st</sup> month of the contract start date the following mandatory deliverables must be performed by vendor:</u></b></p> <p><b><u>Year 1 - Deliverable 1 – Per Section 4.12.1.1</u></b></p> <p>By the end of Day two (2) of the contract start date, Vendor will meet with CTP to develop basic concepts of credential system, implementation strategy and training plan. This portion of the deliverable can be accomplished by a telephone conference call or “web ex” type presentation.</p> <p><b><u>Year 1 - Deliverable 2 – Per Section 4.12.1.2</u></b></p> <p>By the end of Week one (1) of the contract start date, Vendor will meet with Notification System Workgroup (State developed) to finalize implementation strategy and training plan. This meeting must be conducted in Charleston, WV with State staff. The implementation strategy must include comprehensive technical documentation necessary that defines the implementation of the system in a new hosting setting.</p> <p><b><u>Year 1 - Deliverable 3 – Per Section 4.12.1.3</u></b></p> <p>By the end of Week two (2) of the contract start date, Vendor will develop/implement State and Local Health components of Notification System. This will include integration of the system to applicable web-based databases and IT systems (e.g. state and federal professional licensure agencies, WV Department of Motor Vehicles, National ESAR-VHP) using vendor supplied integration tools. Also included is the completion of the transfer (or re-build) of currently housed group and individual registrant data from the incumbent Vendor’s system to the new Vendor’s system.</p>	



<p><b><u>Year 1 - Deliverable 4 – Per Section 4.12.1.4</u></b></p> <p>By the end of Week three (3) of the contract start date, Vendor will complete “dry run” performance tests and correct any residual issues. This will be executed and evaluated on site in Charleston, WV. System will be initialized and placed in-service. Vendor presence will be required in Charleston, WV during the performance test and initiation of the system.</p> <p><b><u>Year 1 - Deliverable 5 – Per Section 4.12.1.5</u></b></p> <p>By the end of Week three (3) of the contract start date, Vendor will develop and conduct four (4) initial onsite, in-person user trainings as outlined in Section 4.11.4. A reproducible copy of all training material must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for these Deliverables in arrears upon completion and acceptance by Agency.</p>	<p><b>Total Cost for Deliverables (4.12.1.1 – 4.12.1.5)</b></p> <p>\$ 8,000.00</p>
<p><b><u>Year 1 - Deliverable 6 – Per Section 4.12.1.6</u></b></p> <p>By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one web-based initial user training (off-site delivery is acceptable), at least one hour in length, as outlined in Section 4.11.5. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>Total Cost for Deliverable (4.12.1.6)</b></p> <p>\$ 895.00</p>
<p><b><u>Year 1 - Deliverable 7- Per Section 4.12.1.7</u></b></p> <p>By the end of ninety (90) calendar days of the contract start date, Vendor will develop and conduct one web-based initial user training (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.5. One recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>*** LINE 25 IN WVOASIS</b></p> <p><b>Total Cost for Deliverable (4.12.1.7)</b></p> <p>\$ 895.00</p>

**CRFQ 0506 BPH1600000007**  
**Emergency Credentialing System**

<p><b><u>Year 1 - Deliverable 8 – Per Section 4.12.1.8</u></b></p> <p>By the end of one-hundred eighty (180) calendar days of the contract start date, Vendor must provide one training on new system updates/changes, via web-based delivery or reproducible DVD.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>Total Cost for Deliverable (4.12.1.8)</b></p> <p>\$ 895.00</p>	
<p><b><u>Year 1 - Deliverable 9 – Per Section 4.12.1.9</u></b></p> <p>From sixty (60) calendar days of the contract start date through the end of the contract, Vendor will maintain system in “ready” state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.</p> <ul style="list-style-type: none"> <li>Please provide a monthly and total yearly (<b>11 month</b>) cost for this deliverable after the initiation date up to the end of the contract period. The first 30 calendar days (month) from contract start date are development costs and not included in this amount.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>	<p><b>Per Month Cost (4.12.1.9)</b></p> <p>\$ 5918.19</p>	<p><b>Yearly Total (Per month cost x 11)</b></p> <p>\$ 65,100.09</p>
<p><b><u>Year 1 - Deliverable 10– Per Section 4.12.1.10</u></b></p> <p>From sixty (60) calendar days of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of thirty (30) hours of technical assistance for the first month and a maximum of fifteen (15) hours of technical assistance per month thereafter.</p> <ul style="list-style-type: none"> <li>Please provide a monthly and total yearly (<b>11 month</b>) cost for this deliverable after the initiation date up to the end of the contract period. The first 30 calendar days (month) from contract start date are development costs and not included in this amount.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>	<p><b>Per Month Cost (4.12.1.10)</b></p> <p>\$ 2,274.55</p>	<p><b>Yearly Total (Per month cost x 11)</b></p> <p>\$ 25,020.05</p>

