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Header 1

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General Information

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SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

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SOFTWARE SERVICEResponded By User ID: rtaylor 

Total of Header Attachments: 1



Department of Administration
Purchasing Division
2019 Washington Street East
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**State of West Virginia
Solicitation Response**

Proc Folder: 724620
Solicitation Description: QRT CARE COORDINATION SOFTWARE SERVICE
Proc Type: Central Contract - Fixed Amt

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VENDOR
VS0000035000
Etransx, Inc.

Solicitation Number: CRFQ 0506 MCH2100000001

Total Bid: 2552700

Response Date: 2020-10-19

Response Time: 14:33:36

Comments: We appreciate this opportunity to propose our proven Opioid Care Community solution to help West Virginia improve substance use disorder outcomes in a cost efficient manner leveraging our years of experience working with communities.

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** **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	Quick Response Team Care Coordination Tracking Tool				750200.00

Comm Code	Manufacturer	Specification	Model #
43232300			

Commodity Line Comments: See attached document for additional details

Extended Description:

Quick Response Team Care Coordination Tracking Tool

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Optional Renewal Year 1				576600.00

Comm Code	Manufacturer	Specification	Model #
43232300			

Commodity Line Comments: See attached document for additional details

Extended Description:

Quick Response Team Care Coordination Tracking Tool
Optional Renewal Year 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Optional Renewal Year 2				600500.00

Comm Code	Manufacturer	Specification	Model #
43232300			

Commodity Line Comments: See attached document for additional details

Extended Description:

Quick Response Team Care Coordination Tracking Tool
Optional Renewal Year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Optional Renewal Year 3				625400.00

Comm Code	Manufacturer	Specification	Model #
43232300			

Commodity Line Comments: see attached document for additional details.

Extended Description:

Quick Response Team Care Coordination Tracking Tool
Optional Renewal Year 3

QUICK RESPONSE TEAM (QRT) CARE COORDINATION SOFTWARE SERVICE

SOLICITATION CRFQ 0506 MCH2100000001



Submitted to:
WV Department of Health and Human Resources
Bureau of Public Health

Current Date:
10/19/2020

Vendor Code
VS0000035000

Prepared by:
Richard Taylor
Vice President of Business Development
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October 19, 2020

Crystal G. Husted
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

**Subject: eTransX Proposal for West Virginia Solicitation MCH2100000001
(WV Quick Response Team (QRT) Care Coordination Software Service)**

Dear Ms Husted,

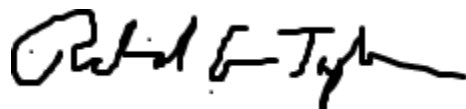
Thank you for this opportunity to propose our Opioid Care Community (OCC) software as a service (SaaS) system to meet the care coordination software service requirements of the West Virginia Quick Response Team (WVQRT) Care Coordination Software Service solicitation # MCH2100000001.

Based on our review of the stated solution requirements and vendor qualifications for this solicitation, we meet all of these qualifications and requirements in full. This document outlines how we meet those vendor qualifications and the WVQRT Care Coordination Software Service requirements.

eTransX, a minority-owned business, has been a leader in offering one of the nation's first of its kind opioid care coordination systems for helping communities scale opioid and substance use disorder treatment and recovery efforts and outcomes. For more than 20 years, we have helped healthcare and community organizations use technology to improve the efficiency and effectiveness of their programs to improve life outcomes. Our success is based upon our unwavering commitment to delivering maximum value for our clients—by focusing on software and service solutions that dramatically reduce the cost and complexity of delivering team-based, and community-based care.

Thank you for the opportunity to serve the West Virginia Quick Response Team program. If you have any questions, or if there is anything that you need, please do not hesitate to contact me.

Sincerely,



Richard Taylor
Vice President of Business Development

1 Response Summary

eTransX, Inc. (eTransX), a minority-owned business, welcomes this opportunity to respond to the Request for Proposal for the West Virginia Department of Health and Human Resources- Bureau of Public Health (DHHR-BPH) to establish a software as a service (SaaS) term contract for Quick Response Teams (QRTs) Care coordination software licensing, training, and implementation services to advance QRTs as a statewide strategy. This purchase will support the West Virginia Overdose Data to Action (ODTA) surveillance and prevention initiatives in a targeted capacity by utilizing predictive analysis to proactively engage persons with primary or secondary diagnosis of substance use disorder (SUD) and act as a catalyst for short-term and long-term support/linkages to treatment, including Medicated Assisted Treatment (MAT), thus reducing overdose deaths and increasing participation in treatment.

We believe the combination of our 20 years of healthcare data processing experience combined with our next generation Opioid Care Community (OCC) solution offers DHHR-BPH a robust and cost-effective care coordination software solution to support West Virginia ODTA surveillance and prevention initiatives.

This RFP response outlines how eTransX's Opioid Care Community solution is uniquely designed to help QRT teams to easily and effectively engage persons with SUD diagnosis, enable easy data collection, improve clinical outcomes – all with a single, modular, Cloud-based platform. The OCC platform includes all the core components needed to support a successful QRT operation. This response will show how the eTransX Solution:

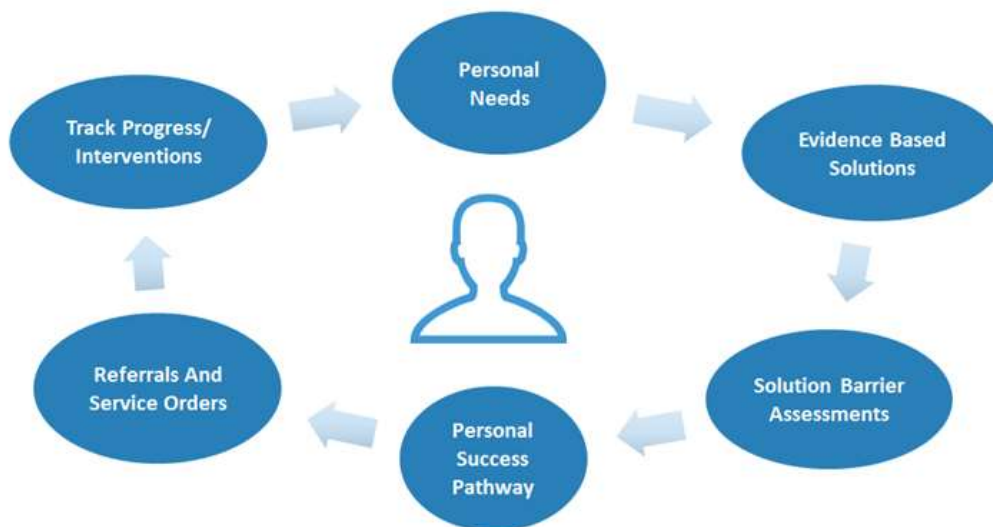
- collects and aggregates client data from any source (we have been doing this for 15 years)
- analyzes data to generate actionable intelligence at point of care and reports performance intelligence
- supports robust care coordination addressing medical, social, economic, and behavioral needs
- supports robust client engagement through portals, phone apps and integration with personal health monitoring devices and services
- provides the WVQRT program with a flexible platform with a built-in rules engine that will enable WVQRT to support current and future value-based payment programs such as Medicare Advantage programs, Medicaid value-based payment programs, Medicare Chronic Care Management programs, and Medicaid Long Term Services and Support value-based programs.

1.1 Solution Summary

Our Opioid Care Community solution includes one of the most robust care coordination capabilities on the market today that incorporates the ability to manage social, economic, and behavioral issues to manage complex scenarios. Our system includes extensive client assessment tools that can be used to collect social data, includes a built-in community services directory, and includes a closed loop service order management system for ordering and tracking the delivery of social services such as transportation, housing, home repair services, support groups, and food delivery. Our flexible templates also include the ability to incorporate evidence-based protocols for addressing social and economic issues with complex clients.

At the center of the OCC system is the ability to build and manage personalized success pathways based on the specific needs of individual. Figure 1-1 shows how the OCC system is designed as a person centric system where all functions center around the individual client who is being served.

Figure 1-1 OCC Continuum of Care Model



Base OCC Platform

The base OCC platform includes the following modules:

- Care Pathways
- Assessments
- Education
- Social Determinants
- Find-a-Resource (e.g. treatment bed, residential apartment, etc.)

