



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

Request for Quotation

RFQ NUMBER
CSE10015

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD SUPPORT ENFORCEMENT
 ROOM 147
 350 CAPITOL STREET
 CHARLESTON, WV
 25301-3703 304-558-1649

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
08/24/2009				

BID OPENING DATE: 09/03/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED.						
2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
EXHIBIT 10						
REQUISITION NO.: CSE10015						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. S:						
NO. 1						
NO. 2						
NO. 3						
NO. 4						
NO. 5						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE			TELEPHONE		DATE	
TITLE		FEIN		ADDRESS CHANGES TO BE NOTED ABOVE		

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

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free workplace policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



State of West Virginia
 Department of Administration
 Purchasing Division
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 25301-3703 304-558-1649

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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p>..... SIGNATURE COMPANY DATE</p> <p>REV. 11/96</p> <p>END OF ADDENDUM NO. 1</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		915-68		
OPEN END CONTRACT TO PROVIDE DOCUMENT IMAGING/CLIENT						
***** THIS IS THE END OF RFQ CSE10015 ***** TOTAL:						

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West Virginia Bureau for Child Support Enforcement
Pre-Bid Meeting for RFQ CSE 10015
August 18, 2009

Questions Submitted & Responses:

Question 1

What counties are included in the client management system?

Response 1

Marion County, Berkeley County and Jefferson County

Question 2

What was the intent of the client management system:

Response 2

Currently customers at our offices check in with a receptionist who alerts the appropriate worker of their arrival. With the advent of document imaging our plan calls for the receptionist to image documents arriving by mail. The client management systems included in this RFQ are an attempt to determine whether the use of a kiosk-based system would allow the receptionist additional time to devote to imaging. The kiosk should be designed to allow both walk-in customers and those with scheduled appointments to register their presence, automatically notify the appropriate worker of the customer's arrival and to allow scanning by the customer of their documents.

Question 3

What print format should be used in the document imaging system if a document is to be converted:

Response 3

Mainframe ASCII

Question 4

What is the average size of a case file?

Response 4

Approximately 100 pages

Question 5

Do we want central administration of the support of these systems?

Response 5

Yes.

Question 6

Are there operational differences between counties?

Response 6

No, the operation of all county offices is controlled by the administration of the bureau. Counties vary only in caseload size and the number of workers assigned to the county.

Question 7

Is MIS open to varying system architecture? For example, does this have to be set up locally?

Response 7

No. The servers will be set up locally allowing for storage of scanned documents at the local level but administration of these servers will be done centrally

Question 8

Are servers included in the hardware to be supplied in the bid?

Response 8

Yes

Question 9

Do the kiosks need to include the ability to use any language other than English? If so, what language(s)?

Response 9

We have no objection if a kiosk includes the ability to use Spanish, but it is not a requirement.

Question 10

What types of reports are anticipated?

Response 10

The system should generate reports which would, at a minimum, allow us to see the pin numbers of all persons who accessed a specific file during a specified date range, should list all files accessed by a specific pin during a specified date range, all documents deleted during a specific date range, number of items scanned per office, and types of documents scanned. Also, see the section in RFQ on security (items 56-71) and number 50 in RFQ

Question 11

Are workers assigned to specific cases?

Response 11

Yes.

Question 12

On which systems do electronic calendars reside?

Response 12

Electronic calendars reside in OSCAR, the BCSE's mainframe-based computer system, and on Microsoft Outlook.

Question 13

What is the criteria that will be used to evaluate bids?

Response 13

Any bid received by BCSE pursuant to RFQ CSE10015 will be evaluated in two areas. First, an in depth review will be conducted by an experienced review team to determine whether the bidder meets the specifications and performance requirements set forth in the RFQ. Second, from the group of bidders determined to have the capability to meet the RFQ requirements, an award of contract will be made to the lowest bidder.

Question 14

What types of documents would typically be scanned at the SDU site?

Response 14

Several different types of documents are received at the State Distribution Unit (SDU) each day that would require scanning. These documents vary and include, but are not limited to; a. Correspondence - Examples include anything relating to a case, but does not include a payment, and as well as the envelope, notification of employment termination, changes of address, and letters from Out of State agencies including the related envelope. b. Extemporaneous correspondence such as bankruptcy petitions, attorney correspondence and letters addressed to agency personnel but misrouted or misaddressed to the SDU. These examples are representative, but are not all inclusive.

Question 15

What is the volume of documents that would typically be scanned at the SDU site?

