



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.

Header @ 5

List View

- General Information
- Contact
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- Discount
- Document Information
- Clarification Request

Procurement Folder: 999923

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000003482

Legal Name: INFORMATION MANAGEMENT & SECURITIES LLC

Alias/DBA:

Total Bid: \$109,318.00

Response Date: 02/28/2022

Response Time: 13:10

Responded By User ID: IMS

First Name: Vince

Last Name: Fuemmeler

Email: Vincef@IMSsecure.com

Phone: 573-581-2800

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC2200000013

Published Date: 2/22/22

Close Date: 3/1/22

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum #1 - RightFax Upgrade, or Equal (OT22082)

Total of Header Attachments: 5

Total of All Attachments: 5



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 999923
Solicitation Description: Addendum #1 - RightFax Upgrade, or Equal (OT22082)
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2022-03-01 13:30	SR 0210 ESR02252200000005082	1

VENDOR
 VS0000003482
 INFORMATION MANAGEMENT & SECURITIES LLC

Solicitation Number: CRFQ 0210 ISC2200000013
Total Bid: 109318
Response Date: 2022-02-28
Response Time: 13:10:52
Comments:

FOR INFORMATION CONTACT THE BUYER
 Jessica L Hovanec
 304-558-2314
 jessica.l.hovanec@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	3.1.1 - RightFax Enterprise Server, or Equal	1.00000	EA	28576.000000	28576.00

Comm Code	Manufacturer	Specification	Model #
43232904			

Commodity Line Comments: >> WestFax Cloud Fax, cloud-based inbound and outbound faxing via print to fax driver, web client, email, and / SMTP email-based MFP integration. Includes: 45k pages per month @ \$.04 per page. Overages .04 per page. Year 1 total amount = \$21,600.00
>> WestFax DID/800# Qty 24 DID / \$ 4.50 per month. Year 1 total amount = \$1,296.00
>> Customized Portal Pricing. Year 1 total amount = \$2,100.00

Extended Description:

3.1.1 - RightFax Enterprise Server, or Equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	3.1.2 - RightFax FOIP Enable, or Equal	24.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232904			

Commodity Line Comments: Included with Line Item #1

Extended Description:

3.1.2 - RightFax FOIP Enable, or Equal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Year 1 Maintenance and Support	1.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43232904			

Commodity Line Comments: Included with Line Item #1

Extended Description:

Year 1 Maintenance and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Year 2 Maintenance and Support	1.00000	EA	24996.000000	24996.00

Comm Code	Manufacturer	Specification	Model #
43232904			

Commodity Line Comments: >> WestFax Cloud Fax, cloud-based inbound and outbound faxing via print to fax driver, web client, email, and / SMTP email-based MFP integration. Includes: 45k pages per month @ \$.04 per page. Overages .04 per page. Year 2 total amount = \$21,600.00
>> WestFax DID/800# Qty 24 DID / \$ 4.50 per month. Year 2 total amount = \$1,296.00
>> Customized Portal Pricing. Year 2 total amount = \$2,100.00

Extended Description:

Year 2 Maintenance and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Year 3 Maintenance and Support	1.00000	EA	27873.000000	27873.00

Comm Code	Manufacturer	Specification	Model #
43232904			

Commodity Line Comments: >> WestFax Cloud Fax, cloud-based inbound and outbound faxing via print to fax driver, web client, email, and / SMTP email-based MFP integration. Includes: 45k pages per month @ \$.045 per page. Overages .045 per page. Year 3 total amount = \$24,300.00
>> WestFax DID/800# Qty 24 DID / \$ 4.75 per month. Year 3 total amount = \$1,368.00
>> Customized Portal Pricing. Year 3 total amount = \$2,205.00

Extended Description:

Year 3 Maintenance and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Year 4 Maintenance and Support	1.00000	EA	27873.000000	27873.00

Comm Code	Manufacturer	Specification	Model #
43232904			

Commodity Line Comments: >> WestFax Cloud Fax, cloud-based inbound and outbound faxing via print to fax driver, web client, email, and / SMTP email-based MFP integration. Includes: 45k pages per month @ \$.045 per page. Overages .045 per page. Year 4 total amount = \$24,300.00
>> WestFax DID/800# Qty 24 DID / \$ 4.75 per month. Year 4 total amount = \$1,368.00
>> Customized Portal Pricing. Year 4 total amount = \$2,205.00

Extended Description:

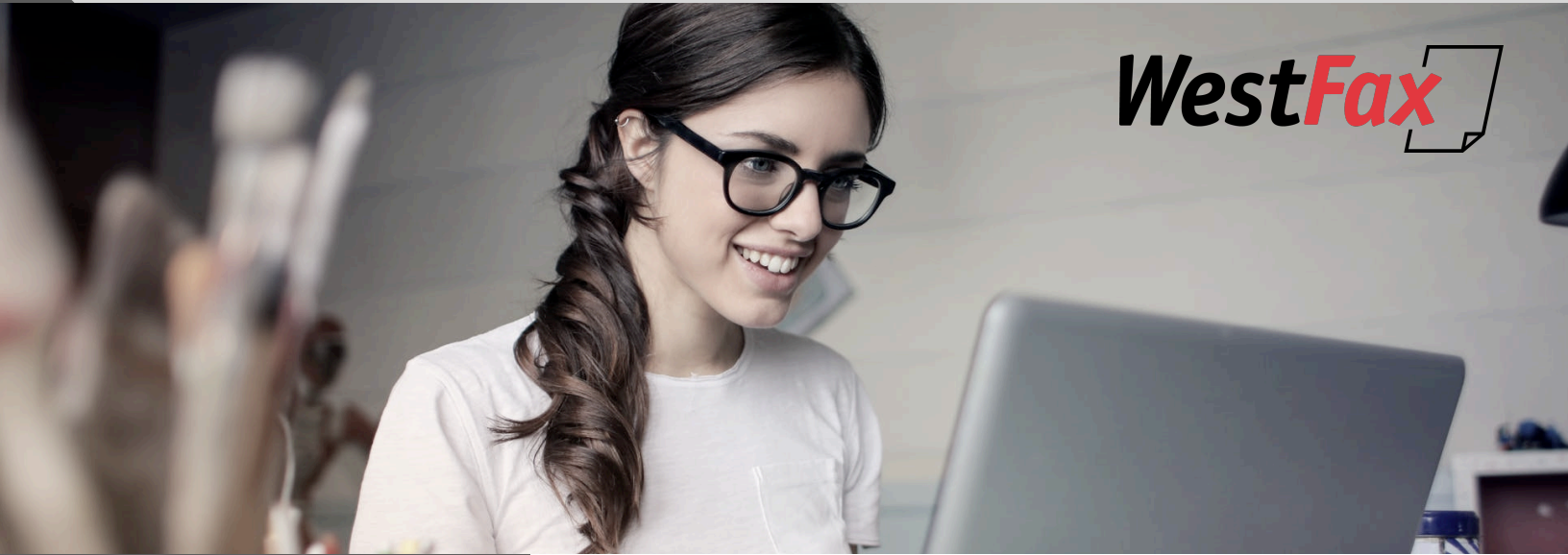
Year 4 Maintenance and Support



Secure HIPAA Fax Solution

PRODUCT OVERVIEW

Digital Cloud Fax Technology provides 100% interoperability today!



HIPAA COMPLIANT
out of the box. Offering complete interoperability.



SECURE
TLS 1.2 for transport and AES 256 Encryption.



INTEROPERABILITY
Integrate cloud fax using API, print driver & MFCs.



SECURE FAX API
RESTful interface allows rapid implementation.

As all healthcare practitioners know, HIPAA compliance requires more than just a technology solution. Providing positive control of Protected Health Information (ePHI) requires a disciplined approach to security that permeates business practices, policies, procedures and personnel training.

WestFax goes beyond the normal technology assurances. We embed security policies and standards compliant practices in our everyday operations to guarantee the privacy, integrity, availability and accessibility of your electronic Protected Health Information (ePHI).



Email



Phone



Desktop



Printer



Portal



API



EHR / EMR SYSTEMS



CONTACT US TODAY
800-803-3685
AndyC@IMSsecure.com

Our HIPAA Compliant Fax solution stands on five pillars of service. We have built our network from the ground up to support secure fax communications at every step and ensure safe handling of ePHI data. These processes are more than just bullet points; they are active and functional elements of our platform.

OUR TECHNOLOGY

WestFax uses the best encryption and security appliance protections available.

- The highest level of TLS encryption available for data in transit either through our secure website or secure API interfaces.
- At rest AES 256 bit encryption of ePHI data to guarantee privacy and prevent disclosure from intrusion.
- We support TLS protected SMTP email with optional REQUIRE TLS extension in accordance with the IETF RFC 3207.
- FTPS and SFTP with TLS for safe and secure transport of documents to and from your existing servers.
- Comprehensive HTTPS API allows for easy and flexible integration of systems.