- Care Team Management
- Tasks/Appointment/Alerts Management
- Community-Based Organizations (CBO) Directory
- Secure HIPAA compliant messaging framework (customer must provide the direct mail User IDs)
- Text messaging
- Consent management
- Web-based portal for clients/family members
- Web-based portal for CBO
- Mobile Apps to clients/family members/providers
- Reports

Optional Modules include:

- Video Visits (video conferencing and telehealth)
- Secure Mail Account (Direct Mail Account)
- Predictive Analytics (opioid and general health)

Key functions supported by the OCC

1. Program Eligibility Assessment

The OCC system includes a fully integrated business rules engine, assessment creation engine, and data integration engine to provide the ability to support common best practices associated with designing and implementing program eligibility requirements. This also includes the ability to use the rules engine to define the business rules and parameters required for specific workflows or protocols.

2. Health and Social Assessments

The OCC system allows the OCC administrator users to easily build and manage their own assessment applications. This includes the ability to define the formulas for scoring the assessments and automatically linking the assessment scores to next step actions.

3. Built-in Enterprise Master Person Index (EMPI)

The OCC system allows OCC systems administrator users to build and define the rules for matching personal records coming in from multiple systems (e.g. is the John Doe record in system A the same John Doe shown in System B, or System C). The OCC system allows users to fine tune the matching algorithms for a tight match or a broad match of criteria.

4. Personalized “whole person” success pathways

A key strength of the OCC system that sets us apart from our competition is the highly flexible fully integrated ability of the OCC system to allow users to build personalized success pathways for clients and beneficiaries. The OCC whole person pathway provides a central place to view and manage all tasks, goals, interventions, and appointments for individuals associated with the pathway.

5. Prebuilt evidence-based default success pathway templates

The OCC system supports the ability to build and store prebuilt evidence-based success pathway templates that can be reused and deployed as needed. This provides consistency in building and applying gold standard protocols that are to be used in the development of personalized success pathways.

6. Care Team integration and management

The OCC system has the ability to assign and manage care team members to work with individuals. This includes defining what personal client information can be seen by the assigned care team members using role-based security rules. It also allows the assigned care team members to send secure HIPAA and 42CFR compliant messaging.

7. Management of Care Coordination/Social Worker task assignments

The OCC system has the ability to assign, delegate, or transfer tasks to care coordinators or QRT team members on a temporary or permanent basis using the task assignment function.

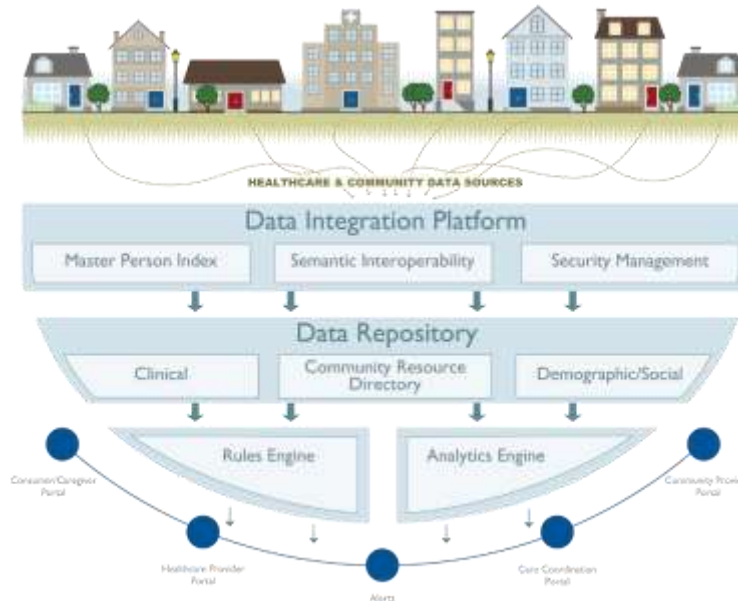
8. Other built in functions included in the OCC system include:

- Secure HIPAA and 42CFR compliant messaging
- Built in text messaging
- Built in live and scheduled video visits
- Built in client personal consent management
- Built in web-based portal for clients/family members
- Built in web-based portal for community-based organizations (CBO)
- Built in integration for smart phone and tablet access
- Built in Community Resources Directory with integrated mapping

The mapping feature allows a user to search for services using a mileage radius (e.g. show me all food pantries within a 10-mile radius of a person’s home).

A component architecture view of the OCC system is shown in Figure 1-2:

Figure 1-2: OCC Component Architecture



eTransX utilizes Amazon Web Services (AWS), which provides a virtualized, secure, reliable, and flexible compute and data storage environment in the cloud. OCC is hosted in the Northern Virginia region which is composed of multiple data centers (availability zones) connected by a robust, high-speed network. All servers are clustered across multiple availability zones for redundancy. We use on-demand auto-scaling process of AWS to add additional resources needed for scalability when the load on the system is high. The number of users and the type of operation they are doing determines the load on the system performance.

The eTransX OCC system SaaS offering includes the following:

- Provide the solution in a secure, HIPAA-compliant Cloud that meets 42 CFR security requirements
- Perform Backup and Maintenance of hardware and software
- 24 x 7 Monitoring all the interfaces
- Disaster Recovery
- Redundancy and Failover mechanisms

1.2 Solution Guiding Principles

eTransX recognizes the importance of this project for WVQRT and will put forth its best efforts to:

- Execute diligently the project tasks and best practices of individual service areas such as application integration and analytics learned over the years

- Use qualified, well-trained and well-motivated employees.
- Provide employees with software tools and technologies that will allow them to execute efficiently and consistently
- Use well-proven project management methods and approaches to execute the project.
- Provide quality people with positive attitudes.
- Promote a work environment that fosters innovation, openness and integrity.
- Establish open and effective communication channels among employees.
- Cultivate teamwork by emphasizing team success over individual success.
- Provide accountability by accepting responsibility for our work.
- Continued commitment in meeting and exceeding expectations on every task.
- Constant improvement through continuous, routine feedback and a focus on quality improvement.
- Ongoing commitment to providing cost effective and efficient results.

1.3 Vendor Description

eTransX has been providing innovative technology solutions to improve lives since 1999. Our technology is used by community coalitions, accountable care organizations, hospitals, labs, physician groups, software providers all across America. We offer strong technical and project management skills coupled with an experienced, success-oriented approach. We understand that our primary role is to focus on customer needs and to stand ready to respond rapidly to both initial and changing requirements. The central themes in our business philosophy are responsive management and technical quality, which lead to customer satisfaction.

eTransX is also very active in national level to identify best practices in SUD recovery. Last year, eTransX was invited to become an active member of the National Alliance for Addiction Payment Reform to share our technology and subject matter expertise to help the alliance in developing best practices and cost-effective models for promoting successful long-term recovery outcomes for those with substance use disorders. This gives eTransX access to knowledge and resources about best practices that have been proven very successful in reducing the relapse rates.



Alliance Members



eTransX has the comprehensive technology, direct experience, expertise and the track record to meet and exceed the expectations of the WVQRT program and the WV DHHR-BPH.

Why eTransX?

eTransX strongly believes that we will be able to meet and exceed the expectation of the WVQRT program by leveraging our:

- **Professional Qualifications:** Technical staff with expertise and experience that will meet and exceed the expectations of the project
- **Past Performance:** Proven track record for producing high-quality results on schedule and within budget for healthcare clients over the past 19 years
- **Commercial Software Development Experience:** eTransX is a nimble, agile and innovative company building technology solutions since 1999.
- **Relevant Experience:** Extensive, direct and relevant experience in development, integration, system administration, database administration, and data analysis.
- **Integrated, 3rd-Generation System:** Our next generation Opioid Care Community system is capable of addressing medical, social, mental, behavioral, economic, and long-term care needs in a fully integrated, unified value-based care ecosystem. Our fully integrated system eliminates the need for integration between systems from multiple vendors, provides a single sign-on and security configuration, provides a consistent look and feel between modules, and has easier learning curve – resulting in overall faster implementation and lower ongoing costs.
- **Experienced Partners:** eTransX has teamed with the Public Sector division of Ciber as a subcontractor for this project to leverage their 40 plus years of experience in implementing technology solutions for state and local governments and Youturn, Inc. for Opioid Recovery Training and education.

2 RFP Requirements

The vendor and their solution(s) must fulfill all of the following functional requirements to be considered.

2.1 Vendor Qualifications

eTransX fully meets the required vendor qualifications as stated below:

3.1 Have a minimum of three (3) consecutive years maintaining care coordination software in production environments. Documentation must be provided prior to award

eTransX's community care coordination software went into production in 2015 – and serves as the foundational software platform for the Opioid Care Community system.

3.2 Have a minimum of two (2) consecutive years' experience with community opioid response and quick response team/rapid response team concept

eTransX's experience with community opioid response and the quick response team concept began in May 2017 with an engagement with Glen Sayes of Restoration One who operated a quick response team SUD program in Everett Washington area and was also involved with the North Sound Accountable Community of Health Opioid/Heroin workgroup. This was followed in 2018 with working with Ijeoma Achara of Achara Consulting in conjunction with her in depth use of the Recovery Oriented Systems of Care (ROSC) model in implementing and supporting opioid/substance use disorder programs in Philadelphia and in Texas. These initial engagements provided extensive knowledge in the design and development of the eTransX Opioid Care Community system.