Response 15

The number of documents that typically need to be scanned at the SDU fluctuate from day to day. There are three or four predictable peak periods each month that spike receipts, but can easily be scheduled and planned for. BCSE has not tracked this type of information in the past and, therefore, can not accurately answer this question. However, a typical/representative month (October 2008) revealed a receipt of 43,000 envelopes. Most of these envelopes contain child support payments and remittance documents which do not need to be scanned. However, as an estimate, the number of scanable documents could approach approximately 5,000 per month.

Question 16

Do other similar state or county programs use document imaging?

Response 16

Yes, we are aware of other child support agencies around the country who have implemented electronic document management. We are also aware of other state agencies in West Virginia currently using document imaging. And, our Kanawha County Child Support Office operated under contract by Policy Studies, Inc uses electronic document management.

Question 17

Is there a particular type of kiosk that the state wants to use?

Response 17

No

Question 18

Referring to item #66, explain more about why the state would "uninstall" a program.

Response 18

The State requires a back-out process if an installation of the software is corrupted.

Question 19

Do we need a TEST and DEVL application?

Response 19

Yes.

Question 20

Does the state support remote access by the vendor?

Response 20

The State will accept remote access by a vendor.

Question 21

Have we looked at a kiosk system and, if so, what did we look at?

Response 21

We have seen a demo presentation of the "Compass" client management system, but we have not seen any operation of a live system.

Question 22

Sample form?

Response 22

See Attachment I

Question 23

In response to Mandatory Requirement #1, what type of experience qualifies as "Human Services and/or Child Support"?

Response 23

Experience with Child Support programs (Title IV-D) on a federal, state, or county level; Temporary Assistance for Needy Families (TANF) (IV-A) programs on a federal, state or county level; Social Services, including child protective services, social work, foster care, child welfare programs on a federal, state or county level

Question 24

Did you have a RFP contractor develop the RFP?

Response 24

No.

Question 25

How did you come up with the specifications?

Response 25

We reviewed information contained in the Automated System for Child Support Enforcement: A Guide for Electronic Document Management (<http://www.acf.hhs.gov/programs/cse/pol/DCL/2007/dcl-07-36a.pdf>) and also spoke with other child support professionals across the country.

Question 26

Referencing Page 10, #1, the RFP lists mandatory requirements including "2 years experience in Human services and/or Child Support field", we have references that demonstrate our ability to provide these services including the PUCO, HI PUC, AGO and ODA. Can we relax these if we can show experience, if the functionality can be provided, but not with the specific agencies?

Response 26

Please see Question 23.

Question 27

Referencing Page 11, #14, the system shall allow for the capture of print streams from the State's mainframe computer system, what format of mainframe reports are these? AFP? DJDE? Metacode? Test? How many report types and what volume or reports?

Response 27

The format will be plain ASCII text or AFP. There are 6 different letters/notices sent to clients monthly with an average volume of 165,000 per month. There is 1 letter/notice sent to clients yearly with an average volume of 44,000 per year.

Question 28

Referencing Page 12, #18, what version of FormQuest? Are the forms submitted as electronic forms or filled and printed to paper with the barcode and submitted as paper?

Response 28

Barcodes are currently not being used with FormQuest or the mainframe. We will work with the successful vendor to implement the appropriate MS Word-compatible barcoding format within those applications. However, the preference is the 3/9 (3 of 9) format.

Question 29

Referencing Page 12, #23, what is the current caseload volume?

Response 29

The caseloads for each office are provided on Attachment A to the original RFQ.

Question 30

Referencing Page 13, #33, please describe the current DHHR network infrastructure.

Response 30

Included is a diagram of the DHHR Network Topology. See Attachment II

Question 31

In regards to the Imaging System for the Bureau for Child Support Enforcement Office Services RFQ, the RFQ states that the system must run within the current DHHR network infrastructure. Is a vendor allowed to introduce one or more Windows based servers, or must they stick to the DHHR platform (which seems to be based on z/OS)?

Response 31

Yes, windows-based servers can be used. z/OS is the mainframe platform and is not to be used for servers.

Question 32

Can the Prime Contractor vendor experience/capabilities be fulfilled with the experience of various subcontractors ... as long as the Prime Contractor remains totally responsible for the project?

Response 32

Every vendor or subcontractor used to fulfill the obligations in this RFQ shall be required to meet the mandatory experience requirements for their portion of the work performed

Question 33

Are we able to put in a bid on one part of the solution (Doc Image) and exclude the Client Management part? I believe we have a great solution for the Doc Image but fall short on the other part.