OUR FACILITIES

Providing assurance of data access is more than just a network connection.

- Our highly secure Tier III data centers maintain SSAE16 SOC 2 Certifications to provide physical control of your ePHI data.
- Fingerprint scanning and video surveillance.
- Redundant and fault tolerant power and HVAC systems ensuring system performance and availability.
- Redundant internet connections and carrier class fire-walling and security.
- Comprehensive compliance support: FISMA High / NIST 800-53, HIPAA, PCI-DSS Level 1, SOC 2 Type II, and SOC 3.

OUR PROCESS

Policies and procedures are paramount to maintaining a secure environment.

- We implement strong administrative and operational controls to protect customer data within our production systems. Obeying the Principle of Least Privilege.
- Extensive security and incident response training to prevent security breaches.
- Comprehensive auditing and verification to continually monitor and improve security posture.

OUR PERSONNEL

We start with a knowledgeable and reliable staff and provide ongoing training and resources to ensure your data privacy.

- Routine training regarding access and disclosure of ePHI.
- Policy and Procedure training is at the heart of what we do.
- Annual Security Risk Assessment (SAR) audit.

OUR COMMITMENT

WestFax is dedicated to supporting the compliance needs of our customers.

- We will provide an industry standard BAA agreement or will enter into a custom BAA agreement tailored to your needs.
- Our BAA agreement satisfies the Health and Human Services (HHS) standards for Health Information Privacy (HIP). <https://www.hhs.gov>



HIPAA Compliance Matrix

WestFax goes beyond the normal technology assurances. We embed security policies and standard compliant practices in our everyday operations to guarantee the privacy, integrity, availability and accessibility of your electronic Protected Health Information (ePHI).

	Requirement Description	WestFax Assurance
Privacy Rule	Defines the covered entities and the other entities that may handle ePHI data. Business Associate (BA) requirements are defined. §164.305(a)	WestFax meets or exceeds the requirements of both the Security Rule and the Privacy rule. As a Business Associate we have the policies and procedures as well as the physical and technical security safeguards that guarantees your compliance.
Security Rule	Technical safeguards means the technology and the policy and procedures for its use that protect ePHI and control access to it. §164.304	WestFax addresses each area of concern with cutting edge technology and rock solid systems design. WestFax actively manages and audits its system to provide unsurpassed systems security and incident response. WestFax brings comprehensive compliance support that includes FISMA High / NIST SP 800-53, HIPAA, PCI-DSS Level 1, SOC 2 Type II, and SOC 3.
Physical Security	Providing the highest level of system security and reliability starts with securing the processing resources to prevent, unauthorized access, theft or destruction. § 164.312(a)(1)	WestFax systems are deployed in secure SOC 2 compliant data centers. 24x7 guard staff and Video/ DVR surveillance of facility and server cages. ID and Authorization are required to enter building, with extra biometric control of "private cloud" areas. Strictly controlled, logged and audited third party access to the data centers.
Access Control	Implement technical policies and procedures for electronic information systems that maintain ePHI to allow access only to those persons or software programs that have been granted access rights as specified in § 164.308(a)(4).	ePHI data is isolated to servers and storage system in the WestFax "private cloud" environment. Software and systems require user passwords.
Unique User Identification	Assign a unique name and/or number for identifying and tracking user identity. §164.312(a)(2)	WestFax ensures the username is unique, and that each session providing access to data is authenticated. Password complexity policies are enforced to ensure that passwords cannot be guessed or compromised. WestFax user activity logging captures access and activity.
Automatic Log off	Implement electronic procedures that terminate an electronic session after a predetermined time of inactivity. § 164.312(a)(2)(iii).	WestFax applications contain an idle timeout feature that will automatically log out users after a specified period of time. User access and permissions are reaffirmed every time the application is reopened. Applications are designed to prevent "remember me" features, removing risk of password compromise.
Person or Entity Authentication Control	Implement procedures to verify that a person or entity seeking access to electronic protected health information is the one claimed. §164.312(d)	Existing user login requires a username and password. Access to secure messages can be further protected by a multi-factor authentication and administrator controlled Access Control List (ACL).
Transmission Security	Implement technical security measures to guard against unauthorized access to electronic PHI that is being transmitted over an electronic communications network. § 164.312(e)(1)	The highest level of TLS encryption available for data in transit either through our secure website or secure API interfaces. WestFax supports TLS protected SMTP email with optional REQUIRE TLS extension in accordance with the IETF RFC 3207. FTPS and SFTP with TLS for safe and secure transport of documents to and from your existing servers.