3.3 Experience with successful implementation in rural or geographically isolated settings

The eTransX OCC system is used by the Upper Cumberland Development District to operate and manage a regional opioid/substance use disorder rapid response and recovery program in a 14-county rural region of middle Tennessee.

3.4 Experience with successful collaboration on federal grant reporting, both recurrent and ad hoc requests

eTransX' s OCC solution is being used in conjunction with a Department of Justice federal grant program by the Upper Cumberland Development District where information is captured and generated to support the required federal grant reporting – both recurrent and ad hoc requests. In addition, Gateway Community (a detox center in Jacksonville,

FL) uses OCC to manage overdosed patients under the “Project Save Lives” project funded by OD2A grant from CDC.

2.2 RFP Mandatory Requirements

eTransX has reviewed the Mandatory Contract Services Requirements and Deliverables posted with this Quick Response Team (QRT) Care Coordination Software Service RFP. We believe our proposed solution fully meets or exceeds all of the stated RFP requirements as described in this section.

4.1.1.1 Care Coordination Tracking Tool must be compliant with the Health Insurance Portability and Accountability Act (HIPAA).

The eTransX OCC system is fully HIPAA compliant and also complies with 42 CFR Mental Health and SUD privacy and security requirements.

4.1.1.2 Care Coordination Tracking Tool must be capable of identifying persons who have experience an overdose event within 72 hours of occurrence.

The OCC system is available 24 x 7 for users to enter data related to an overdose event. As an option beyond the scope of this bid response, the OCC system can be linked or interfaced with other systems – such as Electronic Medical Record (EMR) systems to receive overdose information electronically.

4.1.1.3 Care Coordination Tracking Tool must be able to document all communication between the QRT and their target population, and allow connections for continuous support for populations who overdose and/or have need of follow-up support services.

The OCC system is designed to track all text, email, or phone call communications between QRT staff and their target population. This includes using the OCC system for documenting continuous support for any population that the QRT chooses to track with the OCC system for overdose response and follow-up support services.

4.1.1.4 Care Coordination Tracking Tool must be able to document all modes of communication and treatment available to the target population and track treatment and communication status of this population.

The OCC system is capable of documenting all modes of communication and treatment available to the target population as part of the provider profile setup. The OCC system also is designed to track the treatment and communication status of the target population.

4.1.1.5 Care Coordination Tracking Tool must be able to document all program and treatment enrollment barriers.

The OCC system has prebuilt assessments plus the ability to build new customized assessments to document all program and treatment enrollment barriers.

4.1.1.6 Care Coordination Tracking Tool must be able to track naloxone distribution.

The OCC system can be used to track naloxone distribution along with the distribution of any other key resource or material.

4.1.1.7 Care Coordination Tracking Tool must be configurable to suit the individual needs of the local QRTs. Configurable features by local area must include assessment forms and follow-up process templates. For the purposes of this RFQ, configurable means changes can be made and put into production in 24-48 hours without modifying the code, re-testing or updating deployments.

The OCC system can be configured to meet the unique individual needs of the local QRTs. Role based functions and security can be set up for any number of unique QRT functions, processes, or workflows that need to be set up that will be unique to a local QRT. These configurations can be made and put into production within the 24-48-hour time period without modifying the code, retesting, or updating deployments.

4.1.1.8 Care Coordination Tracking Tool must provide feedback to participating QRTs through weekly reporting including, but not limited to, caseloads, contacts attempted, contacts made and status changes.

The OCC system has built in dashboard reports that can be configured to provide real time feedback to participating QRTs for any time period (daily, weekly, monthly) for any activities that need to be tracked – including caseloads, contacts attempted, contacts made, and status changes.

4.1.1.9 Care Coordination Tracking Tool must also be configurable (see 4.1.1.7) to include additional support services, barriers, notes, etc. once the initial configuration is complete.

The OCC is designed from the ground up for maximizing configuration capabilities without having to perform custom programming. This includes the ability to add or change support services, barriers, notes – after the initial configuration.

4.1.1.10 Care Coordination Tracking Tool must have system updates on a quarterly basis, at minimum. Updates must occur with no more than 24 hours of downtime and without impact to regular use.

eTransX can set up system updates as required to be done on a quarterly basis as a minimum and within no more than 24 hours of downtime and without impact to regular use.

4.1.1.11 Care Coordination Tracking Tool must be able to generate reports and identify high-risk health related comorbidities.

The OCC system can generate reports and identify high-risk health related comorbidities.

4.1.1.12 Care Coordination Tracking Tool must have capacity to support no less than fifty (50) simultaneous users performing routine transactions with a no less than 0.50 second delay, with routine maintenance checks.

The OCC system can support no less than 50 simultaneous users performing routine transactions with no less than 0.50 second delay within a standard Internet access speed provided by the local internet provider to the QRT location. eTransX is not responsible for any delay due to any bandwidth and performance restrictions associated with the provision of Internet service to the local QRT.

4.1.1.13 Care Coordination Tracking Tool must allow authorized users to collect and share population information.

The OCC system can allow authorized users to collect and share population information.

4.1.1.14 Care Coordination Tracking must provide a 360-degree view of QRT participants across all QRT sites to users with appropriate authority.

The OCC system can provide a 360-degree view of QRT participants across all QRT sites to users with appropriate roles and authority.

4.1.1.15 Care Coordination Tracking Tool must be able to provide de-identified data sets of all local activity to the State for further analysis.

The OCC system has the capability to provide de-identified data sets of all local activity to the State for further analysis.

4.1.1.16 Vendor shall provide a success consultant deployed in the State to work with local teams and oversee services to all West Virginia QRTs.

eTransX will provide a success consultant that can be deployed in the State of West Virginia in person or remotely to work with local teams and oversee services to all West Virginia QRTs. The success consultant will ensure efficient implementation of eTransX software. We will provide coaching to ensure the software is utilized in an efficient

manner. We will also provide coaching to ensure that the software is used to facilitate quality assurance and quality improvement (i.e. accountability of staff; minimum contact standards; response time standards; follow-up standards; best practice standards in terms of outreach, etc.) Experience and expertise of the Success Consultant is provided in the Project Team section.

4.1.1.17 Established documented procedures for software enrollment.

eTransX can provide documented procedures for software enrollment.

4.1.1.18 Vendor will be available for consultation no less than once a month.

eTransX agrees to be available for consultation no less than once a month.

4.1.2 Evaluation

4.1.2.1 Vendor must provide transparent access to ALL West Virginia QRT data for ongoing BPH inquiry.

eTransX will be glad to provide transparent access to authorized users for All West Virginia QRT data for ongoing BPH inquiry.

4.1.3 Training and Implementation

4.1.3.1 Upon execution of the contract, vendor must provide to BPH all training materials relative to its care coordination tracking tool.

eTransX will be glad to provide to BPH all training materials relative to the OCC system upon execution of the contract.

4.1.3.2 Vendor must provide implementation and support services necessary to sustain care coordination and data collection for all QRTs in the State of West Virginia within 30 days of award.

eTransX will provide implementation and support services necessary to sustain care coordination and data collection for all QRTs in the State of West Virginia within 30 days of award.

4.1.3.3 Vendor must provide on-line or in-person training and implementation services with each QRT, as identified by BPH, within 72 hours of gaining access to the vendor's care coordination tracking tool. Training delivery method will be determined based on QRT need and preference.

eTransX will provide on-line or in-person training and implementation services with each QRT, as identified by BPH, within 72 hours of gaining access to the vendor's care coordination tracking tool. Training delivery method will be determined based on QRT need and preference. The training focus would be to help QRT members gain understanding of how best to utilize OCC platform in the day to day operation; explore features of software that facilitate scalable protocols and procedures across multiple teams in multiple locations and define baseline quality assurance features and the practical, day to day application of the software in terms of accountability and model fidelity.

4.1.3.4 Training and Implementation for each QRT must be documented.

eTransX will provide training and implementation documentation for each QRT

4.1.3.5 Vendor is responsible for importing historic data from current care coordination tracking tool for all QRTs currently utilizing coordination software.

eTransX will be responsible for importing historic data from the current care coordination tracking tool for all QRTs currently utilizing the current coordination software

2.3 Response Parameters and Assumptions

This section describes specific assumptions and parameters associated with the fixed price response submitted by eTransX for West Virginia Solicitation MCH2100000001 (WV Quick Response Team (QRT) Care Coordination Software Service). These assumptions and parameters are based on the Addendum 2 answers to questions.

