



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  
 WEH90034

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  
 WELCH COMMUNITY HOSPITAL  
 454 MCDOWELL STREET  
 WELCH, WV  
 24801 304-436-8710

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
06/26/2009				

BID OPENING DATE: 07/09/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS 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.: WEH90034						
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, this Contract may be deemed null and void, and terminated 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 work place 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."

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**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



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 Department of Administration  
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<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 style="text-align: center;">..... SIGNATURE ..... COMPANY ..... DATE</p> <p>REV. 11/96</p> <p style="text-align: center;">END OF ADDENDUM NO. 1</p>						

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR		961-72		
BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE						
***** THIS IS THE END OF RFQ WEH90034 ***** TOTAL:						

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- Q.1. Who is the current vendor?
- A.1. **Diskriter, Inc.**
- Q.2. What is the rate?
- A.2. **\$0.1325 per transcription line**
- Q.3. Do they charge any fees?
- A.3. **No.**
- Q.4. Are there any extensions remaining on the existing contract?
- A.4. **No.**
- Q.5. Has the vendor been given all possible extensions?
- A.5. **Yes.**
- Q.6. Has the vendor won previous contracts?
- A.6. **No, only as our current vendor.**
- Q.7. How many years in total has the current vendor been providing medical transcription services for Welch Community Hospital?
- A.7. **Less than 1 year.**
- Q.8. Scope of Work, Paragraph E. In what way do the dictators need to prioritize their work? For example, are you referring to prioritizing by type of report (operative reports, x-ray reviews, pathology, etc.), by turnaround time, etc?
- A.8. **Dictators would need to designate STAT and reports requiring 24 hr TAT and could be done by work type.**
- Q.9. Scope of Work, Paragraph N. What is the name of the hospital system used for retrieving demographics?
- A.9. **E-Z Access, a PATCOM product.**
- Q.10. Scope of Work, Paragraph R, #1.c., Is access via the Web-based platform acceptable for performing these tasks? Our telephone system is primarily for dictation purposes, while generating reports and job inquiries is done on the Internet. Assigning jobs is a tasks provided by our service. Is this acceptable?
- A.10. **Yes.**
- Q.11. Scope of Work, Paragraph R, #2.c., Can you explain more about the following features and the capability required?

6. Message delivery

**A. The “welcome” message when accessing the dictation system.**

7. Message auto-play?

**A. Same as #6**

**12. Feature conformation tones.**

**A. Change to “Feature confirmation tones”.**

13. Listen access (enable/disable)

**A. A user’s access to listen can be enabled or disabled in the profile database.**

14. Listen mode accessible work types

**A. The work types that a user is permitted to listen to.**

15. Listener messaging

**A. User receives message signifying listening mode.**

16. Job voice information header

**A. Job had identifying information to user.**

18. Listen query default

**A. Listener can listen by job #, patient ID# (medical record#), work type, dictator.**

Q.12. Scope of Work, Paragraph R, #3.c., Can you explain more about the following features and the capability required?

6. Intercom reception

**A. Delete**

11. Backspace increment

**A. Amount of backspacing of recording can be customized per transcriptionist.**

12. Feature conformation tones

**A. Change to “Feature Confirmation tones”.**

13. Transcriptionist hang-up

**A. User can continue from point of interruption.**

14. Job voice information header

**A. Job had identifying information to user.**

Q.13. Scope of Work, Paragraph R., #4.b., Can you explain more about the following features and the capability required?

2. Prompt language

**A. Listener hears voice prompts.**

3. Prompts (brief/long)

**A. Delete**

6. Listener Messaging

**A. User receives message signifying listening mode.**

7. Job voice information header

**A. Job had identifying information to user.**

8. Listen query default

**A. Listener can listen by job #, patient ID# (medical record #), work type, dictator.**

Q.14 Scope of Work, Paragraph R., #5.g., Can you explain more about the feature and capability of 8. Statue?

**A.14. Change to "Status". This refers to the job completion status.**

Q. 15. Is there a form for the bid besides what was in the initial fax with those pages to be signed. If so can you direct me to the location of the form.

**A. 15. Vendor is required to have an authorized representative to sign at least one page of the bid quotation. Bid specifications/forms are available from:**

Roberta Wagner  
 Purchasing Division  
 2019 Washington Street, East  
 P.O. Box 50130  
 Charleston, WV 25305-0130  
 Fax: (304) 558-4115  
 Email: [roberta.a.wagner@wv.gov](mailto:roberta.a.wagner@wv.gov)

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Q. 16. There is a fee of 150 dollars to do business in West VA? Do we need to fill this out prior to sending in the bid.

**A. 16 The Vendor Registration & Disclosure Statement is not required to submit a bid, but is required prior to award of a purchase order. The fee is \$125.00 annually to conduct business with the State of West Virginia. Please see the following website: <http://www.state.wv.us/admin/purchase/vrc/pforms.htm>**

Q. 17. Are the lines that are quoted for work annual?

**A. 17. All work volumes are estimates only for bidding purposes only. The annual volume may be more or less than this estimate and shall not constitute a guaranteed volume of annual work.**