REQUEST FOR PROPOSAL

West Virginia Board of Medicine

CRFP 0945 BOM2600000001

Response from:

ThoughtSpan Technology LLC

6701 Carmel Road, Suite 119

Charlotte, NC 28226

Phone: 704-804-5077

Fax: 704-973-9758

Contact: Monroe Limer

Email: monroe.limer@thoughtspant

Signed:

Date: 12/12/2025

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.

(Printed Name and Title) _____ Monroe Limer, President _____

(Address) _6701 Carmel Road, Suite 119 Charlotte, NC 28226_____

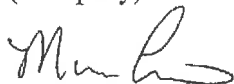(Phone Number) / (Fax Number) _704.804.5077 / 704.973.9758_____

(email address) monroe.limer@thoughtspantech.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract 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contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

_ThoughtSpan Technology LLC_____
(Company)

(Signature of Authorized Representative)

Monroe Limer, President   12/12/2025
(Printed Name and Title of Authorized Representative) (Date)

704.804.5077 / 704.973.9758
(Phone Number) (Fax Number)

Monroe.limer@thoughtspantech.com_____
(Email Address)

2

Proc Folder:	1739608		Reason for Modification:
Doc Description:	Medical Licensure / Records Database Maintenance System		To post Addendum 01.

Proc Type:	Central Master Agreement		
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2025-08-06	2025-09-19 13:30	CRFP 0945 BOM2600000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000050060

Vendor Name : ThoughtSpan Technology LLC

Address :   6701 Carmel Rd Ste 119

Street :

City :   Charlotte

State :   NC   **Country :** USA   **Zip :** 28226

Principal Contact : Monroe Limer

Vendor Contact Phone: 704-650-6657   **Extension:**

FOR INFORMATION CONTACT THE BUYER
Larry D McDonnell
304-558-2063
larry.d.mcdonnell@wv.gov

Vendor Signature X _(signature)_   **FEIN#** 27-0610235   **DATE** 09/16/2025

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

ADDITIONAL INFORMATION

Addendum 01.
Response to vendor questions will be issued under separate addendum.

Bid opening date has been extended from 08/19/2025 to 09/19/2025.

The bid opening time still remains at 1:30PM EST/EDT

No other changes

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BOARD OF MEDICINE 101 DEE DRIVE CHARLESTON WV 25311 US	HEALTH AND HUMAN RESOURCES BOARD OF MEDICINE 101 DEE DRIVE CHARLESTON WV 25311 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	DATABASE SYSTEM AND MAINTENANCE				

Comm Code	Manufacturer	Specification	Model #
81111507			

Extended Description:
See attached documentation for further details.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Vendor Questions due by 2:00PM EST/EDT	2025-08-05

SOLICITATION NUMBER: CRFP BOM26*01
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

    [X]   Modify bid opening date and time

    [ ]   Modify specifications of product or service being sought

    [ ]   Attachment of vendor questions and responses

    [ ]   Attachment of pre-bid sign-in sheet

    [ ]   Correction of error

    [ ]   Other

Description of Modification to Solicitation:

        Response to vendor questions will be issued under separate addendum.

        Bid opening date has been extended from 08/19/2025 to 09/19/2025.

        The bid opening time still remains at 1:30PM EST/EDT

        No other changes

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP BOM26*01

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)

[✓] Addendum No. 1	[ ] Addendum No. 6	
[✓] Addendum No. 2	[ ] Addendum No. 7	
[✓] Addendum No. 3	[ ] Addendum No. 8	
[✓] Addendum No. 4	[ ] Addendum No. 9	
[✓] Addendum No. 5	[ ] 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.

ThoughtSpan Technology LLC
_____
Company

_____
Authorized Signature

12/10/2025_____
Date

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

4.2 Contents

4.2 Project Goals and Mandatory Requirements

4.2.1 Goals and Objectives

4.2.1.1 The ThoughtSpan Licensure and Enforcement system is in use by numerous licensing agencies across multiple states managing over 3 million licenses with a 99%+ uptime. Nearly 9 million applications have been processed through our system. Agencies gain substantial efficiencies with 100% online applications and renewals, paper-free processing and a member portal that affords real-time information and status updates. This portal provides all functionality for the member to self-serve, eliminating calls to agency staff to check on application status, generate receipts, produce copies of licenses, etc. The system is designed to allow quick turnaround as regulations change or new requirements surface.