The fixed priced bid is based on these assumptions and parameters.

- The success consultant will hold minimum monthly meetings (mostly virtual) with the state public health team and each QRT team. Consultations will be provided as needed with the state public health team and each QRT team in a combination of in-person and virtual sessions. We have assumed that we will have up to 8 in-person meetings per year.
- The OCC system will use its integration process to integrate with electronic overdose information provided by other systems. We have assumed that we will integrate with one system for receiving the overdose information. The sending organization is responsible for preparing and submitting the data within 72-hours of overdose.
- The historical data from the existing QRT care coordination system will be provided in a CSV format based on a crosswalk of data elements to be defined and approved by the State of West Virginia. The historical data will be imported into the new OCC system within 3 months of award of the contract for the project.

- The OCC will be operational for input of data by QRT teams within 30 days of award of the contract.
- The OCC system will provide access to a summary of overdose data that can be exported from the system using a spreadsheet format.
- The optional features of Video Visits (video conferencing and telehealth), Secure Mail Account (Direct Mail Account) and Predictive Analytics (opioid and general health) is not included in the base platform.
- We have assumed that data for up to 10,000 clients per year will be added both in the base year and each optional year. We have assumed that historical records for up to 9000 clients per year for 2017,2018, 2019 and 2020 will be migrated into the system.
- We have assumed up to 75 users of the system based on current user base of 35 and expected addition of additional QRT teams in the near future.
- We have assumed up to 8 in-person meetings per year with State and QRT teams for training and consultation with each meeting lasting not more than two days.

3 Project Team and Experience

eTransX will employ a team-based approach to ensure a smooth implementation process. The selected team members and the roles are provided below. They will be supported by a team of subject matter experts, integration engineers and implementation engineers.

3.1 Key Team Members

Richard Jones – Opioid Recovery Process Strategist (Success Consultant) and Subject Matter Expert

Richard Jones is an experienced therapist, clinician, and healthcare entrepreneur operating primarily in behavioral health. Program expertise includes mental health, substance use disorders, co-occurring disorders, & intellectual disabilities. He has over 20 years management experience and has been instrumental in the launch and/or rebuild of multiple programs nationwide.

Richard is currently the CEO/COO of Faces and Voices of Recovery (FAVOR) Greenville. FAVOR Greenville is an exceptionally innovative and unique program that aggressively attacks the problem of addiction and other behavioral health issues. FAVOR Greenville is focused on fundamentally changing the way that recovery support is provided. Rich has been able to guide FAVOR Greenville from a start-up idea/concept to the premier provider of recovery support services nationwide. FAVOR Greenville has served over 55,000 individuals and over 13,000 families in the past 7 years. FAVOR Greenville has received national recognition as premier provider of recovery support and coaching services. Awards include: model program status with the Substance Abuse Mental Health Services Administration (SAMHSA) in 2017 and model program status with the Federal Department of Justice (DOJ) in 2018 and 2019.

Richard is also the co-founder and Chief Strategy Officer of youturn.net. Youturn is a one-of-a-kind online learning management system. Youturn is focused on high end video educational content that helps engage and retain individual participants and families in treatment/recovery services. Youturn also enhances clinical/recovery service delivery, provides consultation services to ensure successful implementation of recovery programming and facilitates distance education recovery coach training and certification. The mission is to educate, train and support treatment providers, healthcare systems, criminal justice systems, colleges, military organizations, other government entities, and the general public on all aspects of substance misuse and mental health. Youturn is a for profit social enterprise with incredible reach and distribution.

Richard graduated from St. Vincent college in 1992 with a BS in Business Management. He earned his Master of Arts in Sociology with a concentration in Addiction Studies from Indiana University of Pennsylvania and his Master of Business Administration with a concentration in Healthcare Management from University of Scranton. Richard holds several certifications including Certified Addiction Counselor, Certified Clinical Supervisor, Certified Co-Occurring Disorder Professional, DOT Certified Substance Abuse Professional, Licensed Clinical Addiction Specialist, Certified

Employee Assistance Professional, Certified ARISE Interventionist and Certified EMDR Trauma Therapist.

Richard Taylor - Care Coordination Strategist and Subject Matter Expert

Richard Taylor has been involved for over 30 years in the innovative application of information technology to address business and community challenges. For the past 11 years, Mr. Taylor has been focused on community health and socio-economic challenges and specializing in the implementation of application systems to address the social determinants of health, the opioid/substance use disorder epidemic, and the COVID-19 pandemic. This work has included working with many communities on integrating community stakeholder collaboration efforts with the deployment of advanced technology using national evidence-based protocols for addressing complex socio-economic and health needs. Mr. Taylor is currently the Vice President of Business Development for eTransX. Mr. Taylor received his Bachelor of Science degree from Auburn University, and his Masters of Public Administration degree from the University of Tennessee.

Brandon Buell - Project Manager

Brandon Buell is the Implementation Manager for eTransX who oversees OCC implementation projects. He has been with eTransX for three and a half years. Prior to his time at eTransX, he was a technical resource for a major hospital EMR software company and other health system management companies. Tom's work with eTransX included the successful implementation of the eTransX integration solution for a statewide Medicaid Health Information Exchange program that greatly reduced the previous cost and time of connecting healthcare providers to the statewide exchange. Tom received his BS in Informatics with a Minor in Business from Indiana University.

Zach Bresee – Director of Operations

Zach Bresee serves as the Technical Operations Manager at eTransX, and has nearly 20 years of experience with Network and Systems Administration and Information Security. During his time at eTransX, he has designed and now oversees the maintenance and security of the cloud network infrastructure for XCare Community. Zach also manages the daily operations of eTransX Support Department. Prior to joining eTransX, Zach was the Chief Technical Officer at 3T Solutions, a financial services company providing secure check printing and reconciliation software for banks and convenience stores.

3.2 Project Experience Summary

eTransX has successfully implemented various projects ranging from simple to complex implementation of Opioid Care Community. The following gives a sample list of some of the projects that we have completed.

Table 3-1 Selected Project Experience Summary

Project/Client	Location	Project Summary
Opioid Care Community Implementation Fourth Judicial District TN	Dandridge, Tennessee	eTransX is in the process of implementing the Opioid Care Community solution to support the Fourth Judicial District’s nationally recognized Tennessee TN ROCS program (ROCS stands for Recovery Oriented Compliance Strategy). This program serves drug offenders who have an urgent need for treatment but who are not considered at a high enough risk of recidivism to qualify for time and resource-intensive Drug Recovery Court programs. The program coordinates services for both SUD treatment and long-term recovery.
Opioid Care Community Implementation Upper Cumberland Development District	Cookeville, Tennessee	Opioid Care Community is used by the Upper Cumberland Development District to support 14 county rural region’s efforts to reduce substance use disorders and improve treatment and recovery outcomes with a focus on helping justice involved individuals find housing and jobs as part of their long-term SUD recovery. This work is supported by a grant from the federal Department of Justice
Opioid Care Community Implementation FAVOR Greenville	Greenville, South Carolina	Opioid Care Community is used by FAVOR Greenville a nationally recognized award-winning Recovery Community Organization (RCO) helping individuals with SUD treatment and recovery for the multicounty Piedmont region of South Carolina.
Opioid Care Community Implementation Gateway Community	Jacksonville, Florida	Opioid Care Community is used by Gateway Community to manage a “Safe Care” program for pregnant women with SUD/OD conditions. As part of the program, Gateway Community collaborates with other treatment/recovery providers (Participants) in the community of Jacksonville, FL to effectively use the available beds for treating Gateway Community’s clients and providing subsequent care coordination services to clients.

4 State of West Virginia RFP Forms

4.1 State of West Virginia Cover Sheet



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

State of West Virginia
 Centralized Request for Quote
 Info Technology

Proc Folder: 724620			Reason for Modification:
Doc Description: QRT CARE COORDINATION SOFTWARE SERVICE			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
2020-09-24	2020-10-14 13:30	CRFQ 0506 MCH2100000001	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000035000

Vendor Name : eTransX, Inc.