Secure HIPAA Fax Solution

PRODUCT OVERVIEW

	Requirement Description	WestFax Assurance
Protection of ePHI at Rest	Encryption § 164.312(e)(2)(ii). Implement a mechanism to encrypt electronic protected health information whenever deemed appropriate.	WestFax assures the privacy of data while within our system by applying encryption at each phase of processing and through the use of Access Control Lists. At rest AES 256 bit encryption of ePHI data to guarantee privacy and prevent disclosure from intrusion. WestFax application architecture and file system security controls access for both external and internal system users accessing ePHI.
Data Integrity	Integrity means the that data or information have not been altered or destroyed in a manner that is not authorized. § 164.304	WestFax protects the integrity of electronic health information on its secure platform via end-to-end encryption and decryption of messages transferred over the TLS protocol. Signature protocol prevents data tampering while data is enroute. To protect against destruction, all messages are securely archived on a central server after encryption.
Data Availability	In addition to integrity, availability is that data is available for use at all times by authorized data recipients.	WestFax assures data availability by providing an online backup option for all data at rest. Redundant data centers and network paths provide always on data availability.
Audit Control	Implement hardware, software, and/or procedural mechanisms that record and examine activity in information systems that contain or use electronic protected health information. § 164.312(b)	Audit logs of external and internal system users are reviewed in real-time to proactively detect and prevent security issues. ID and Authorization is required to enter building, with extra biometric control of "private cloud" areas. Strictly controlled, logged and audited third party access to the data centers. 24x7 guard staff and Video/DVR surveillance of facility and server cages.



WestFax
Cloud Faxing





WestFax Cloud Faxing

- 100% cloud based, no software or hardware installed on premise
- Supports HIPAA and PCI compliance
- Provides secure SMTP email inbound fax routing capabilities
- Offers multiple methods of inbound fax notification
- Allows users many options for electronic outbound faxing
- Multiple data centers/Telco providers translates to a system uptime and SLAs of 99.999% ("Five 9's")
- Offers MFD integration for outbound faxing

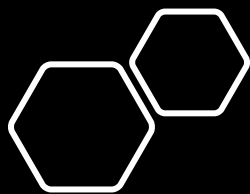




WestFax Cloud Faxing For the Enterprise

- Support for single sign on using Active Directory synchronization
- Custom cover sheets and notifications
- Inbound fax auto-printing
- Domain Admin portal
- Branded portal and custom fax domains
- API based faxing from back-end systems
- Support for Android and iOS mobile devices





WestFax Cloud Faxing Questions

- **How many Fax machines does the client use?**

The solution can provide a cost per device per month with unlimited pages. Enterprise customers with 50 plus devices.

- **Are they using an analog line per fax machine?**

Average analog line costs per month is \$50.00 per analog line.

- **How many pages per month are being faxed?**

Estimate 1 page per minute on an analog line.

- **Any direct integration with EMR, ECM, or custom Applications?**

We can extract meta data from an inbound fax and push data and images into a backend EHR, ECM, or custom application.



 **WestFax****100% CLOUD FAX**

No expensive hardware or rack space needed. No expensive licensing.

**SECURE**

TLS 1.2 for transport and AES 256 Encryption.

**INTEROPERABILITY**

Integrate cloud fax using our API and your platform.

**SECURE FAX API**

RESTful interface allows rapid implementation.

**CONTACT US TODAY**

800-803-3685

AndyC@IMSsecure.com

RightFax hidden (or not so hidden) costs:

Licenses. RightFax is flush with licensing. Every module, functionality and component requires a license to utilize.

Hardware space. Rack space is expensive as well as the cost to maintain servers, electricity costs and staff costs.

Maintenance. Internal staff training and management is needed for the hardware, connectors and software integrations. If you have to call RightFax or utilize their tech support you are subject to additional support and maintenance costs.

Developer time. Integrating all the components into one cohesive and functioning integration is expensive. While any fax integration has inherent cost, the cost of managing so many systems, hardware, software, training and management is not trivial and requires long term commitments to maintaining that codebase.