4.2.1.2 Once implemented, all applications/renewals will be online and available via the secure member portal. All relevant data per application type is gathered online and submitted to the system database for review by staff. Any necessary supporting documentation is uploaded in the application and staff are automatically notified of new items to be reviewed. All documents generated by the system or uploaded by the applicant/member are stored in a cloud-based repository and indexed/linked directly to the applicable person/license/application. The enforcement module is directly integrated with the licensure module and contains components for online public complaint submission, case creation and management, full legal processes including order generation, board meeting agendas and hearing dockets. Compliance and monitoring components of legal orders are also generated and maintained in this module.

4.2.1.3 Legacy data migration is always a part of our implementations. We take a backup copy of the data, review it with the agency to gain a full understanding of the data, then configure our conversion tools to import the legacy data into our system database. This converted data is then made available to the agency in a QA/Test environment for a full review to ensure the conversion was done properly.

4.2.1.4 All current WVBOM license and credential types will be covered in the system. As the need arises for additional types, these will be quickly configured into the system and made available in the online portal. The system contains a number of tools for searching, sorting, filtering and displaying license data. Data grids are configured for each user's individual work processes with the ability to quickly filter and search the data therein. The global search feature allows users to search the entire database using a number of criteria like license type, license status, license number, names, issue date, expiration date, etc. The reporting module contains certain "canned" reports, but allow for quick creation of new reports with a function to export the results to an excel spreadsheet.

4.2.1.5 The system includes a public license lookup/verification function that is accessed via a link on the agency website. There are also mechanisms to automatically post licensure statistical data real-time on the agency website.

4.2.1.6 All applications/renewals will be online and available via the secure member portal. This portal will be available via links on the agency website and will be accessible through a secure logon

page. The member portal is developed using technology that will detect a mobile device and automatically adjust/remap the user interface for the best utilization of that device. In the member portal, users can upload documents to applications and download documents necessary for specific checklist items or maintenance functions. Members can self-serve by generating their own licenses/permits/registrations, wallet cards, formal verifications, receipt copies, application copies, etc. Staff are able to communicate things like application deficiencies or missing documentation to applicants/members via the portal. The system contains a notification module that will automatically send applicants and members notifications of open applications, pending payments, renewal periods, compliance items, etc. Staff are notified of things like new document uploads on under review applications, new application submissions, task and application assignments, etc.

4.2.1.7 Our system integrates fully with a number of payment processors, including Tyler Technologies in use by many state governments. All payments will be available online. Enforcement order fines and fees can be entered on the case and the subject will be notified automatically of the pending invoice with a link to their portal to pay online. There is also a miscellaneous third-party payment function to allow payments by non-members online.

4.2.1.8 Documents are stored in a secure Azure cloud environment (BLOB). Each document is directly linked to the person/license/application that the document was uploaded to. Any attachment can be accessed by authorized staff directly from the staff portal within the person/license/application file home. Attachments can be uploaded internally by staff. Any attachment can be made available internally only, available in the member portal or available in public verification/lookup (as in the case of legal orders). Retention, archive and purge schedules can be set up per document category to meet the agency and/or state requirements. The default is to retain indefinitely.

4.2.1.9 Our system is a full Microsoft stack product utilizing .Net, Javascript, jQuery, MS-SQL Server, HTML, CSS, C#, IIS technology. Our network and hosting infrastructure is maintained in the MS Azure environment. There are no special client software or tools required to use the system other than a modern web browser. The system is mobile ready and is built with technology that detects mobile devices and automatically adjusts/configures the UI to best optimize the device in use. While we do have the knowledge and skills to design and host an agency website, this is usually handled by a separate vendor/contract.