Address : 214 Overlook Circle

Street : Suite 170


City : Brentwood

State : TN **Country :** Williamson **Zip :** 37027

Principal Contact : Richard Taylor, Vice President of Business Development

Vendor Contact Phone: 615-482-3600 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Crystal G Hustead
 (304) 558-2402
 crystal.g.hustead@wv.gov

Vendor Signature X  **FEIN#** 76-0620575 **DATE** 10/19/2020

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

ADDITIONAL INFORMATION

THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES, OFFICE OF MATERNAL, CHILD AND FAMILY HEALTH'S (OMCFH), VIOLENCE AND INJURY PREVENTION PROGRAM (VIP), IS SOLICITING BIDS TO ESTABLISH AN OPEN-END CONTRACT FOR SOFTWARE AS A SERVICE (SAAS) TERM CONTRACT FOR QUICK RESPONSE TEAMS (QRTS) CARE COORDINATION SOFTWARE LICENSING, TRAINING AND IMPLEMENTATION PER THE ATTACHED DOCUMENTS.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Quick Response Team Care Coordination Tracking Tool	1		Provided in WVOASIS System	

Comm Code	Manufacturer	Specification	Model #
43232300			

Extended Description:

Quick Response Team Care Coordination Tracking Tool

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Optional Renewal Year 1	1		Provided in WVOASIS System	

Comm Code	Manufacturer	Specification	Model #
43232300			

Extended Description:

Quick Response Team Care Coordination Tracking Tool
Optional Renewal Year 1

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Optional Renewal Year 2	1			Provided in WVOASIS System

Comm Code	Manufacturer	Specification	Model #
43232300			

Extended Description:

Quick Response Team Care Coordination Tracking Tool
Optional Renewal Year 2

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	HEALTH AND HUMAN RESOURCES BPH/MCH - HANDICAPPED CHILDREN 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Optional Renewal Year 3	1			Provided in WVOASIS System

Comm Code	Manufacturer	Specification	Model #
43232300			

Extended Description:

Quick Response Team Care Coordination Tracking Tool
Optional Renewal Year 3

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2020-10-01

4.2 Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ MCH210000001

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

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

Addendum Numbers Received:

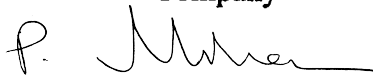
(Check the box next to each addendum received)

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

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

eTransX, Inc.

Company



Authorized Signature

10/19/2020

Date

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

4.3 Designated Contact and Certification Signature

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.

Jeremy Wyatt

(Name, Title)
Contracts Administrator

(Printed Name and Title)
214 Overlook Circle, Suite 170 Brentwood, TN 37027

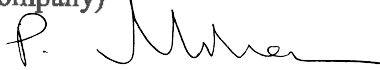
(Address)
(615) 221-4971 ext. 139 / 615-221-4106

(Phone Number) / (Fax Number)
jwyatt@etransx.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.

eTransX, Inc.

(Company)


(Authorized Signature) (Representative Name, Title)
P. Mohan, President and CEO

(Printed Name and Title of Authorized Representative)
10/19/2020

(Date)
615-620-7525 / 615-221-4106

(Phone Number) (Fax Number)

4.4 Exceptions

Item 36. INDEMNIFICATION. The following exceptions to Item 36 are proposed.

LIMITATION OF DAMAGES. NEITHER eTransX/CLOUDXCARE NOR CUSTOMER SHALL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES, INCLUDING CLAIMS FOR DAMAGES FOR LOST PROFITS, GOODWILL, USE OF MONEY, INTERRUPTED OR IMPAIRED USE OF THE SERVICE, AVAILABILITY OF DATA, STOPPAGE OF WORK OR IMPAIRMENT OF OTHER ASSETS RELATING TO THIS AGREEMENT.

GENERAL LIABILITY. eTransX/CLOUDXCARE'S MAXIMUM AGGREGATE LIABILITY FOR ALL CLAIMS OF LIABILITY ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT SHALL NOT EXCEED THE RECURRING FEES PAID BY (OR ON BEHALF OF) CUSTOMER WITHIN THE PRECEDING 12-MONTH PERIOD UNDER THE APPLICABLE ADDENDUM OR EXHIBIT GIVING RISE TO THE CLAIM.

THE FOREGOING LIMITATIONS, EXCLUSIONS, DISCLAIMERS SHALL APPLY REGARDLESS OF WHETHER THE CLAIM FOR SUCH DAMAGES IS BASED IN CONTRACT, WARRANTY, STRICT LIABILITY, NEGLIGENCE, TORT OR OTHERWISE. INsofar AS APPLICABLE LAW PROHIBITS ANY LIMITATION HEREIN, THE PARTIES AGREE THAT SUCH LIMITATION SHALL BE AUTOMATICALLY MODIFIED, BUT ONLY TO THE EXTENT SO AS TO MAKE THE LIMITATION PERMITTED TO THE FULLEST EXTENT POSSIBLE UNDER SUCH LAW. THE PARTIES AGREE THAT THE LIMITATIONS SET FORTH HEREIN ARE AGREED ALLOCATIONS OF RISK CONSTITUTING IN PART THE CONSIDERATION FOR CLOUDXCARE'S SOFTWARE AND SERVICES TO CUSTOMER, AND SUCH LIMITATIONS WILL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSES OF ANY LIMITED REMEDY AND EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES.

THIS SECTION SHALL SURVIVE EXPIRATION OR TERMINATION OF THE AGREEMENT.

4.5 Clarifications

Item: 2.3. "Contract" in General Terms and Conditions and Software as a Service Addendum WV: The following clarifications to the Contract (SAAS License to Software) are proposed.

eTransX's hosting arm of the company, CloudXcare, LLC will provide software hosting services. The key SAAS Subscription Terms and Conditions (the "Agreement") are as shown below:

1. Definitions

- (a) BAA. "BAA" means the business associate agreement, as amended or superseded from time to time, executed by the parties in compliance with HIPAA, which is incorporated herein and made a part of this Agreement.
- (b) Customer Data. "Customer Data" means any Users' information, documents, or electronic files that are provided to eTransX/CloudXcare hereunder.
- (c) Documentation. "Documentation" means any online or printed user manuals or functional specifications that describe the functionality of the Software and that are provided to Customer by eTransX/CloudXcare, and any updates of the foregoing.
- (d) Error. "Error" means any reproducible material failure of the Software to function in accordance with its Documentation.

- (e) Software. "Software" means the eTXChange solution, consisting of eTX HEMI, eTXStream, clinical data repository, enterprise master patient index, code reference, and secure messaging using direct protocol, XCare Community/Opioid Care Community/Wellbeing Care Community solution and its derived solutions with its provider, patient and Community-Based Organization portals, telehealth and mobile applications, each provided as a hosted service hereunder, including any Updates relating thereto that may be provided hereunder or thereunder, and any derivative works of the foregoing.
- (f) Services. "Services" means the implementation, support, and any other service provided by eTransX/CloudXcare hereunder, including the hosting, management and operation of the Software for remote electronic access and use by the Customer and its Users.
- (g) Support. "Support" means the support services described in Section 3 below.
- (h) Update. "Update" means any patch, bug fix, release, version, modification or successor to the Software.
- (i) User. "User" means a named individual, approved by eTransX/CloudXcare, to whom Customer has sublicensed the Services pursuant to this Agreement, regardless of whether or not the User actually uses the Services.

2. Service

- (a) Service. During the term and subject to the terms of this Agreement, eTransX/CloudXcare shall provide to Customer the Services set forth on Exhibit A. Customer and eTransX/CloudXcare may add, remove, or modify the Services by entering into a mutually-agreed written service change form.
- (b) Additional Services. To the extent eTransX/CloudXcare agrees to provide Services not specified herein or pursuant to a separate written service change form, Customer shall pay eTransX/CloudXcare its then current fees, plus expenses, for such Services. For clarification, eTransX/CloudXcare does not have an obligation to provide any Service or make any change to the scope of Services except as agreed in writing by eTransX/CloudXcare.
- (c) License Grant. During the term and subject to the terms of this Agreement, eTransX/CloudXcare hereby grants to Customer a non-exclusive, non-transferable, sublicensable right and license to access and use the Software in object code form for its internal business purposes. All rights in and to the Software not expressly granted herein are reserved to eTransX/CloudXcare.
- (d) License and Use Restrictions. Customer shall not, directly, indirectly, alone, or with another party, (i) copy, disassemble, reverse engineer, or decompile the Software; (ii) modify, create derivative works based upon, or translate the Software; (iii) nor shall Customer attempt to do any of the foregoing or cause or permit any third party to do or attempt to do any of the foregoing, except as expressly permitted hereunder.
- (e) Ownership: The rights granted under the provisions of this Agreement do not constitute a sale of the Software or the Services. eTransX/CloudXcare retains all right, title, and interest in and to the Software and the Services, including without limitation all software used to provide the Software and the Services and all graphics, user interfaces, logos and trademarks reproduced through the Software and the Services. This Agreement does not grant Customer any intellectual property rights in the Software and the Services or any of its components. Customer acknowledges that the Services and Software and their respective components are protected by copyright and other laws.
- (f) Customer Data. Customer hereby grants to eTransX/CloudXcare, a non-exclusive, non-transferable, non-sublicensable right and license to use, copy, transmit, modify and display the Customer Data solely for purposes of providing the Services to Customer. eTransX/CloudXcare shall not use the Customer Data except as necessary to perform its obligations hereunder.
- (g) System Security. eTransX/CloudXcare shall take reasonable measures to prevent unauthorized access to the Software. eTransX/CloudXcare shall notify Customer as soon as is reasonably possible of any known security breaches affecting any Customer Data.
- (h) Password Security. Customer and Users are solely responsible for maintaining the security of all user names and passwords granted to it, for the security of its information systems used to access the Services, and for its Users' compliance with the terms of this Agreement. eTransX/CloudXcare has the right at any time to terminate or suspend access to any User or Customer if eTransX/CloudXcare reasonably believes that such

termination or suspension is necessary to preserve the security, integrity, or accessibility of any portion of the Services, eTransX/CloudXcare, or eTransX/CloudXcare's other customers.