CRFQ 0506 BPH1600000007  
Emergency Credentialing System

<b><u>Year 1 - Deliverable 11 – Per Section 4.12.1.11</u></b>				<b>Total Cost for Deliverable (4.12.1.11)</b>  \$ 20,000.00
By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, one WV-specific, functional exercise of the state credentialing system, using the Vendor’s product, in order to satisfy federal ESAR-VHP requirements.  Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.				
<b>YEAR 1 – TOTAL COST:</b>				\$ 120,805.14

:

**Optional Renewal YEAR 2**

<b>Deliverable</b>					
<b><u>Year 2 - Deliverable 1 – Per Section 4.12.2.1</u></b>				<b>Per Month Cost (4.12.2.1)</b>	<b>Yearly Total (Per month cost x 12)</b>
<p>From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in “ready” state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required</p> <ul style="list-style-type: none"> <li>Please provide a monthly and yearly total cost for this deliverable.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>				\$ 5,425.00	\$ 65,100.00
<b><u>Year 2 - Deliverable 2 – Per Section 4.12.2.2</u></b>				<b>Per Month Cost (4.12.2.2)</b>	<b>Yearly Total (Per month cost x 12)</b>
<p>From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month</p> <ul style="list-style-type: none"> <li>Please provide a monthly and yearly total cost for this deliverable.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>				\$ 2,085.00	\$ 25,020.00
<b><u>Year 2 - Deliverable 3 – Per Section 4.12.2.3</u></b>				<b>Total Cost for Deliverable (4.12.2.3)</b>	
<p>By the end of thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>				\$ 2,000.00	

**CRFQ 0506 BPH1600000007**  
**Emergency Credentialing System**

<p><b><u>Year 2 - Deliverable 4 – Per Section 4.12.2.4</u></b></p> <p>By the end of one-hundred twenty (120) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p align="center"><b>Total Cost for Deliverable (4.12.2.4)</b></p> <p align="right">\$ 1,790.00</p>
<p><b><u>Year 2- Deliverable 5 -Per Section 4.12.2.5</u></b></p> <p>By the end of two hundred forty (240) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p align="center"><b>Total Cost for Deliverable (4.12.2.5)</b></p> <p align="right">\$ 1,790.00</p>
<p><b><u>Year 2 - Deliverable 6 – Per Section 4.12.2.6</u></b></p> <p>By the end of Week one (1) of the contract start date, Vendor must provide one training on system updates/changes, via web-based delivery or reproducible DVD.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p align="center"><b>Total Cost for Deliverable (4.12.2.6)</b></p> <p align="right">\$ 895.00</p>
<p><b><u>Year 2 - Deliverable 7 – Per Section 4.12.2.7</u></b></p> <p>By the end of two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, One WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p align="center"><b>*** LINE 26 IN WVOASIS</b></p> <p align="center"><b>Total Cost for Deliverable (4.12.2.7)</b></p> <p align="right">\$ 20,000.00</p>