4.2.1.10 This would represent a normal, high-level project timeline for implementation:

Milestone Name	Planned Completion Date*
Project Plan finalized	2 weeks from Execution Date
DEV server setup and deployment of base system	2 weeks from Execution Date
Delivery of Final Specifications	4 weeks from Execution Date
Legacy licensure data conversion ready for review	12 weeks from Execution Date
Licensure System Customizations complete	16 weeks from Execution Date
Licensure System Design Review and Testing Complete	20 weeks from Execution Date

Milestone Name	Planned Completion Date*
Licensure Production Implementation	TBD after Licensure System Design Review and Testing Complete
Legacy enforcement data conversion ready for review	22 weeks from Execution Date
Enforcement System Customizations Complete	26 weeks from Execution Date
Enforcement System Design Review and Testing Complete	30 weeks from Execution Date
Enforcement Production Implementation	TBD after Enforcement System Design Review and Testing Complete

* Subject to change based on contract execution date and final requirements.

4.2.1.11   Customer support is a hallmark of ThoughtSpan Technology. Included with our proposal is a 5 year support and maintenance agreement to provide staff support, minor changes, and bug fixes for that duration. There is an online support portal with which the agency can submit tickets for general support, bugs, deficiencies etc. Upon submission the agency's support team is automatically notified of the submission and assign and queue the request according to the priority level submitted with the ticket. As the ticket is worked and notes or progress updates are entered, the submitter is notified via email by the system. Below is the support Service Level Agreement outlining the response and resolution parameters for each priority level. Change orders or non-support enhancements will be reviewed by ThoughtSpan after which an estimate and proposed timeline will be presented for review by the agency. Upon approval, the change order will be placed in our project queue and completed according to the change order agreement.

Severity Level	Response Time	Resolution Goals
1 – Severe The Licensed Software is down or seriously impacted, or the Member's data is lost or destroyed, and there is no workaround currently available. Work stoppage has occurred. *Member* and external users of the system are unable to use the Licensed Software or are unable to use material functionality of the Licensed Software	THOUGHTSPAN will respond within 2 hours. THOUGHTSPAN will provide to *Member* point of contact a status report every hour of the progress of the fix or workaround until it is sent to *Member* to apply to the affected system.	Upon confirmation of receipt, THOUGHTSPAN begins work on the problem, and *Member* point of contact shall be available at all times to assist with problem determination. THOUGHTSPAN will use best efforts to provide a workaround or fix within 6 hours of Member's initial report once the problem is reproducible and the defect has been identified. THOUGHTSPAN will incorporate a fix in a bug fix or future release of the Licensed Software. Additional time required by THOUGHTSPAN beyond the 6 hours to complete the workaround or fix shall be immediately communicated to *Member* point of contact and THOUGHTSPAN will use best efforts to promptly complete the fix or workaround.

2 – High	THOUGHTSPAN will respond within 4 business hours.	THOUGHTSPAN will use best efforts to provide a workaround or fix within 12 business hours of Member's initial report once the problem is reproducible. THOUGHTSPAN will incorporate a fix in a bug fix or future release of the Licensed Software.
The Licensed Software is moderately affected. There is no workaround currently available or the workaround is cumbersome to use.		
3 – Medium	THOUGHTSPAN will respond within 16 business hours.	THOUGHTSPAN will use best efforts to provide a workaround or fix within 10 business days of Member's initial report, once the problem is reproducible. THOUGHTSPAN will incorporate a fix in a bug fix or future release of the Licensed Software.
The Licensed Software issue is not critical: no data has been lost, and the Licensed Software has not failed. The issue has been identified and does not prevent normal operation of the Licensed Software, or the situation may be temporarily circumvented using an available workaround.		
4 – Low	THOUGHTSPAN will respond within 32 business hours.	Resolution of the problem may appear in a future release of the Licensed Software.
Non-critical issues, general questions, enhancement requests, or the functionality does not match documented specifications.		

4.2.1.12   Training will be provided to agency staff in a combination of in-person sessions and virtual web meetings. Training sessions will utilize the UAT system set up for the agency that will contain the exact system that exists/will exist in the Live/Production environment with the actual converted agency data. At Go-Live, members of the ThoughtSpan staff will be present at the agency site for a period of time to assist with the transition process.

4.2.2 Mandatory Project Requirements

4.2.2.1 Database System:

ThoughtSpan will implement the agency's configured and customized system (both the UAT environment for training and acceptance and the Production/Live environment) on ThoughtSpan's Azure hosting platform. These implementations will be fully maintained by ThoughtSpan personnel without the need for agency or state involvement. The plan is to have the system totally implemented 9 months from the first date of specification and requirements gathering which is usually within a couple weeks of contract award.