- (i) Acceptable Use. Customer shall use the Services and Software only for lawful purposes and in compliance with all applicable laws. Customer is responsible for all use of the Software and Services by its Users, regardless of whether such use is known to or authorized by Customer.
- (j) Patient Consent. Customer is responsible for obtaining and maintaining the written consent of the patients/clients to share their PHI information to other service providers for the purpose of providing healthcare and care coordination services to them through the Software.

3. Support and Training

- (a) Updates. eTransX/CloudXcare shall deliver to Customer any Updates at no charge unless the Update includes new optional components or functionality for which additional charges apply.
- (b) Maintenance. eTransX/CloudXcare shall provide, or shall cause its hosting vendor to provide, industry-standard hosting-related maintenance, including, without limitation, server maintenance and troubleshooting.
- (c) Error Correction. eTransX/CloudXcare shall use commercially reasonable efforts to correct all Errors or to provide a reasonable workaround as soon as is possible using its reasonable efforts during eTransX/CloudXcare's normal business hours. Customer shall provide such access, information, and support as eTransX/CloudXcare may reasonably require in the process of resolving any Error.
- (d) Support Exclusions. eTransX/CloudXcare is not obligated to correct any Errors or provide any other support to the extent such Errors or need for support was created in whole or in part by:
 - (i) the acts, omissions, negligence or willful misconduct of Customer, including any unauthorized modifications of the Software or its operating environment;
 - (ii) any failure or defect of Customer's or a third party's equipment, software, facilities, third party applications, or internet connectivity (or other causes outside of eTransX/CloudXcare's firewall);
 - (iii) Customer's use of the Software other than in accordance with the Software's documentation; or
 - (iv) a Force Majeure Event.
- (e) Limitation of Remedies. Correction of Errors as defined in this Agreement is Customer's sole remedies for any Errors in the Software.
- (f) Availability. eTransX/CloudXcare shall use reasonable efforts to make the Software available to Customer 24 hours per day, 7 days per week, excluding reasonable periods of time necessary for emergency maintenance and for scheduled downtime for hardware and software updates.

4. Term and Termination

- (a) Termination for Cause. Either party can terminate this Agreement for cause upon written notice to the other party:
 - (j) if a party fails to pay the other party any delinquent amounts owed to the other party hereunder within 10 days of written notice by the other party specifying the amounts owed;
 - (ii) in the case of eTransX/CloudXcare, immediately upon any breach by Customer of Section 2(d) above;
 - (iii) immediately upon any breach of any confidentiality obligations owed to such party by the other party;
 - (iv) if the other party has committed any other material breach of its obligations under this Agreement and has failed to cure such breach within 30 days of written notice by the non-breaching party specifying in reasonable detail the nature of the breach (or, if such breach is not reasonably curable within 30 days, has failed to begin and continue to work diligently and in good faith to cure such breach); or
 - (v) upon the institution of bankruptcy or state law insolvency proceedings against the other party, if such proceedings are not dismissed within 30 days of commencement.
- (b) Obligations Upon Termination. Upon termination of this Agreement:

- (i) eTransX/CloudXcare shall immediately discontinue providing the Services and terminate access to the Software by Customer and its Users; and
- (ii) Customer shall immediately pay eTransX/CloudXcare any amounts payable or accrued but not yet payable to eTransX/CloudXcare, including any deferred payments or payments originally to be made over time.

5. Disclaimers and Limitations

- (a) **Disclaimer of Warranties.** OTHER THAN AS EXPRESSLY SET FORTH IN THIS AGREEMENT, ETRANSX/CLOUDXCARE MAKES NO, AND HEREBY DISCLAIMS ANY, REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE SOFTWARE, THE SERVICES PROVIDED OR THE AVAILABILITY, FUNCTIONALITY, PERFORMANCE OR RESULTS OF USE OF THE SOFTWARE OR SERVICES. WITHOUT LIMITING THE FOREGOING, EXCEPT AS SPECIFICALLY SET FORTH HEREIN, ETRANSX/CLOUDXCARE DISCLAIMS ANY WARRANTY THAT THE SOFTWARE, THE SERVICES PROVIDED BY ETRANSX/CLOUDXCARE, OR THE OPERATION OF THE SOFTWARE ARE OR WILL BE ACCURATE, ERROR-FREE OR UNINTERRUPTED. CLOUDXCARE MAKES NO, AND HEREBY DISCLAIMS ANY, IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, OF FITNESS FOR ANY PARTICULAR PURPOSE OR ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE.
- (b) **Disclaimer of Consequential Damages.** ETRANSX/CLOUDXCARE HAS NO LIABILITY WITH RESPECT TO THE SOFTWARE, SERVICES, OR ITS OTHER OBLIGATIONS UNDER THIS AGREEMENT OR OTHERWISE FOR CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF PROFITS AND THE COST OF COVER) EVEN IF CLOUDXCARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- (c) **Limitations of Remedies and Liability.** ETRANSX/CLOUDXCARE'S TOTAL LIABILITY TO CUSTOMER FOR ANY REASON AND UPON ANY CAUSE OF ACTION INCLUDING WITHOUT LIMITATION, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATIONS, AND OTHER TORTS, IS LIMITED TO ALL RECURRING FEES PAID TO ETRANSX/CLOUDXCARE BY THE CUSTOMER DURING THE ONE YEAR PERIOD IMMEDIATELY PRECEDING THE EVENTS GIVING RISE TO THE LIABILITY.

4.6 Disclosure of Interested Parties to Contracts

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: eTransX, Inc. Address: 214 Overlook Circle Suite 170
Brentwood, TN 37027

Name of Authorized Agent: P. Mohan Address: Same as above

Contract Number: MCH2100000001 Contract Description: Quick Response Team (QRT) Care Coordination Software Service

Governmental agency awarding contract: WV Department of Health and Human Resources - Bureau of Public Health

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

Richard Jones, Youturn
Ciber, Inc

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

P. Mohan, President and CEO of eTransX

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

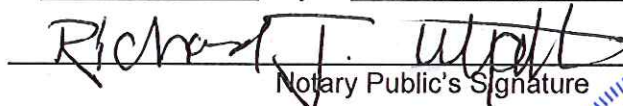
Signature:  Date Signed: 10/19/2020

Notary Verification

State of Tennessee, County of Davidson:

I, P. Mohan, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 19th day of October, 2020

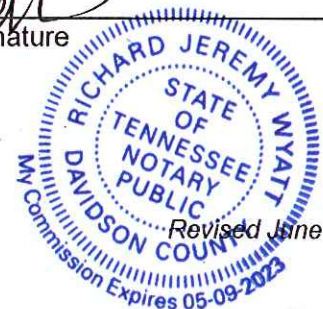

Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____



Revised June 8, 2018

4.7 Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: eTransX, Inc.

Authorized Signature: *P. M. M...* Date: 10/19/2020

State of Tennessee

County of Davidson, to-wit:

Taken, subscribed, and sworn to before me this 19th day of October, 2020

My Commission expires 5/9, 2023

AFFIX SEAL HERE



NOTARY PUBLIC *Richard J. Wyatt*

APPENDIX A

Opioid Care Community Data Sheet



eTransX Opioid Care Community System **A System for Addressing the Opioid/Substance Use Disorder Epidemic** **One Person, One Community at a Time**

The opioid and heroin epidemic has devastated urban and rural communities across America. Overdoses and fatalities exceed annual deaths associated with car accidents. Children are being removed from the homes of addicted parents, and correctional institutions are overflowing with nonviolent offenders. This epidemic has strained families, health care providers, treatment centers, schools, employers, law enforcement agencies and communities at large. In many areas of the country, employers are having difficulty finding drug and substance-free employees, leaving many high-paying jobs across the region unfilled. The opioid/substance use disorder epidemic is constantly changing as substances of choice change, and as illicit substance suppliers change strategies and tactics.