YEAR 2 – TOTAL COST:				116,595.00
				\$ _____

**Optional Renewal YEAR 3**

<b>Deliverable</b>					
<b><u>Year 3 - Deliverable 1 – Per Section 4.12.3.1</u></b>				<b>Per Month Cost (4.12.3.1)</b>	<b>Yearly Total (Per month cost x 12)</b>
<p>From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in “ready” state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.</p> <ul style="list-style-type: none"> <li>Please provide a monthly and yearly total cost for this deliverable.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>				\$ 5,425.00	\$ 65,100
<b><u>Year 3 - Deliverable 2 – Per Section 4.12.3.2</u></b>				<b>Per Month Cost (4.12.3.2)</b>	<b>Yearly Total (Per month cost x 12)</b>
<p>From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.</p> <ul style="list-style-type: none"> <li>Please provide a monthly and yearly total cost for this deliverable.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>				\$ 2,085.00	\$ 25,020.00
<b><u>Year 3 - Deliverable 3 – Per Section 4.12.3.3</u></b>				<b>Total Cost for Deliverable (4.12.3.3)</b>	
<p>By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>				\$ 2,000.00	

<p><b><u>Year 3 - Deliverable 4 – Per Section 4.12.3.4</u></b></p> <p>By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency</p>	<p><b>Total Cost for Deliverable (4.12.3.4)</b></p> <p align="right">\$ 1,790.00</p>
<p><b><u>Year 3- Deliverable 5- Per Section 4.12.3.5</u></b></p> <p>By the end of Sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency</p>	<p><b>Total Cost for Deliverable (4.12.3.5)</b></p> <p align="right">\$ 1,790.00</p>
<p><b><u>Year 3 - Deliverable 6 – Per Section 4.12.3.6</u></b></p> <p>By the end of Week one (1) of the contract start date, Vendor must provide One training on system updates/changes, via web-based delivery or reproducible DVD.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>Total Cost for Deliverable (4.12.3.6)</b></p> <p align="right">\$ 895.00</p>
<p><b><u>Year 3 - Deliverable 7 – Per Section 4.12.3.7</u></b></p> <p>By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, One WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>*** LINE 27 IN WVOASIS</b></p> <p><b>Total Cost for Deliverable (4.12.3.7)</b></p> <p align="right">\$ 20,000.00</p>



YEAR 3 – TOTAL COST:				\$ 116,595.00

**Optional Renewal YEAR 4**

<b>Deliverable</b>					
<b><u>Year 4 - Deliverable 1 – Per Section 4.12.4.1</u></b>				<b>Per Month Cost (4.12.4.1)</b>	<b>Yearly Total (Per month cost x 12)</b>
<p>From Week one (1) of the contract start date through the end of the contract, Vendor will maintain system in “ready” state, constantly monitoring for any operational irregularity to ensure constant availability of system. Vendor will support its use during actual missions and exercises and provide system upgrades and maintenance as required.</p> <ul style="list-style-type: none"> <li>Please provide a monthly and yearly total cost for this deliverable.</li> </ul> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>				\$ 5,425.00	\$ 65,100.00
<b><u>Year 4 - Deliverable 2 – Per Section 4.12.4.2</u></b>				<b>Per Month Cost (4.12.4.2)</b>	<b>Yearly Total (Per month cost x 12)</b>
<p>From Week one (1) of the contract start date through the end of the contract, Technical assistance will be performed as needed upon contact by State or Local staff. Maximum of fifteen (15) hours of technical assistance per month.</p> <p>Please provide a monthly and yearly total cost for this deliverable.</p> <p>Vendor will invoice and Agency will pay the monthly cost of this Deliverable in arrears upon acceptance by Agency.</p>				\$ 2,085.00	\$ 25,020.00
<b><u>Year 4 - Deliverable 3 – Per Section 4.12.4.3</u></b>				<b>Total Cost for Deliverable (4.12.4.3)</b>	
<p>By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct one onsite, in-person user training as outlined in Section 4.11.6. One reproducible copy of all training material must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>				\$ 2,000.00	