Response 33

No.

Question 34

In RFQ CSE 10015, the instructions to bidders say to use quotation forms provided by the Purchasing Division. Where can I obtain the Quotation Forms?

Response 34

In the RFQ it is pages 34-37.

Question 35

Reference Item #13, what email platform is used by DHHR/BCSE offices?

Response 35

Microsoft Office Outlook Version 3.2

Question 36

Referencing Item #18, what format of barcode is produced by the mainframe system and/or Formquest?

Response 36

See Response to Question 28.

Question 37

Referencing Item #21, can you provide a copy of IRS Publication 1075 for our review to clarify this question?

Response 37

You can find a copy of IRS Publication 1075 at www.irs.gov/pub/irs-pdf/p1075.pdf .

Question 38

Referencing Item #29, does DHHR/BCSE use a VPN connection to tie offices together on the network? If so, is it behind a firewall?

Response 38

The local offices are part of the DHHR Wide Area Network (WAN) and are behind the firewall.

Question 39

Referencing Item #32, does the office operated by PSI connect to the DHHR/BCSE network using VPN behind a firewall?

Response 39

Yes, the PSI connection is behind the firewall

Question 40

Referencing Item #37, there was not an attached sample document for this question. Can one be provided?

Response 40

See Question 22 Attachment I

Question 41

Referencing Item #38 & #39, does the DHHR/BCSE mainframe system (OSCAR) support ODBC connections?

Response 41

Yes

Question 42

Referencing Item #57, does the DHHR/BCSE use/or support Active Directory?

Response 42

Yes. However, the staff at the PSI office will not be part of the DHHR Active Directory.

Question 43

Referencing Item #58, what does the DHHR/BCSE consider as external communication?

Response 43

This would be any electronic information that is sent outside of the DHHR network, excluding the office operated by PSI. This would include such items as a scanned document that would be emailed to an outside party or a scanned document saved to a CD.

Question 44

Referencing Item #64, is the secure FTP site hosted by the state or by the vendor?

Response 44

The State will host the secure FTP site

Question 45

Do all employees need full access to the system or do a percentage of employees require view only access?

Response 45

All BCSE employees require full access to the system that includes scanning, indexing, annotating documents. Only a small group of users will require system administration access. 48 PSI employees will need view-only access. See #56

Question 46

Is the RFQ for the entire project (53 counties) or for (4 counties)?

Response 46

This RFQ covers all of the counties

Question 47

Could you please provide a diagram showing the basic network layout/topography for the DHHR/BCSE?

Response 47

See Attachment II

Question 48

Does MIS have a preference on server style? Rack mount versus tower. We source our service through Dell and they would come with 5 year support from Dell.

Response 48

The central servers will need to be rack-mounted, and the local servers should be towers.

Question 49

Will the State be able to provide a retention policy?

Response 49

Yes, see Attachment III

Question 50

Are there any back-up components the vendor is responsible for?

Response 50

The vendor is responsible for establishing the process of storing a copy of all scanned documents on redundant servers at a central location in requirement #26 in the RFQ. The state will establish the database and transaction file backups or any other backup procedures needed with input from the vendor.

Question 51

On Page 8, the paragraph beginning with "Phase 3" states that this phase includes installation at the Bureau's State Office, however no user counts are provided. How many BCSE employees and scanners should vendors include for this office?

Response

See Attachment "A" to the original RFQ. All Kanawha County employees included in this count are State Office employees and the number of scanners is listed.

Question 52

On Page 10, item number 11 states that "the system shall require use of a personal identification number (pin)" Does a user ID meet that requirement? If not, please explain.

Response

Yes, if it is also associated with a password known only to the user. This requirement is designed for user security.

Question 53

On Page 10, item number 13 states "the system shall allow for the electronic transfer of documents to entities outside the system via encrypted electronic media or encrypted e-mail." Can you please provide examples of the outside entities to whom these documents might be sent and what type of documents might be included?

Response 53

BCSE may send pleading or court orders to court offices or to other private attorneys. We might also provide documents to customers. Additionally, we would anticipate the transfer of entire electronic case files to federal or state auditors.

Question 54

On Page 11, item number 25 states "the system shall also be capable of scanning and organizing non-case-related documents"; is this requirement part of Phase 1?

Response 54

Yes, this requirement applies to all offices.

Question 55

On Page 12, item 29 states "The system shall provide for local storage of documents at each county office..." and Page 12 item 33 states "The system must run within the current DHHR Network infrastructure." Would DHHR be willing to increase the bandwidth of the current network infrastructure to allow for regional storage and retrieval of documents or would DHHR prefer to not upgrade the network and place server(s) in all offices?