Legacy data conversion is a part of all our implementations. We will get a backup of your current data from the current vendor then configure our migration utility according to the data provided. The only involvement in the configuration process from the agency may be for clarification questions on certain data elements.

All data, documents, correspondence and audit logs will be kept in the database indefinitely. The only exception would be any agency retention regulations that would require certain data or items to be archived or removed after certain time periods.

The database will house all documentation generated and/or uploaded regarding all applications, members, enforcement cases, etc. These items are stored and linked logically for access at any and all necessary levels. All data and associated attachments (documents, images, etc.) are and will remain solely the property of WVBOM.

Our system includes an online verification module that is accessed via a link or links on the agency public website. The verification module will be configured to show the specific information desired by the agency. There is also an option to expose a "Certified Verification" link that will allow users to request a certification document that is generated automatically by the system and delivered to the requestor via email. If the agency charges for these, then the function will collect payment online and only deliver the document after payment is successfully processed.

If needed, new Member types, credential types/subtypes can be added along with any special rules or processing requirements.

The system includes a security module that controls access to all pages, functions, and features based on security groups. Any number of groups and security matrixes therein can be created to control user access. Users are assigned to the security groups based on access need. There is also the option for exceptions to be applied to any group or user. These groups and matrixes are maintained in an Admin console by authorized users.

The system uses its correspondence module to automatically send member emails based on events like renewal periods, credential changes, etc. These are based on templates in the system that can be created and maintained by authorized staff. Staff are also able to create and send emails to specific members within the system either using templates or manual entry for the email body. This keeps the email event in the system audit log. The system Bulk emailer allows authorized users to send email blasts to a group of members based on selected criteria or a spreadsheet. The bulk emailer supports the use of the system templates or manual user input for the email body and will accept attachments. The bulk emailer will document the email event, with a copy of the email sent, in the audit log of all member profiles receiving the email.

The system will be completely branded using the WVBOM colors, styles, seals, etc. This includes the online portals, any system generated and or printed items (letters, emails, licenses, reports, etc.).

4.2.2.1.1   Task Management:

System tasks are configured via the system administrator module and can be set to various assignment groups, work queues special events. Tasks are usually assigned automatically by the system based on some sort of system event – an application submission, a document upload, a license status change, etc. Tasks may also be created and assigned manually by users.

4.2.2.1.2 Auditing:

The system contains a complete audit trail of all data changes including who did it, the date and time of the change and the before and after values of the change. These log entries are indexed and can be viewed at all levels of the system – person, license, application. There are also special access logs – Member Gateway access, PII access internally, etc. – to document the simple viewing of certain data or the logging into certain areas.

The system includes a member audit module that allows the agency to set thresholds on random audits of applications, renewals, etc. Based on the percentage set, the system will randomly select audit participants at the time the specific renewal or application link is clicked and document the audit in the system.

4.2.2.1.3 Reporting:

The system contains a reporting module in which we will configure certain "canned" reports beneficial to the agency. Users can also use the report creation tool to create custom reports as necessary. Report results can be saved, shared or exported to Excel for additional diagnostics. Reports can be scheduled to run a specific intervals and have the report results delivered to the user dashboard at the scheduled times.

There are "canned" financial reports that will generate payment results based on user selected criteria like license type, application type, payment type, date range, etc. Any custom financial reports needed can also be created with the tool.

Authorized users can create and maintain document templates in the system's correspondence module. These templates utilize replacement values that automatically insert the relevant data based on the recipient of the document. The templates are used in automated system notifications and correspondence and can be manually generated and the resulting document manipulated to add, change, remove any content.

4.2.2.1.4 Disciplinary and Complaints Case Management and Reporting:

The system includes a complete Enforcement Investigative Case Management and Compliance module. The online complaint submission function allows collection of complaints from the public electronically. Complaints are assigned and triaged by staff and can be closed or can be pushed to an actual case. All phases of the case (investigation, Review, Legal, Resolution, Compliance/Monitoring) are tracked and documented within the system using similar tools (audit log, templates, tasks, notification, etc.) as licensure. Case

review panels and processes can be maintained in the system. The Board meetings and hearings module, including agendas, dockets and minutes, can be used to conduct these procedures via online materials. The compliance and monitoring phases can manage all types of requirements, timelines and schedules as a result of the case resolution. Fees and fines can be levied within the case allowing the subject to pay online via their member portal.