<p><b><u>Year 4 - Deliverable 4 – Per Section 4.12.4.4</u></b></p> <p>By the end of Thirty (30) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p> <p><b><u>Year 4-Deliverable 5-Per Section 4.12.4.5.</u></b></p> <p>By the end sixty (60) calendar days of the contract start date, Vendor will develop and conduct two web-based initial user trainings (off-site delivery is acceptable), each at least one hour in length, as outlined in Section 4.11.6. A recorded copy of the webinars must be provided to CTP.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>Total Cost for Deliverable (4.12.4.4)</b></p> <p>\$ 1,790.00</p> <p>=====</p> <p><b>Total Cost for Deliverable (4.12.4.5)</b></p> <p>\$ 1,790.00</p>
<p><b><u>Year 4 - Deliverable 6 – Per Section 4.12.4.6</u></b></p> <p>By the end of Week one (1) of the contract start date, Vendor must provide training on system updates/changes, via web-based delivery or reproducible DVD.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>Total Cost for Deliverable (4.12.4.6)</b></p> <p>\$ 895.00</p>
<p><b><u>Year 4 - Deliverable 7 – Per Section 4.12.4.7</u></b></p> <p>By the end of Two-hundred forty (240) calendar days of the contract start date, Vendor must facilitate one Homeland Security Exercise Evaluation Program (HSEEP) - compliant, WV-specific, functional exercise of the state credentialing system, using the Vendor's product, in order to satisfy federal ESAR-VHP requirements.</p> <p>Vendor will invoice and Agency will pay the total cost for this Deliverable in arrears upon completion and acceptance by Agency.</p>	<p><b>***LINE 28 IN WVOASIS</b></p> <p><b>Total Cost for Deliverable (4.12.4.7)</b></p> <p>\$ 20,000.00</p>

YEAR 4 – TOTAL COST:				\$ 116,595.00

**GRAND TOTAL PAGE**

YEAR 1 – TOTAL COST	\$ 120,805.14
YEAR 2 – TOTAL COST	\$ 116,595.00
YEAR 3 – TOTAL COST	\$ 116,595.00
YEAR 4 – TOTAL COST	\$ 116,595.00
GRAND TOTAL	\$ 470,590.14

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: Intermedix

Authorized Signature: \_\_\_\_\_ Date: July 12, 2016

State of Tennessee

County of Davidson, to-wit:

Taken, subscribed, and sworn to before me this 12th day of July, 2016.

My Commission expires December 10, 2019.

**AFFIX SEAL HERE**



**NOTARY PUBLIC**

Linda W. Smith

*Purchasing Affidavit (Revised 08/01/2015)*

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: BPH1600000007**

**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.


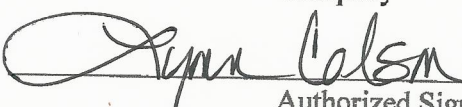
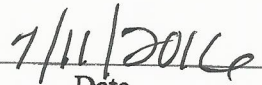
**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**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.

  
\_\_\_\_\_  
Company  
  
\_\_\_\_\_  
Authorized Signature  
  
\_\_\_\_\_  
Date

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



## 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 Vendor Preference, if applicable.

**1. Application is made for 2.5% 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% 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% 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% 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% 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% 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: Intermedix

Signed: 

Date: 7-13-16

Title: Chief Financial Officer

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

\_\_\_\_\_  
(Name, Title)

Michael Wallace, CFO

\_\_\_\_\_  
(Printed Name and Title)

6451 N. Federal Highway, Suite 1000 Fort Lauderdale, FL 33308

\_\_\_\_\_  
(Address)

954-308-8700 954-308-8725

\_\_\_\_\_  
(Phone Number) / (Fax Number)

Michael.Wallace@intermedix.com

\_\_\_\_\_  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Intermedix

\_\_\_\_\_  
(Company)

\_\_\_\_\_  
(Authorized Signature) (Representative Name, Title)

Michael Wallace, CFO

\_\_\_\_\_  
(Printed Name and Title of Authorized Representative)