Complex challenges require comprehensive solutions, and the eTransX Opioid Care Community (OCC) system offers the first of its kind system for addressing all four dimensions of the opioid/substance use disorder epidemic at the community level – prevention, harm reduction, treatment, and recovery.

The system is designed to function on two levels: at the community level by coordinating the efforts of a wide range of community based organizations (healthcare providers, social service providers, mental health and substance treatment providers, employers, workforce/jobs programs, school systems, court systems and law enforcement agencies); and at the personal level by identifying specific needs of individuals and families, and developing personalized success pathways based on proven evidence based protocols for addressing individual needs and circumstances.

A Shared Community Information Hub

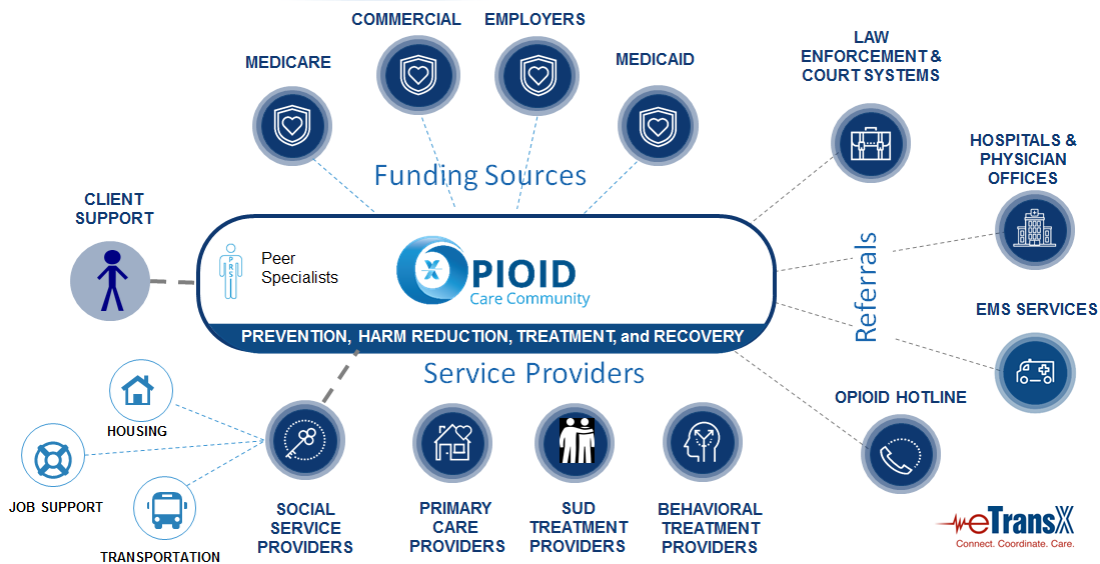
- Build and manage a directory of available community resources and programs
- Build and utilize assessments to collect critical data - choose from standard pre-built assessments or build your own
- Capture data from multiple sources to track pathway progress and generate alerts when progress stalls
- Integrate with mobile phone and tablet devices – supporting the ability to enter data and access critical information and supporting video visits (telehealth)
- Interface with other internal and community information systems using the built-in proven data integration engine
- Design and automate functional referral and service workflows using the built-in rules engine
- Analyze and display data using customizable dashboards and reports



- Project data security and privacy using built-in role-based security and personal consent management (supports HIPAA privacy requirements and 42 CFR mental/behavioral health and SUD privacy requirements)

Community Benefits

eTransX's OCC solution helps communities and regions work together to share data to support programs that improve prevention, treatment and recovery outcomes. This collaborative effort reduces gaps in care, reduces costs and minimizes duplication of effort.



Community benefits include:

- Reducing the need to repeatedly share personal information and experiences to different providers
- Supporting the ability to assess and track progress on social capital and recovery capital (social relationships, loneliness, cultural values, spiritual values, physical well-being, mental well-being etc.)
- Coordinating job skills improvement opportunities and facilitating job placements
- Coordinating referrals across multiple sectors using common data standards to share information that can help individuals and families avoid and recover from substance use disorders
- Supporting a wide range of comprehensive prevention programs – such as addressing adverse childhood experiences (ACEs) and coordinating life skills programs, and supporting a wide range of personalized recovery programs – such as programs specifically geared for veterans returning from duty, children still in school, or former offenders leaving from jail or prison
- Reducing the need to buy and implement multiple information systems to accomplish the same functionally offered by the comprehensive OCC system

Call 888-221-4971 or visit us online at www.etransx.com and www.OpioidCareCommunity.com to learn more about the Opioid Care Community solution.

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APPENDIX B

**Improving Recovery Outcomes from Opioid
and
Substance Use Disorders**

Improving Recovery Outcomes from Opioid and Substance Use Disorders

The Need for Improving Opioid/Substance Use Disorder Recovery Outcomes

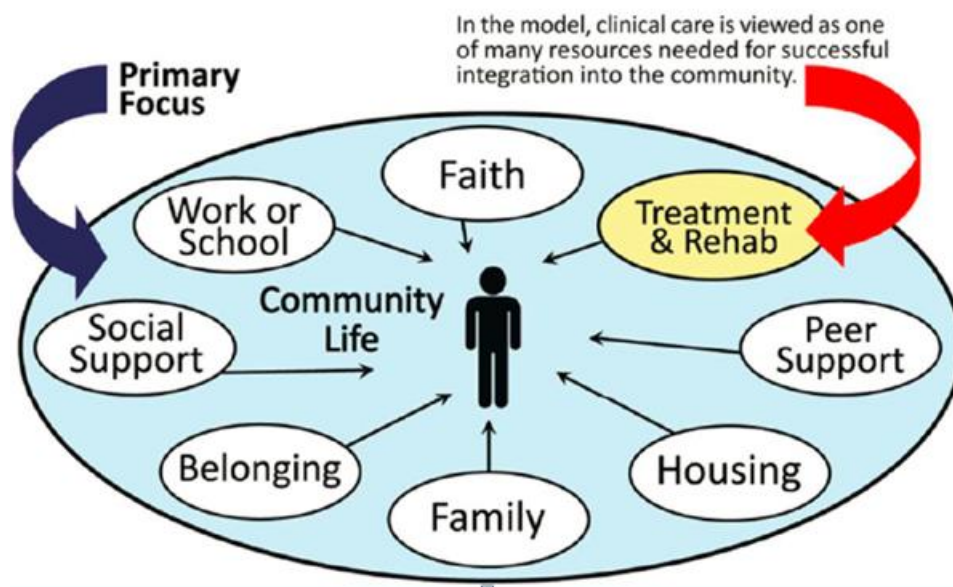
Full recovery from opioid and substance use disorders is frequented by multiple relapses and repeat treatments. For opioid use disorders, the relapse rate can be as high as 85%. ¹ It takes eight years, and four to five attempts at treatment, for the average person addicted to opioids to achieve one year of remission (sobriety). ² With the rise in the use of street drugs such as fentanyl, living eight years to fully recover from an opioid related without dying of an overdose is an increasingly risky proposition.

Using Technology to Support Improved Recovery Solution

To reduce relapses and improve opioid/substance disorder recovery, eTransX offers a first-of-its-kind software application called Opioid Care Community. This software application leverages eTransX's 19 years of experience in building information systems to help improve health and life outcomes.

In designing the OCC system, eTransX researched what was working and not working in reducing relapses for those in recovery. This research included studying "hub and spoke" models and the Recovery Oriented Systems of Care (ROSC) model³. Both models support the concept of holistic comprehensive approach to supporting long term recovery as illustrated in Exhibit A.

Exhibit A: A Holistic Approach to Supporting Long Term Opioid/Substance Recovery ⁴



How the Opioid Care Community System Improves Recovery Outcomes

With the Opioid Care Community system, there is a central shared cloud based software platform that can be used to share data, make referrals, and close the loop on service deliveries to those parties involved in the long term recovery journey. This includes the ability to access and use an up to date online directory of community resources and programs, generate, manage, and track referrals, check availability and eligibility for treatment and recovery programs and services, build and manage personalized evidenced based action plans for individuals, and send and receive secure emails, texts, and video visits.

The core software platform used for the Opioid Care Community system has been in production since 2015 when eTransX introduced the XCare Community system. This care coordination system was designed from the ground up as a “person-centric”, team-based system focused on addressing the “whole person” factors associated with improving health and life outcomes (e.g., social, economic, behavioral, and environmental factors). This need for new approach from scratch was based on the fact that electronic health record (EHR) systems, population health management systems, and health information exchange systems were never designed as person-centric systems that could also interact with the delivery of non-clinical social services.