There are no limits to the number of complaints or cases allowed in the system. All types of documentation can be uploaded to the case and will be retained indefinitely or per the agency record retention guidelines. The actual file types are whitelisted in the system to ensure dangerous or improper content types are not uploaded.

4.2.2.1.5   Payment:

The system integrates with numerous payment processors including e-Gov. All payment receipts are retained in the member profile and are available to the member via their portal.

4.2.2.2 Cloud Based Documentation Program:

All documents are stored in the same Azure hosting environment as the system and database itself. Document access and functionality can be configured as directed by the agency.

4.2.2.2.1   Document access within the system will be governed by the security module based on document types, groups or categories. Secure document sharing with outside parties will be done by mechanism approved by the agency. Board members can be given user accounts in the system and said account access will be subject to the system security module configuration for that user/group.

4.2.2.2.2   Document upload types are controlled by a whitelist to ensure dangerous or improper content types are not uploaded. There is no additional charge for this.

4.2.2.2.3   As controlled by the system security module, authorized users can view any attachments at any time.

4.2.2.3 Application/Renewal System via Website Portal:

All applications, renewals and member functions will be available online via the member portal, or Gateway. The Gateway is fully integrated, real-time, with the rest of the system. The Gateway will be accessed via links on the WVBOM public website and is secured with user credentials (username and password) and if desired by the agency 2 factor authentication methods. Applicants and members are able to submit applications, renewals, change requests, etc. via the Gateway and upload any necessary supporting documentation. These applications can be auto assigned to staff upon submission with notification to the staff member. Staff are also notified of any subsequent uploads regarding any application assigned to them. Members can access any documents in their profile allowed by the agency – application copies, receipts, anything they uploaded, legal orders, etc. Members can self-serve by printing their renewal certificates, wallet cards, certified verifications, protocol agreements, collaboration agreements, etc. via the

Gateway. Practices, protocols and collaborations can be maintained in the Gateway. Basically anything the member needs to do can be maintained or the process initiated via their Gateway.

4.2.2.3.1　The member portal, or Gateway, will contain links to all applications available to that individual. It will contains links for renewal, practice maintenance, collaboration maintenance, personal information and contact information maintenance. Members can access any documents in their profile allowed by the agency – application copies, receipts, anything they uploaded, legal orders, etc. Members can self-serve by printing their renewal certificates, wallet cards, certified verifications, protocol agreements, collaboration agreements, etc.

4.2.2.3.2　The Gateway is secured by username and password. Username can be email address. Password complexities can be configured. Two factor authentication can also be engaged.

4.2.2.3.3　Username and password management by the member is available.

4.2.2.3.4　Addresses utilize a tool that will offer suggestions while keying the address much like Google maps. Certain field types – phone numbers, dates, SSN, TIN, etc. – have auto-formatting and editing features to ensure proper data integrity. Members can maintain their personal and contact information in the Gateway. Any changes that require agency approval will be submitted and assigned to the proper staff for review and approval. All historical information is retained for audit purposes.

4.2.2.3.5　Any submission by members from the Gateway that require staff approval will be submitted as Under Review and assigned to appropriate staff for review and approval/denial.

4.2.2.3.6　Certain components of applications can be modified by staff. Changes requiring different submission rules or behavior may have to be handled by ThoughtSpan. These types of changes are covered under the support and maintenance agreement as part of the contract. A pdf copy of all submitted applications is generated and stored in the member profile. These are accessible by the member in their Gateway as well as by staff via the staff portal. Our applications employ reusable controls which are mechanisms to plug into and application for like data – employment, education, practices, exams, certifications, etc. Any relevant data existing on the member profile is also pre-populated on any application the member processes.

4.2.2.3.7　All documentation, applications, communications, etc. are a part of the member profile and are accessible at any time by staff with the proper access rights. Attachments that are subject to the agency retention policies can be archived or even removed automatically by the system based on the retention rules. A manual deletion function can also be afforded staff with the proper authority. All these actions are recorded in the system audit log.

4.2.2.3.8　The Gateway allows users to exit and save applications at any point prior to submission and return to resume at a later time. We are currently working on an API interface with FSMB for the Uniform Application and will have that interface as well and the FCVS interface in place prior to the WVBOM implementation.