Long Term Contracts. RightFax requires long term contracts. Cancelling a RightFax contract is complicated (at best) if not impossible.



WestFax prides itself on its nimbleness, innovation, and support. Instead of trying to be all things to all customers at a high cost, WestFax is able to support a diverse and nuanced customer base with shifting requirements, and keeps pace with the evolving nature of Healthcare Interoperability initiatives, all while maintaining reasonable pricing.

THE WESTFAX DIFFERENCE



NO EXPENSIVE LICENSING OR OPEN ENDED CONTRACTS.

You need a license to drive. Not to send a fax.

We charge by page volume and the number of fax lines. It doesn't cost us anything extra to add another user to the platform. Your organization needs fax. That's the bottom line. No difference if you are a solo practitioner or a global corporation. A fax is a fax and your users should be not a line item.

100% CLOUD BASED FAX PLATFORM

WestFax was born in the clouds.

We have never sold a bloated overpriced fax server. We have no interest in rack space at your location. WestFax has been a cloud fax provider before the "cloud" was in the lexicon. We embrace modern API's and tools and 100% of our operations are in the cloud space. From secure HIPAA compliant fax, advanced fax workflow, custom integrations, and robust API access, we have the expertise and domain knowledge you need.

BEST IN CLASS CUSTOMER SUPPORT

Phones answered by humans that work here.

We have made our name with our outstanding customer support. Our reviews say it all. Our customers love us and they love the support. We have real people answering the phones, ready to help should you need anything. Companies have saved fortunes automating away every facet of their customer service operations. There is no compromise in this regard. We have the best customer service and support of any fax company in business.

API BY DEVELOPERS FOR DEVELOPERS

Developers have a heavy role in our organization.

Developers and engineers overshadow sales and management and for good cause. We are a technology company. It's not unusual for a developer to jump on a sales call or help with a customer service issue. We don't hide our technical people in windowless cubicle farms. They are the key assets in ensuring our platform is running perfectly. Our developers take pride in the platform and are happy to talk to customers and partners everyday. Our API is easy to integrate with and our developer relations is second to none.

MIGRATION IS OUR SPECIALTY

Out with the old in with the new.

We get it. Migration can be a nightmare and a lot of organizations will stay with an expensive broken system even if it's less expensive to move to a better platform. We get calls everyday from former customers of our competition and we have seen it all. We have the expertise and know-how when it comes to getting customers out of bad situations and contracts. Nothing surprises us and we guarantee you'll save money in the first year of service with WestFax. Don't wait out a long contract and suffer. We can come in and shore up your fax platform in no time.

**SECURITY AND HIPAA: NEVER COMPROMISED.**

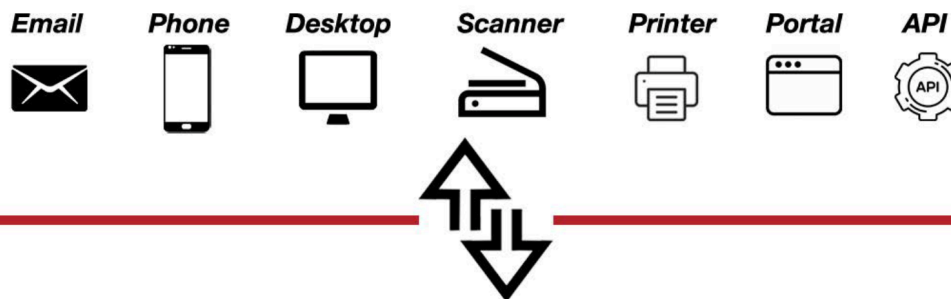
We are obsessed with security and never underestimate the bad actors.

WestFax goes beyond the normal technology assurances. We embed security policies and standard compliant practices in our everyday operations to guarantee the privacy, integrity, availability and accessibility of your electronic Protected Health Information (ePHI).

OUR PERSONNEL.

We start with a knowledgeable and reliable staff and provide ongoing training and resources to ensure your data privacy.

Starting with routine training regarding access and disclosure of ePHI we move to policy and procedure training which is at the heart of what we do. Annual Security Risk Assessment (SAR) audit ensures we are always on point. The bad guys will stop at nothing to get their hands on high value data. Our team stays ahead of them at every turn.