Response 55

No, the bandwidth will not be increased.

Question 56

On Page 12, item number 32 states that Kanawha is operated by Policy Studies, Inc., Attachment A includes Kanawha County as if it is NOT privatized. In addition, at the bottom of Attachment A (page 22), it states "West Virginia does have 55 counties, however, there is no DHHR office in Brooke County, and the Clay County office is operated by a private vendor." Please clarify whether or not Kanawha is privatized.

Response 56

Yes, the Kanawha County field office is currently operated by Policy Studies, Inc. through a contract with the state. The number of employees listed for Kanawha County on Attachment A to the RFQ does not include employees of PSI; it represents the employees located at the state office. However, the caseload number supplies for Kanawha County on Attachment A does include, but is not limited to, the Kanawha County caseload, as we want the system to have the capacity to handle those Kanawha County cases should there be a change to the contract in the future.

Question 57

On Page 12, item number 32 states that the system will allow for connectivity to the privatized counties. Will users at privatized counties need scanning capabilities? If so, how many scanners? How will the users use the system? Will they need retrieval access only? Please provide user counts that should be used for estimating purposes. What type of training will be required for privatized counties?

Response 57

They do not need scanning capabilities or scanners. However, we need the ability to transfer electronic documents to them, to accept their electronic documents, and PSI employees need view-only access to our system. They have 48 employees. Since PSI currently uses electronic document management, we anticipate minimal training.

Question 58

On Page 12 regarding items 36 and 37, please provide an example of the use of OCR and full text indexing in Child Support.

Response 58

The system should be capable of searching for a specified word or phrase within a scanned document. For example, a worker might type in the phrase "child support" to locate that specific wording in an order.

Question 59

On Page 14, regarding item number 65, please clarify what is meant by "built into the source code".

Response 59

If there are special parameters or configuration specifications needed to install the software, they should be included in the installation program or as part of a script that is executed automatically during the installation process. There should be minimal and clearly identified user-input or user-involvement to change configuration files or parameters.

Question 60

On Page 19 under the Project Management section, it states that "the vendor shall estimate a ten (10) workday review period by the State, revision time by the vendor and an additional five (5) day re-review period by the State " Please describe at what points in the project these review periods occur.

Response 60

The review will occur at the beginning of the project after the successful vendor and the state discuss a project plan. Once the vendor's proposed project plan is submitted to the state, the state has ten work days to review and accept or reject the plan. Additional reviews of the plan will occur at any point the vendor fails to comply with the timeline specified in the approved plan.

Question 61

Can DHHR predict on average the number of times a worker in a local office would retrieve a document from another office per day, per week? One way to estimate would be to determine what percentage of current requests for paper case files are coming from offices outside the local office. Out of every 100 document retrievals by a worker, how many times are the documents going to be retrieved from other counties?

Response 61

Most field workers will primarily access information within their own office. However, some specific workers may carry cases in multiple counties. State office personnel frequently have need to access information across the state. We do not have a way to accurately estimate the frequency.

Question 62

In the bidders conference the network topology was requested. Can the network topology be specific to each county office indicating the bandwidth between each county office and the central office? In addition, please provide the existing current utilization of existing bandwidth. We assume that the utilization is different from office to office because the number of users varies from office to office.

Response 62

No. This information is not possible to produce or readily available. Available bandwidth will also vary not only with the number of users in a county but also by what exactly those users are doing such as video conferencing.

Question 63

Attachment A lists the number of scanners requested for each location. Our solution provides scanning capability at the front desk for drop-off documents, in the mail room for mailed-in documents, and at shared scan stations for documents submitted during the interview process. Can you please expand Attachment A to include the following information for each location:

- Number of front desk scanners (if applicable)
- Number of mail room scanners (if applicable)
- Number of shared scan station scanners

Response 63

In offices where we have indicated two or more scanners are required, 1 scanner per office will be used by the person who opens the mail. This person is likely also to be the receptionist. All other scanners will be shared scan stations.

Question 64

Is there a requirement for dual monitors?

Response 64

No monitors are requested as a part of this RFQ.

Question 65

Nineteen counties have zero BCSE employees identified. In those counties who will use the scanners? Will document retrieval capability be required at these locations? If so, for how many employees? What type of training is required in these counties?