While the initial deployment of the XCare Community system was focused on traditional chronic diseases (diabetes, heart disease, asthma), it was realized that the system could also serve as an ideal platform for those with opioid and substance use disorders (including meth, cocaine, stimulants, and opiate-like synthetic opioids) – which led to the development of the Opioid Care Community system.

At the center of the OCC system is the ability to build and manage personalized success pathways based on specific personal needs and circumstances and evidenced based best practices for addressing these personal needs. This system includes a master directory of available services and programs in a given community that can be engaged through the issuance of referrals and service orders by multiple parties, and support team members associated with helping individuals and families improve their health and life outcomes.

Key Benefits of Using the Opioid Care Community System

Secure access to real time data by clients and families - The OCC system has an online web-based portal that can be accessed by clients and families at any time to view educational materials, upcoming events, training classes, guidelines, warning signs, etc. associated with a ROSC model. This portal can be accessed with a smart phone, laptop, or tablet.

Up to date directory of available recovery services in a community - The OCC system maintains a real time up to date directory of available mental health and addiction treatment resources.

Access to shared information and referrals by authorized stakeholders - The OCC system provides a central shared software application that all stakeholders in the community can leverage to share

information, share ideas, and make referrals. This makes it possible for collaborating parties to have up to date information – “where the right hand knows what the left hand is doing” at any one time. This ability of using the OCC system to connect community stakeholders working together to help individuals in their recovery journey is illustrated in exhibit B.

Improved Productivity - The OCC system greatly improves the productivity of providing recovery supports by automating communications and transactions and capturing key data in the process that can be used to generate required reports, track outcomes, and analyze performance.

Integration with Existing Systems - The OCC system can be used to interface with existing physical health, mental health, addiction services, and social support systems to share data in a secure timely manner

In regards to security and privacy, the OCC system is a secure cloud based system that allows users to access the system anywhere there is an Internet connection (using smart phones, tablets, or computers). All information is stored in the cloud to maximize protection of the data. All transactions are supported by security and privacy protections consistent with HIPAA and 42CFR guidelines.

Exhibit B: The eTransX Opioid Care Community System Serving as a Central Hub System



Improving Outcomes Using the Opioid Care Community system

Using a comprehensive software application to support a recovery oriented system of care approach helps to support these improved recovery outcomes:

1. Increasing the enrollment of individuals with substance use disorders into effective treatment programs (currently only 10 to 15% are receiving treatment)
2. Increasing the enrollment of individuals coming out of treatment programs into effective long term recovery programs designed to reduce relapses and help individuals become fully contributing members of society.
3. Helping family members and friends navigate the complex path of finding appropriate treatment and recovery services for their loved ones.
4. Making it easier for primary care physicians to refer patients to appropriate programs and keep track of how well their patients are doing with those programs.
5. Making it easier for managing referrals between primary care physicians, substance abuse treatment providers, and mental health providers.
6. Making it easier to share data securely in compliance with HIPAA and 42CFR security standards.

For those individuals in recovery, the ability to use a software application such as the OCC system to help manage the recovery process can result in many benefits for those individuals in recovery:

- Less Emergency Department admissions and readmissions
- Shorter hospital stays when admitted
- Lower rate of absenteeism from work and higher productivity at work
- Less likely to be involved in crimes

There is no question that making a significant impact on the substance use disorder challenges is going to take an “all hands on deck” strategy (it truly will “take a village”). The use of effective software systems such as the eTransX Opioid Care Community system will greatly improve the scalability and productivity of all hands on deck – plus capture key data to demonstrate and document the results and the return on investment to those engaged in supporting the recovery journey.

¹ Demi Lovato's Struggle With Addiction Highlights The Risk Of Relapse, Dr.Robert Glatter, Forbes, July 25, 2018

² Dr. John Kelly, Founder & Director of the Recovery Research Institute, Massachusetts General Hospital, and Harvard Medical School, NY Times, July 20, 2018.

³ Recovery Oriented Systems of Care Resource Guide, SAMHSA, Sept 2010 - https://www.samhsa.gov/sites/default/files/rosc_resource_guide_book.pdf

⁴ OACHBA Presentation on Recovery is Beautiful Blueprint, July 23, 2015

APPENDIX C

CIBER's State and Local Government Services



State and Local Government Services

State and local government organizations have to accomplish more with less for their constituents today. Transformation goals need to focus on the benefits of digital government. Public services organizations who streamline their processes and systems and build a digital future have the best chance of serving their communities and accomplishing great things.

Ciber helps State and Local Government organizations go digital

Ciber builds, implements, and supports the digital systems necessary for state and local government to streamline operations, accurately meet reporting and other compliance requirements, and efficiently manage government business. Ciber has hands on experience helping State and Local government organizations deliver on projects that address newer concerns such as Cloud Migration, Shared Services, and Strategic Sourcing.

Public sector organizations must operate within an environment of stringent, tightly controlled financial resources with a direct responsibility to meeting the needs of various constituencies. Managing these challenges while continuously meeting the demands of increased service levels requires a shift to modern digital systems for continued success.

To satisfy requirements of accountability and compliance, state and local government agencies need robust, flexible digital solutions that ensure fiscal responsibility while optimizing the management of a strategically focused organization. Our strategic partnerships with software and infrastructure technology companies offer the best solutions for government, with the understanding required for positive operational change within public sector agencies.

Partner with State and Local Government experts

For more than 40 years, Ciber has helped government clients by listening to their challenges, thoroughly understanding their goals, and recommending the right solutions for their success. Ciber's complete understanding of the business of government and its demonstrated results in helping local governments and state agencies meet their organizational goals make us the clear choice for public sector partnership. Today, Ciber has more than 1,000 information technology and business specialists dedicated to serving local and state government clients.

We have served nearly every state and over 400 state agencies. Currently, Ciber's consultants are serving in government engagements across the country. Our state government vertical expertise includes health and human services, public health, financial services, workforce services (labor), law and justice, transportation, wildlife

and fisheries, insurance, revenue, and environmental protection. Representative clients include Delaware, Florida, Louisiana, Michigan, Mississippi, North Carolina, Pennsylvania, Tennessee, Virginia and Wisconsin. Ciber has developed these long-term relationships by working side-by-side with clients to implement projects securely, effectively, and efficiently.

Application Management Services

To modernize and innovate, government leaders have to look at the whole landscape. Take a strategic approach and partner with a high quality, low-cost, fast delivery, end-to-end provider who can manage your applications and reduce your support costs, while freeing up resources and dollars to be reinvested in strategic priorities. It is an ongoing approach to optimize and innovate with critical initiatives such as:

- Core process optimization
- Alignment to constituent priorities
- Flexibility and scalability to adapt to changing needs
- Continuous improvement and innovation

Lean Agile Services

Government organizations can overcome their slowness to fully adopt and benefit from Agile approaches to development and processes. By partnering with clients and aligning to a Lean Agile methodology, Ciber enables public sector organizations to become truly Agile with a set of solutions that help clients mature over time. Ciber goes beyond training, and provides coaching and motivation from the executive level to execution team. This motivating approach fosters innovation in public sector environments, creates high performing teams, and gives clients the right tools to undergo a complete Agile Transformation.

Cloud Services

Ciber delivers a comprehensive suite of cloud brokerage and management services to enable optimum services delivery across cloud and on-premise landscapes. Because our cloud services are tailored to government organizations and requirements, the focus is always on supporting your strategies and helping you eliminate the

investment and complexity associated with traditional infrastructure and software computing. Ciber helps government clients with:

- Cloud strategy development – define and reach strategic business goals with the cloud
- Cloud integration with service providers
- Cloud migration services – organizational shift to cloud delivery, including full life-cycle services
- Cloud-managed services for enterprise applications
- Cloud hosting – moving infrastructure management to a simplified, externally managed model

Modernization

On the road to digital transformation, we find legacy applications that consume excessive budget and resources. With our Application Modernization services, Ciber enables innovation and business transformation to actively support future business states for government clients. With proven expertise, integrated services, and technical accelerators, we customize a solution to fit your unique requirements, control risk, and drive down costs.

Managed Services

Ciber's Managed Services strategy and delivery model achieves more than just service delivery for government clients. We continually look at ways to transform IT services with a strong focus on government constituents first. We know the outsourcing engagement that solves today's problem needs to continually evolve to help address future issues. Ciber offers services that put technology to work for strong public sector outcomes.

- Managed Capacity
- Digital Optimization and Transformation
- Functional and Technical Application Management
- Infrastructure Services
- Service Desk
- Talent Transformation

About Ciber

Founded in 1974, Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Ciber is an HTC Global Company. For more information, visit www.Ciber.com.

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