**MULTIPLE DEPLOYMENT STRATEGIES**

Enterprise fax with robust workflow

Contact us today to learn how WestFax HIPAA compliant cloud fax can optimize your fax platform. 800-803-3685 or AndyC@IMSsecure.com



State of West Virginia - WestFax Proposal SR-0210-ESR02252200000005082 (Years 3 & 4)

State of West Virginia

10 Hale Street
Charleston, WV 25301
United States

Jessica Hovanec

Buyer
jessica.l.hovanec@wv.gov
304-558-2314

Reference: 20220228-114410507

Quote created: February 28, 2022
Quote expires: March 30, 2022
Quote created by: Andy Craig
Dir of Sales & Marketing
andyc@imssecure.com
+1 (573) 567-4637

Comments from Andy Craig

Line Item #5 Year 3 Maintenance and Support
Line Item #6 Year 4 Maintenance and Support

Products & Services

Item & Description	SKU	Quantity	Unit Price	Total
WestFax Cloud eFax WestFax Cloud Fax cloud-based inbound and outbound faxing via print to fax driver, web client, email, and /SMTP email-based MFP integration. Includes: 45k pages per month @ \$.045 per page. Overages .045	WF-CPP-1	1	\$24,300.00 / year	\$24,300.00 / year for 2 years
WestFax DID/800# WestFax DID/800# Qty 24 DID / \$4.75 per month	WF-MRC- DID 1	1	\$1,368.00 / year	\$1,368.00 / year for 2 years
Customized Portal Special custom web portal year 3 and 4.	WF-CPP2	1	\$2,205.00 / year	\$2,205.00 / year for 2 years

Subtotals

Annual subtotal

\$27,873.00

Total \$27,873.00

Purchase Terms

Payment terms net 30 with approved credit via ACH. Credit card payment accepted up to \$2,000. For anything above \$2,000, a 4% processing fee will apply. All invoices are sent electronically from CindyS@IMSsecure.com, please white-list the email address to ensure the proper delivery of invoices.

Questions? Contact me



Andy Craig

Dir of Sales & Marketing

andyc@imssecure.com

+1 (573) 567-4637

Information Management & Securities, LLC

4720 E. Liberty

Mexico, Missouri 65265

United States



State of West Virginia - WestFax Proposal SR-0210-ESR02252200000005082

State of West Virginia

10 Hale Street
Charleston, WV 25301
United States

Jessica Hovanec

Buyer
jessica.l.hovanec@wv.gov
304-558-2314

Reference: 20220228-113757952

Quote created: February 28, 2022
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Comments from Andy Craig

Line Item #1 3.1.1 - RightFax Enterprise Server, or Equal
Line Item #2 3.1.2 - RightFax FOIP Enable, or Equal
Line Item #3 Year 1 Maintenance and Support
Line Item #4 Year 2 Maintenance and Support (One-Time Fees do NOT apply to Year 2)

Products & Services

Item & Description	SKU	Quantity	Unit Price	Total
WestFax Cloud eFax WestFax Cloud Fax cloud-based inbound and outbound faxing via print to fax driver, web client, email, and /SMTP email-based MFP integration. Includes: 45k pages per month @ \$.04 per page. Overages .04	WF-CPP-1	1	\$21,600.00 / year	\$21,600.00 / year for 2 years
WestFax DID/800# WestFax DID/800# Qty 24 DID / \$4.50 per month	WF-MRC-DID 1	1	\$1,296.00 / year	\$1,296.00 / year for 2 years
Customized Portal Special custom web portal year one.	WF-CPP2	1	\$2,100.00 / year	\$2,100.00 / year for 2 years

Professional Services for Installation, Training and Onboarding	WF-OTC-MFP1	5	\$60.00	\$300.00
Professional Services for Development of AD Synch for SSO capabilities	WF-OTC-SSO-2	1	\$2,800.00	\$2,800.00
Porting Charges (per number)	WF-OTC-PORT-1	24	\$20.00	\$480.00

Subtotals

Annual subtotal				\$24,996.00
One-time subtotal				\$3,580.00
			Total	\$28,576.00

Purchase Terms

Prices are subject to change after 30 days.

Payment terms net 30 with approved credit via ACH. Credit card payment accepted up to \$2,000. For anything above \$2,000, a 4% processing fee will apply. All invoices are sent electronically from CindyS@IMSsecure.com, please white-list the email address to ensure the proper delivery of invoices.

Questions? Contact me



Andy Craig
 Dir of Sales & Marketing
 andyc@imssecure.com
 +1 (573) 567-4637

Information Management & Securities, LLC
 4720 E. Liberty
 Mexico, Missouri 65265
 United States