Response 65

Cases assigned to counties where no BCSE employee is stationed are carried by a specific worker housed in a nearby office. The worker travels to that office at whatever frequency is dictated by the size of the caseload. As example, the Morgan County caseload is handled by a worker who is housed in Berkeley County. The worker is included in the Berkeley County count for employees. While in a satellite county the BCSE employees should be able to scan and index documents and have full access to the cases for that county. The BCSE employees will be the persons who will be using the scanners and system.

Question 66

Does a single "no" answer in the requirements section constitute non compliance for the entire section?
Are vendors allowed to provide partial responses to requirements?

Response 66

Yes

No, full responses are required

Question 67

Can you provide a list of the vendors that attended the mandatory pre-bid meeting on August 18th?

Response 67

Yes. See Attachment IV

Question 68

Will DHHR consider extending the proposal response due 2 weeks?

Response 68

No

Question 69

Will DHHR accept a time and material contract proposal?

Response 69

No

Question 70

Referencing requirement #30, what specifically does DHHR want maintenance to cover? Is this just break-fix, software upgrades, annual training class, etc ?

Response 70

Maintenance will include, at a minimum, software updates/upgrades, software patches for bug fixes, documentation and troubleshooting via telephone or in-person, if needed. It is not intended for training to be part of maintenance.

Question 71

Referencing requirement #33, can you provide a diagram of networking infrastructure?

Response 71

See Attachment II

Question 72

Referencing requirement #43, can you clarify this requirement?

Response 72

Sample queues could include: current customers, new customers, customers waiting less than 5 minutes, customers waiting 5-10 minutes, etc.

Question 73

Referencing requirement #44, which version of Outlook should be considered to be the baseline for this project?

Response 73

Microsoft Office Outlook Version 3.2

Question 74

Referencing requirement #66, to what extent does the customer desire a roll-back feature? Would this functionality need to be available after a complete software upgrade? Would utilization of backup data suffice?

Response 74

A roll-back feature is much desired. Yes, "Uninstall" functionality needs to be available. No, backup data would not suffice.

Question 75

Referencing Term of Contract, DHHR states end date is 9/30/2010. If the contract is not awarded until much later than planned, will DHHR extend the end date? Does the end date effect the warranty and maintenance period? Please clarify.

Response 75

No Warranty and maintenance period would start at end date The BCSE is using Federal incentive funds which have a specific expiration date.

Question 76

Referencing Page 19, will DHHR consider reducing review time from 10 days to 5 days with no additional re-review time to expedite delivery schedule and reduce cost?

Response 76

Review times are set forth as maximums; actual review time may be significantly shorter. The BCSE is committed to moving the project forward as quickly as possible

Question 77

Will DHHR consider owning purchasing of hardware (based on specifications provided by vendor) which would allow DHHR to get more favorable pricing available to state government customers?

Response 77

No. The vendor must provide all equipment

Question 78

What is the payment plan for services performed in the warranty and maintenance period?

Response 78

Cost of optional one-year maintenance would be paid in full by BCSE. Any warranty and/or maintenance work would be performed at no further cost to the BCSE.

Question 79

DHHR has specified several systems. Would client management system interface with all of them? Can DHHR please provide a list of exact interfaces/types of systems?

Response 79

The client management system would interface with OSCAR mainframe with its DB2 database to access calendars, appointments, and social security numbers. The client management system would interface with Outlook to send messages to workers regarding the arrival of the customer and to access electronic calendars. The client management system would interface with the document imaging system to allow the customer in the lobby to scan a document and have the document go into a queue or to a case, if appropriate, identifying information is provided by the customer.

Question 80

How many total DHHR users will use this system? This information is needed for licensing purposes.

Response 80

See Attachment "A" to original RFQ. Total of 472 users (BCSE employees) Additional 48 employees of private contractor who will need view only access

Question 81

If the vendor is to provide servers for each location what is the server requirements, i.e., drive size, speed, etc.?

Response 81

It is the vendor's responsibility to determine the server size and speed requirements. The requirement is it must run within the current DHHR infrastructure.

Question 82

The bar code requirement #19 does the agency have a code system in place at this time? Most all vendors need to know what program is in place – code 34

Response 82

Due to it being the most widely used, the 3/9 (3 of 9) format is preferred. But the current systems will employ the bar coding format proposed by the successful vendor. The bar code must, however, be MS Word compatible.

Question 83

Please clear your requests #44, mouse type and key pad or touch screen?

Response 83

The RFQ does not specify a particular type of kiosk

Question 84

Referencing #46, explain your client sign in Soc Sec or Case # etc.

