



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
BHS12005

PAGE
1

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

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 BBH/HF
 VARIOUS LOCALES AS INDICATED
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
08/05/2011				
BID OPENING DATE: 08/18/2011		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.: BHS12005		
				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.		
				VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES		

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
 4. 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.
 5. Payment may only be made after the delivery and acceptance of goods or services.
 6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
 7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
 8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
 9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
 10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
 11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
 12. **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.
 13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and 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.
 14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
 15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
 16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. 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. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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<p>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>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>END OF ADDENDUM NO. 1</p>						

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RFQ BHS12005 Questions from Vendors – 4 pages
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#	QUESTION	ANSWER
1	In regard to the pre-conference meeting on August 2, 2011 at 11:00, is it possible to attend via conference call?	No, you must be present.
2	Please confirm that you are looking for a dictation capture system and a transcription word processing distribution system.	We are looking for a system that will accept dictation and allow the hospital staff to transcribe the dictation through a work processing system.
3	What is the current port configuration of the current dictation system?	Bateman does not have a dictation system. Sharpe uses 12 ports in their system.
4	How many lines of transcription are produced annually via the two facilities?	Mildred Mitchell-Bateman Hospital 780,000 William R. Sharpe, Jr. Hospital 480,000
5	How many dictation users are you looking to deploy backend speech recognition for initially?	This RFQ does not require backend speech recognition initially, but vendor must be able to add speech recognition to the system should the hospitals desire to add this function at some future date.
6	Can you provide specifications for the ADT and upload interface?	The information for an interface from a vendor's system to our state vendor, should be obtained from Keane, a NTT Data Company, located at 100 City Square, Boston, MA 02129; phone 1-800-745-3263 or email at info@keane.com . The cost of the interface must be included in the bid price.
7	I understand pages 1-9 cannot be provided in a word format. Could you provide pg's 10 – 21 in a word format if possible.	No, we can not.
8	Do you want a monitor quoted for server, should it be rackmountable or tower?	Vendor must provide tower or rack mountable server with all accessories, i.e., monitor, mouse, keyboard, UPS and backup system, etc. needed for the system.
9	Are you open to virtualization of server/s?	Yes, we are open to using one physical server for both hospitals.
10	In regard to question 4 A. The vendor's system must be a digital recording system that can service thirty (30) system users at the same time. Please confirm that the 8 transcriptionists are included in the 30 number. Also how many of the 8 transcriptionists work concurrently (at the same time). Please confirm that you are looking for the dictation portion of the system to allow 22 dictators simultaneous connection. If so, 22 dictation ports would be required.	The eight (8) transcriptionist ARE included in the thirty (30) system users. All eight (8) of the transcriptionist can be working at the same time. System must provide capability of 22 dictators simultaneously connected.

#	QUESTION	ANSWER
11	How long do you need to maintain storage of dictations for? 30 days? 60 days or other?	30 days at both hospitals.
12	How many system administrators would you have?	Two, one at Sharpe and one at Bateman.
13	How many concurrent phone-in lines do you need?	Twenty two (22).
14	Are your phone lines Analog or digital? If T1 lines what type are they? CAS?	Our telephone lines are analog. Our Network uses T2 lines..
15	Do you require the need for electronic signature?	No.
16	What program do you currently utilize to type in and what version is it?	We currently use Microsoft Office Word 2007 but are now transitioning to M.O. Word 2010.
17	Do you currently utilize templates? If so how many are you using?	Word templates are used. Approximately 10-12 per hospital.
18	Once the documents are transcribed how are they to be delivered? Into the CPRS system? If yes, where can we get the specifications for the HL7 document uploads?	They will be uploaded into the Vista system supported by Keane. For specifications on the upload, see the answer to Question 6 above..
19	What are your needs for support? Onsite or remote?	Onsite within two (2) hours response, Monday through Friday from 8 a.m. till 5 p.m. with remote capabilities for same time frame.
20	For support would remote access be granted such as a vpn tunnel?	Yes.
21	Are all transcriptionists' pcs Windows 7 enterprise?	Yes.
22	What is the total number of lines being transcribe each year within each hospital?	See the answer to question 4 above.
23	What is the total number of voice jobs per day per facility?	Approximately 40 a day per hospital.
24	What is the average length of a typical voice job dictation?	15 minutes (3 –30 minute range)
25	Relative to the voice ports, will the interface to your phone switch be a T1 connection or an analog connection?	Vendor must be able to connect to Analog or Digital phone systems. We currently use mostly analog phones.

#	QUESTION	ANSWER
26	On page 1 section 3, item B, since all data will be transfer via your LAN, is it necessary to encrypt MS Word document if the Vendors software already stores in a SQL Blob space? With encryption, this will slow down the overall workflow?	No.
27	On page 11, section 3; item G, would you please define "routing of completed dictations"? Are you referring to routing the voice job (dictation) to a specific transcriptionist for completion and/or routing the completed report via automatic Faxing, printing, email, etc.	Routing of a voice job to a specific transcriptionist.
28	On page 12, section 5, item C, sub-item e, please define Access workstations?	Means the ability to dictate from ANY workstation (phone).
29	On page 12, section 5, item C, sub-item h, please define Message auto-play?	System must allow the dictator the ability to replay their message dictated before they sign off.
30	On page 12, section 5, item C, sub-item j, is this a mandatory requirement for as this is older technology which allows for audio clipping and thus the possibility of missing intended dictated words?	Disregard as a mandatory requirement.
31	On page 12, section 5, item C, sub-item p, please define Listener Messaging?	Disregard as a mandatory requirement.
32	On page 13, section 6, item B, sub-item g, please define Intercom reception?	Disregard as a mandatory requirement.
33	On page 13, section 6, item B, sub-item h, please define Transcription messaging?	Disregard as a mandatory requirement.
34	On page 13, section 6, item F, please define voice terminal for as this is older technology being mentioned?	Voice terminal is a telephone.
35	On page 13, section 6, item H, please define voice terminal for as this is older technology being mentioned?	Voice terminal is a telephone.

#	QUESTION	ANSWER
36	On page 14, section 8, item A, is the VistA the only system we will need to have a HL-7 interface with?	Yes.
37	On page 14, section 8, item D, please define voice recognition for the patient's name and identifying information in order to interface with VISTA? We are not aware of any systems that support voice recognition in a HL-7 message?	Disregard as a mandatory requirement.
38	On page 15, section 9, are you requesting these servers to be Tower or Rack mounted systems. If rack mounted, do we include the racks? Also do we include the KVM switches, keyboards, mouse, monitors, tape backup and UPS backup devices?	See the answer to question 8 above.
39	On page 15, section 10, item D, what type of maintenance/support contract are you requiring relative to time of day for onsite and/or remote diagnostics support?	See the answer to question 19 above.