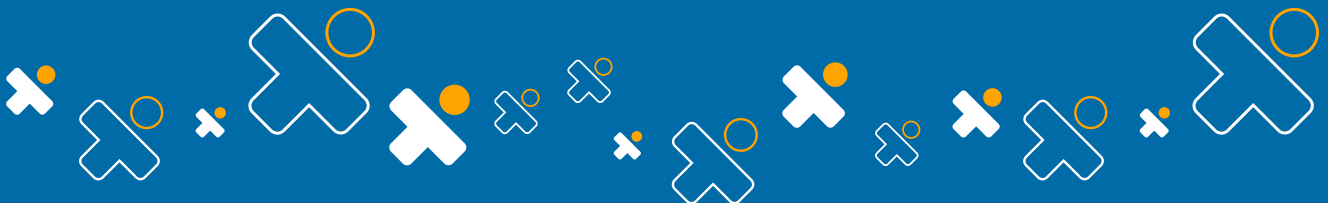
\_\_\_\_\_  
(Date)

954-308-8700 954-308-8725

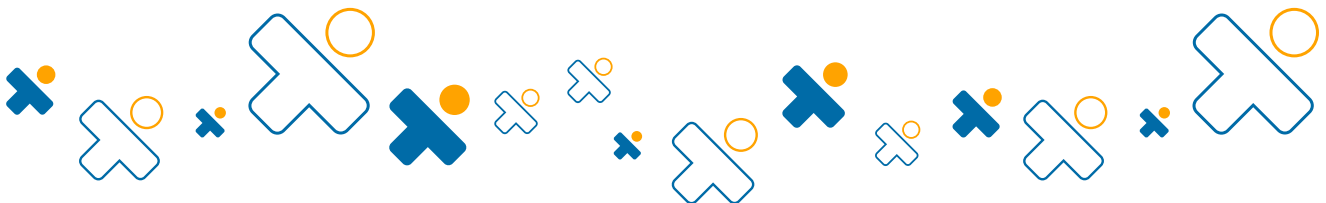
\_\_\_\_\_  
(Phone Number) (Fax Number)



# Appendix



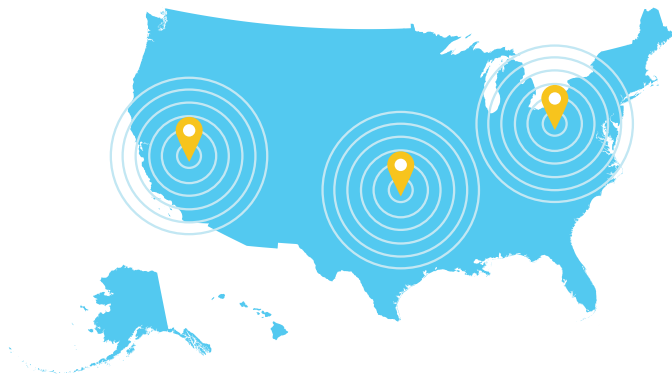
## A. Business Resilience and Data Recovery



# BUSINESS RESILIENCE

*The benefits of a*  
**DISASTER RECOVERY PLAN**

minimized down time  
business continuity during a disaster  
protection against revenue loss



## DATA CENTERS

Intermedix operates three main data centers supporting production technology solutions with the facilities as follows:

- **Primary Data Center:** Holds the primary production application and database servers.
- **Secondary Data Center:** Holds backup application and database servers, updated in near real time as information is passed from the primary data center.
- **Disaster Recovery Center:** Provides additional redundancy as needed in case of a disaster at another facility.

## FACILITY HIGHLIGHTS

All data centers are equipped with the following:

### 100% POWER SLA

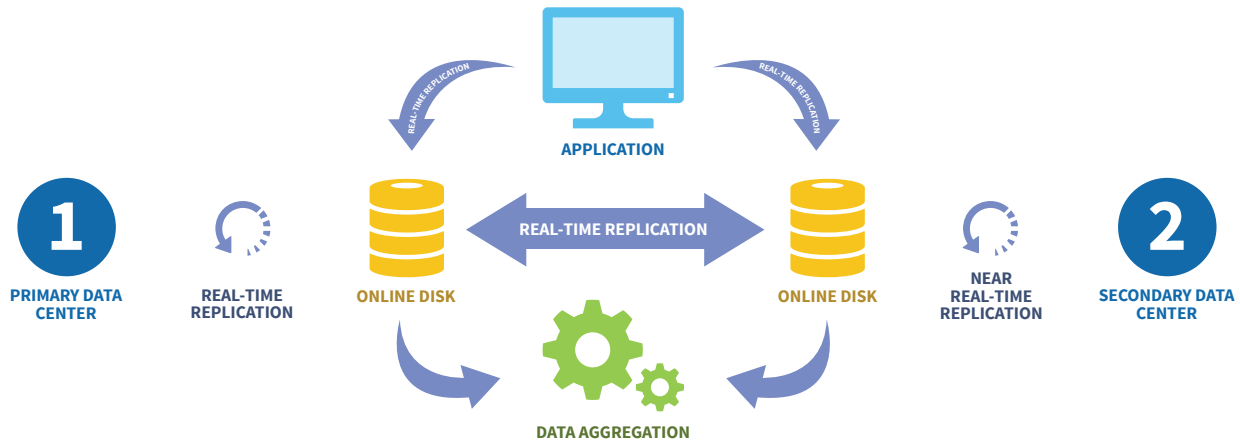
- Connected to commercial power through separate feeds for redundancy
- UPS battery system sized to sustain computer systems and associated components during transition to generator power
- Supplemented with generators that have on-site fuel to provide power for more than 72 hours along with priority fueling contracts

### PHYSICAL SECURITY

- 24/7 video surveillance with multiple view angles of each data cabinet
- Individually keyed cage doors and electronic access logs
- Real-time monitoring of physical and environmental conditions
- Separate, physically secured Intermedix suites for all servers, media, and data

### SECURE NETWORK CONNECTION

- At least four redundant Tier-1 providers with diverse paths via OC-48 or OC-192 bi-directional fiber rings
- BGP4 bandwidth blending for uninterrupted service and failover capabilities between providers
- Gigabit Ethernet directly to the Intermedix hosting infrastructure



## BACKUP & RECOVERY

### INTERNAL STORAGE

- All backups stored within the Intermedix network of data centers
- Security policy restricts data from leaving the secured hosting environment
- Backup procedures have minimal or no load or CPU requirements on the application

### HARDWARE AVAILABILITY

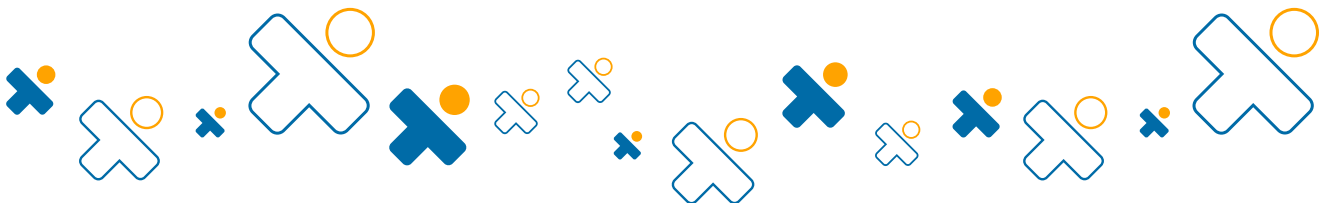
- Achieved through significant hardware redundancy and emergency procurement procedures
- Same-day parts availability for many servers and network components with next-flight guarantee service from major airlines and FedEx\*

\* Includes US Airways, Southwest Airlines, Delta Airlines, United Airlines and FedEx Custom Critical

### SERVER CONFIGURATION

- Synchronization achieved through combination of multiple databases and statement replication
- Hot-hot or hot-warm redundant configuration for every server, switch, load balancer, firewall, and major component
- Additional backup copy of data on cold storage media (i.e.: tape)

## B: Security & Compliance



# INTERMEDIIX SECURITY AND COMPLIANCE PROGRAM

The Intermedix Security and Compliance Program is dedicated to regulatory compliance and protection of our customers' confidential and protected health information. Regulatory compliance encompasses HIPAA privacy and security rules, HITECH, the Omnibus Rule, PCI (Payment Card Industry) Data Security Standards and State Information Security and Privacy controls. Intermedix currently spends approximately 3 million dollars per year on the Security and Compliance Program.