Response 84

The system should permit sign-in by Social Security number, name, or case number.

Question 85

Scanners 110 units these will all vary based on location, volumes, the agency has not set any standards other than basic and any desk top can meet this requirement but not a true production need by department or volumes. This hardware is the most important hardware of your system and specs need cleaned up.

Response 85

Volumes and numbers of users are set forth in Attachment "A" to the original RFQ. Vendors are expected to select scanners based on these needs as well as performance/compatibility with their systems and dependability based on experience.

General Retention Schedule

Name of Document	Retention Period for Keeping Records In the Office	Retention Period for Keeping Records At Archive
Action Transmittals and Federal Directives	By Central Office Until Updated	None
Applications for Employment	1 Year	4 Years
Attendance Records: Individual Attendance Reports Sign-In Forms Leave Requests	1 Year	4 Years
Bad Check Letters	1 Year after resolution	None
Case Records	1 Year in Local Office after closure	Additional 9 Years then destroy
Division of Personnel Registers	1 Year	None
Dockets	3 Years	
Equipment Inventory	Until subsequent inventory or update	N/A
Federal Audit Material	1 Year after completion of audit	4 Years
Individual Personnel Files	1 Year after separation	None
Intake Register/Contact Log	3 Years	None
Interstate Register/Responding/Initiating	3 Years	
Out-of-State Limited Service Requests	1 Year after completion of requested service	None
Parental Kidnapping/Child Custody Records	1 Year	2 Years
Personnel Policies and Procedures	Until Changed or Updated	N/A

Name of Document	Retention Period for Keeping Records In the Office	Retention Period for Keeping Records At Archive
Policy Manuals and Memorandums	Until Changed or Updated or Until No Longer Applies	At least 15 Years
Procurement Records: Requisitions, Purchase Orders, Receiving Reports, Invoices/Statements, and related correspondence	1 Year	4 Years
Receipt Book	5 years	
Revolving Fund Requisitions	1 Year	4 Years
Self Assessment Review/Reports	1 Year	4 Years
Travel Expense Account Settlements	1 Year	N/A

Retention Schedule (Case File Contents)

Document Description	Retention Period (Case File)
Abstracts	Permanent Record
Affidavit of Arrears	Permanent Record
Affidavit of Accrued Support	Permanent Record
Application Forms	Permanent Record
Arrearage Computation Sheets (old CAO-25's)	Permanent Record
Attorney Letters	Permanent Record
Bankruptcy Records	Permanent Record
Birth Certificates	Permanent Record
Blood Test Results	Permanent Record
Court Orders	Permanent Record
ES-AP-1	Permanent Record
Fair Hearing, Administrative Hearing, Complaint Requests/Documentation/Results	Permanent Record
Finalized MISC-20	Permanent Record
Income Withholding Notices	Permanent Record
Interstate Correspondence	Permanent Record
Liens	Permanent Record
Locate/Verification Documents	3 Years
Marriage Certificates	Permanent Record
Moving Child forms	Permanent Record
Noncustodial Parent's Check Copies	Permanent Record
Noncustodial Parent/Caretaker Letters	Permanent Record

Document Description	Retention Period (Case File)
Noncustodial Parent/Caretaker Financial Records (earnings/income records/asset records, etc)	Permanent Record
Paternity Acknowledgments	Permanent Record
Paternity Questionnaire	Permanent Record
Pleadings	Permanent Record
Recording Logs (old PLS-2)	Permanent Record
Repayment Agreement/Supporting Documentation	Until Paid in Full

West Virginia Department of Health & Human Resources
Bureau for Child Support Enforcement
Pre-bid Meeting for RFQ CSE10015
August 18, 2009
Attendees

Attachment IV

1. Informatic; Sacramento, CA
2. Superior Imaging Solutions; Huntington, WV
3. Access Systems; Charleston, WV
4. Tri-Data, Inc.; Huntington, WV
5. Fenwick Technologies; Charleston WV
6. Software Information Systems; Charleston, WV
7. Microsoft; Pittsburg, PA
8. Northwoods, Inc ; Dublin, OH
9. Unisys; Cuyahoga Falls, OH/Tampa , FL
10. Pitney Bowes; South Charleston, WV
11. AMS Imaging/Hyland Software; Warwick, RI
12. QAI; Fulton, MD
13. Komax Business Systems; South Charleston, WV

Attachment I

IN THE FAMILY COURT OF RALEIGH COUNTY, WEST VIRGINIA

IN RE: THE MARRIAGE/CHILDREN OF:

MARGARETTE MCDREAMY (NOW CLARK),

PETITIONER,

AND

CIVIL ACTION NO.: 00-D-1234

DEREK MCDREAMY,

RESPONDENT.