4.2.2.3.9　All submitted applications create and store a PDF of the entire application at submission.

4.2.2.3.9.1　The generated PDF is the exact copy of everything the user was asked and the user's response, including instructions, attestations, signatures and signature dates.

4.2.2.3.9.2 The generated PDF is the exact copy of everything the user was asked and the user's response, including instructions, attestations, signatures and signature dates.

4.2.2.3.9.3 The generated PDF is stored in the member profile and is accessible by the member in their Gateway at any time.

4.2.2.3.9.4 The PDF contains the member name, license type and number (if applicable to the application) and all pages individually noted as was presented during the application process.

4.2.2.3.9.5 The PDF contains a submission date.

4.2.2.3.9.6 The PDF font can be configured as needed for the agency.

4.2.2.3.9.7 The generated PDF is stored in the member profile and is accessible by the member in their Gateway at any time.

4.2.2.4 Data and Compliance

4.2.2.4.1 The system utilizes controls for HIPAA and PII information. All such information on staff screens is hidden and requires a click to view. These views are recorded in a special security log. Any such data on generated documents is masked.

4.2.2.4.2 The system utilizes content methodologies compliant with the WCAG.

4.2.2.5 Ongoing Maintenance and Support

The contract will include a 5 year maintenance and support agreement that will provide the WVBOM support based on the Service Level Agreement contained in an earlier response item. WVBOM staff may contact ThoughtSpan via phone or use the online support ticket system to submit issues and requests. All version upgrades and enhancements subsequent to the implementation date and within the 5 year agreement will be provided to the WVBOM at no cost for the system changes. The support agreement also covers ongoing minor changes and customizations, and any defects or bug fixes.

4.3 Qualifications and Experience

4.3.1 Qualification and Experience Information

4.3.1.1 ThoughtSpan Staffing for the project will be:

Specs and Requirements – 1 Project Manager and 1 Team Lead

Configuration, Customization and Implementation - 1 Project Manager, 1 Team Lead and 2 -3 Developers

Post Implementation Support – 1 Customer Relationship Manager and the rest of the support team

4.3.1.2 References:

Dr. Kenneth Cleveland, Executive Director, Mississippi Board of Medical Licensure

kcleveland@msbml.ms.gov

601.987.3079

Jay Campbell, Executive Director, North Carolina Board of Pharmacy
jcampbell@ncbop.org
919.246.1050

Traylor Rogers, Chief of Operations, Georgia Composite Medical Board
traylor.rogers1@gcmb.ga.gov
404.558.2830

4.3.1.3 Legacy data conversion - We take a backup copy of the data, provided by your current vendor, review it with the agency to clarify any questions we may have about the data. If necessary, we may request an audience with the current vendor if additional clarification is necessary. We then configure our conversion tools to import and map the legacy data into our system database. This converted data is then made available to the agency in the UAT environment for a full review to ensure the conversion was done properly. Where the agency identifies deficiencies, we rectify the issues, rerun conversion and make the data available to the agency again. Rinse repeat until the conversion is acceptable to the agency.

4.3.1.4 ThoughtSpan's core competency is providing full featured, solid and reliable licensure and enforcement management systems with world class support. We choose not to dilute this with other offerings. However, if a customer has a particular need they are finding it difficult to source and the solution is within our ability to provide, we will work with the customer to provide that solution.

4.3.2 Mandatory Qualification/Experience Requirements:

4.3.2.1 Some of ThoughtSpan's licensure and enforcement systems implementations, including legacy data migration, in the last 16 months:
Alabama Board of Pharmacy
Alabama Board of Medical Examiners
Georgia Composite Medical Board
Kentucky Board of Pharmacy
Mississippi Board of Dental Examiners
North Carolina State Board of Dental Examiners
North Carolina Board of Examiners for Speech-Language Pathology and Audiology

4.3.2.2 ThoughtSpan and its principals have been providing licensure and enforcement systems and support for over 14 years, starting with the North Carolina Board of Nursing, who is still a client today.

4.3.2.3 ThoughtSpan is the sole owner of the intellectual property referenced in this response and is duly authorized to license, sell and distribute this intellectual property.