Our security program is built on a strong base of policies and procedures that all Intermedix employees must learn, understand, and implement in their daily work. Our comprehensive library of HIPAA and HITECH documented policies and procedures are available to every Intermedix team member via the corporate intranet. These policies include (but are not limited to):

- Standards of Business Ethics and Conduct
- Safeguarding Confidential Information
- Compliance Training & Certification
- HIPAA Affiliated Covered Entity
- HIPAA Business Associates Agreements
- PHI Breach Determination, Notification and Disclosure

All Team Members hired by Intermedix are required to receive compliance training within the first thirty (30) days of their employment and to pass a certification test. New hire compliance training covers the Intermedix Standards of Business Ethics and Conduct, the team members' basic compliance responsibilities, confidentiality of company information, and HIPAA privacy and security. All existing Team Members are required to receive annual updates and refresher Compliance training, and to certify that they have received such annual training, upon its completion. Compliance training may be taught in live classroom sessions, or be given via remote video and/or teleconference, or may be accessed via available computer-based training. Application developers are also required to take a class on secure coding practices when they join the company.

The Intermedix Security and Compliance program has been in place since 2002 and is constantly improved. In addition to the necessary policies, procedures and employee training, new measures are routinely implemented to meet or exceed current regulatory requirements. Some of the measures that are part of our current program include:

## Access Controls

- All users are assigned a unique user ID for the network and all applications

## Access Review for all Intermedix Users

- Semiannual access review by product and system

#### Anti-Virus / Anti-Malware Protection

- Server, desktop, laptop and email protection

#### Application Testing

- Internal and external security testing of applications

#### Application Logging

- Logging of user activity within systems and applications

#### Audits

- Ongoing audits of all coding by nationally Certified Coders
- Representation of RCM clients in external audits by MAC's, RAC's and other governmental programs
- Medical coders must maintain 95% accuracy scoring.
- Control Point auditing relating to correctness of billing, follow-up and payment posting are also completed.

#### Compliance Officers

- Multiple officers certified by the Health Care Compliance Association

#### Cyber Liability Insurance

- Data breach coverage up to \$10,000,000

#### Data Loss Prevention

- Controls to prevent accidental or malicious loss of sensitive data

#### Disaster Recovery / Business Continuity

- Processes to ensure availability

#### Email Encryption

- Email gateway to encrypt sensitive data

#### Email Spam Filtering

- Filtering of email to prevent malicious and nuisance messages

## Electronic Transmissions

- TLS is used to encrypt sensitive information

## External Penetration Testing

- Internal and external penetration testing

## Full Disk Encryption

- Hard drive encryption of laptops and desktops

## HIPAA Risk Assessments

- Internal and external risk assessments for selected products and systems

## ICD-10 Coding

- Intermedix coders are compliant with the ICD-10 code set

## Mobile Device Management (MDM)

- Secure mobile email

## Patch Management

- Processes to install emergency and regular patches

## Password Policy

- Users are required to have a complex password

## Physical Security

- Video surveillance, photo ID badges, door alarm systems, door access badges, visitor log books, shred bins, media destruction

## Security Awareness Training

- Employees receive continuous security and compliance training

## Security Incident Response Team (SIRT)

- Defined processes to respond to security incidents

## Security Information Event Management (SIEM)



- Automated review of system logs

#### Security Staff Certified

- CISSP, CISM, CEH, OSCP, Security+ certified staff members
- Ongoing advanced training for the security staff

#### Statement on Standards for Attestation Engagements No. 16 (SSAE 16)

- External financial audit of our RCM applications

#### Workstation Controls

- Require a logon to access the workstation, network and applications

#### Vendor Management Program

- Security reviews of vendors

#### Vulnerability Management

- Continuous scanning to discover critical vulnerabilities.