SERVICE ADDRESS:
1331 Hollywood Boulevard
Charleston, SC 25301

NOTICE OF HEARING

TO: Derek McDreamy
1331 Hollywood Boulevard
Charleston, SC 25301

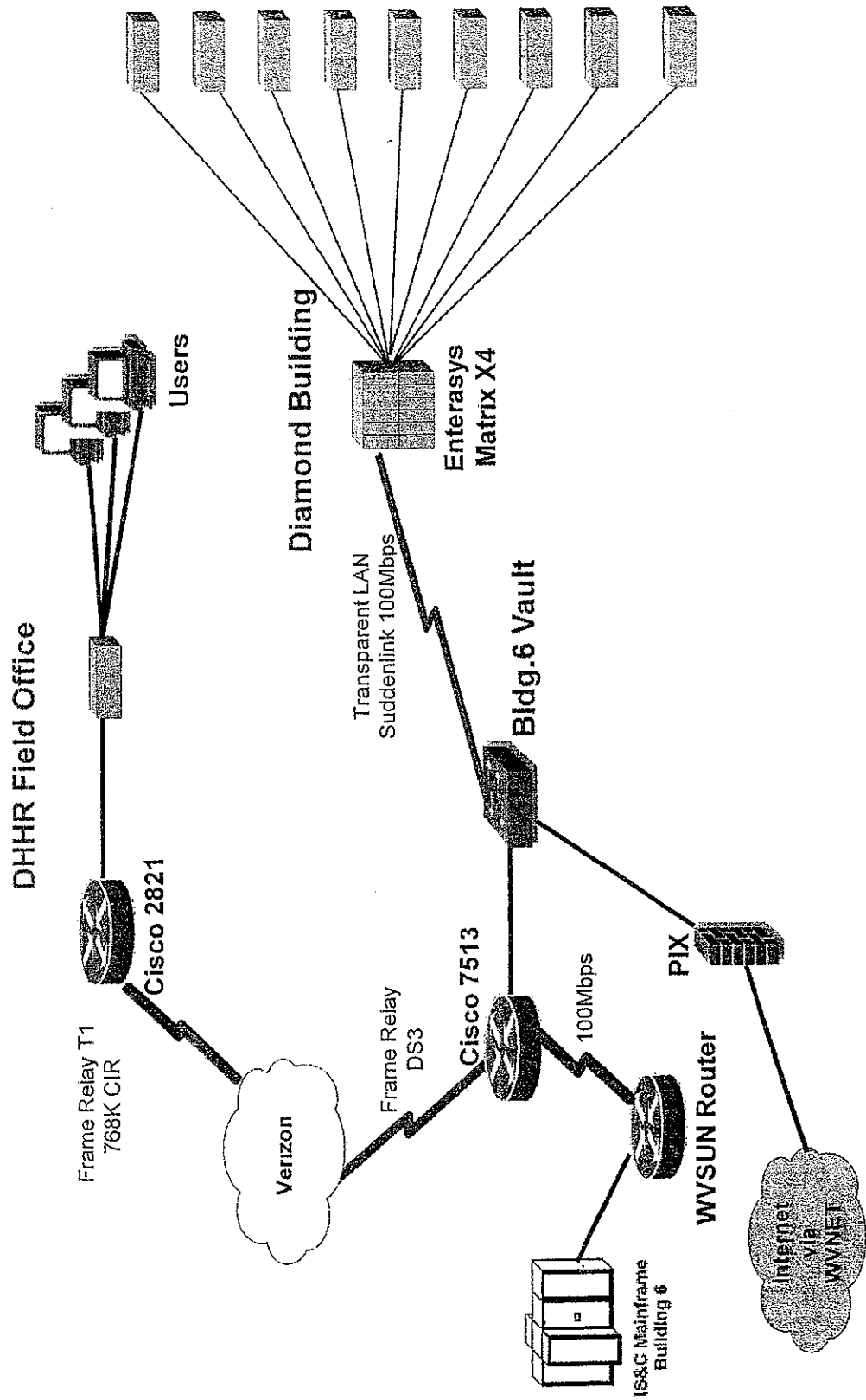
You are hereby notified that a hearing on the August 31, 2009 will be held before the Honorable Susan S Perry, Family Court Judge of Raleigh County. Your hearing is scheduled on the 16th day of February, 2009, at 9:00 AM at the following location:

8000 Court Street
Hamlin, WV 25523-0001

You must be present to protect your interest.

Kimberly D Bentley, WWSB# 6287
Bureau for Child Support Enforcement
407 Neville Street
Beckley, WV 25801
(304) 256-6973

DHHR Topology



West Virginia Bureau for Child Support Enforcement
 RFQ CSE10015
 Pre-Bid Meeting
 August 18, 2009

Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Lisa Cruz	Sr. Manager	Informatix	1740 Creekside Oaks Dr Ste 175 Sacramento CA 95833	916 830-1400 (tel) 916 830 1403 (fax)	lisa.cruz@informatix.com

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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Neva Westurn Neva	System Engineer	Superior Imaging Solutions	108 W. 8 th Ave Huntington, WV 25701	304-525-9283 304-525-7051	nwesturn@superiorwv.com
Paul Lipscomb	Dir Sales	Access Systems	4108 W. N. Condell Ave Chas. WV	304-340-4288 fax 340-4243	Rlipscomb@accesswv.com

West Virginia Bureau for Child Support Enforcement
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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Tommy Smirl	President	Tri-Data, Inc.	1601 Washington Ave. Huntington, WV 25704	(304) 429-8007 (304) 429-1600	tsmirl@tri-data.com
Evan Warrell Warrell	OPERATIONS MANAGER	TRI-DATA, INC.	1601 WASHINGTON AVE. HUNTINGTON, WV, 25704	304-429-8007 304-429-1600	ewarrell@tri-data.com
MARIE BEACON Beacon	Acct MGR	Fenwick Technologies	500 Virginia St. E. Char, WV 25301	304 7205151 x 245	marc.beacon@Fentech.com

West Virginia Bureau for Child Support Enforcement
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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Charles Arnett	Chief Buyer	Software Information Systems LLC	200 Associates Drive Chapel Hill, NC 27514	304-768-1645 304-768-1671	carnett@thinksis.com
UMAR MOHAMMAD	Project Manager	MICROSOFT	30 Sabella St. 2nd floor Alcon Business Services Center Building	724 612 6241	mohammad@microsoft.com

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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Natalie Blue	Business Development	Northwoods	5815 Walnut St Dublin OH 43017	614-563-0195	nblue@teanorthwoods.co
Mik George	Business Development	Northwoods	5815 Walnut St Dublin OH 43017	614-581-0631	mgeorge@teanorthwoods.co
Chris McConnell	Business Development	Northwoods	5815 Walnut St Dublin OH 43017	614-581 937-477-1408	cmcconnelle@teanorthwoods.co
Mark Milosovic	Account Executive	Unisys	PO Box 937 Cuyahoga Falls OH 44223	(330) 962-3192	Mark.Milosovic@unisys.com
Bob Ezele Ezele	Pro's Director	Unisys	P.O. Box 320547 Tampa FL	813 919-6375	Bob.Ezele@unisys.com

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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Susan Lopinsky	WV Government Account Specialist	Pitney Bowes	527 Second Ave. So. Charleston WV 25303	304-881-9898 304-744-0504	susan.lopin@pb.com
Jason Vehige	Solutions Consultant	Pitney Bowes	527 Second Ave So. Charleston WV 25303	304-885-0068 Fax: 304-744-0504	Jason.Vehige@PB.com

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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
RICK DEBERARDIS	V. P. SALES	AMS IMAGING / HYL AND SOFTWARE	2620 WARWICK AVE WARWICK, RI 02889	401-738-5111	ROBERT.ARONIS@ AMSTIMAGING.COM

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Your Name	Your Title	Company Name	Address	Telephone & FAX #	E-Mail
Rajeev Pangarkar	Senior Consultant	CAI	8161 Maple Lawn Blvd Fulton, MD 20759	tel: 410-884-9100 fax: 410-884-9122	rpangarkar@caiconsulting.com
Scott Swidersky	Director	QAI	8161 Maple Lawn Blvd Fulton, MD 20759	410-884-9100 410-884-9122	sswidersky@qualityassociates.com
Jack Acree	Document Magnet Consultant	QAI	8161 Maple Lawn Blvd Fulton, MD 20759	410-884-9100 410-884-9122	JACREE@QUALITYASSOCIATES.INC.COM
KC Davis	Rep	Kornax Business Systems	500 D Street South Charleston WV 25309	304 744-7440 304 744-7450	KCDavis@KornaxBusinessSystems.com