



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
EHS12035

PAGE
1

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

HEALTH AND HUMAN RESOURCES
 BPH ENVIRO HLTH SERVICES
 350 CAPITOL STREET, ROOM 313
 CHARLESTON, WV
 25301-1757 304-558-8582

SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/15/2011				

BID OPENING DATE: 09/29/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
1. QUESTIONS AND ANSWERS ARE ATTACHED. 2. TO PROVIDE A REVISED BID PRICE SHEET THAT INCLUDES A LINE FOR TOTAL BID PRICE PER VENDOR QUESTION #25. 3. TO CORRECT THE QUANTITY OF LINE ITEM 5 ON PAGE 6 OF THE RFQ FROM 52 TO 40 PER VENDOR QUESTION #42. 4. 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.: EHS12035						
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						

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>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 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>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: center;">END OF ADDENDUM NO. 2</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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Addendum #2 – EHS12035

Vendor Question #1:

Can you provide an electronic 'word document' version of the RFQ?

Office of Environmental Health Services (OEHS) Response to Vendor Question #1:

No. In order to make the Request for Quotation (RFQ) and addendums available to all interested vendors, an electronic 'word document' version is not available.

Vendor Question #2:

Page #6: Does number of installations equate to number of users?

OEHS Response to Vendor Question #2:

Yes, the estimated number of installations (see Bid Price Sheet) equate to the estimated number of users as follows:

- Year 1: 66 estimated installations = 66 estimated users
- Year 2: 60 estimated installations = 126 estimated users (includes Years 1 and 2 users)
- Year 3: 61 estimated installations = 187 estimated users (includes Years 1 – 3 users)

Vendor Question #3:

Can you break down the number of users who will need access only to the web version and those that will ALSO need access to the mobile client?

OEHS Response to Vendor Question #3:

The estimated number of web only and mobile/web based users are as follows:

Year 1	Web Based Only Users	19
	Mobile/Web Based Client Users	<u>47</u>
	Total Users – Year 1	66
Year 2	New Web Based Only Users	17
	New Mobile/Web Based Client Users	<u>43</u>
	New Users – Year 2	60
	Plus Year 1 Users	<u>66</u>
	Total Users – Year 2	126
Year 3	New Web Based Only Users	23
	New Mobile/Web Based Client Users	<u>38</u>
	New Users – Year 3	61
	Plus Year 1 Users	66
	Plus Year 2 New Users	<u>60</u>
	Total Users – Year 3	187

Addendum #2 – EHS12035

Vendor Question #4:

Page #15, Item #7:

- A. What file types (and data) will be provided for conversion AND will each of the six districts be the same?
- B. Is it state data or individual county/district data?
- C. Can examples be provided?

OEHS Response to Vendor Question #4

- A. Conversion is not part of this RFQ, but having the ability to convert is. OEHS wants its central office in Charleston, West Virginia and local health departments (LHDs) located in five OEHS district areas across the state to have the ability to import various types of data (state, county, etc.) on their own. In order for OEHS and LHDs to have this ability, vendor's software for WV Environmental Health Data System will be capable of importing existing current data that is in versions of Microsoft Excel or Microsoft Access that are currently supported by Microsoft.
- B. Conversion is not a part of this RFQ. The file types and data that OEHS and LHDs could import are not available under this RFQ.
- C. Conversion is not a part of this RFQ. Examples cannot be provided under this RFQ.

Vendor Question #5:

Page #15, Item #8:

- A. What data will be required to be exported and to where?
- B. Can you provide file examples?
- C. Will this data need to be exported in a nightly, weekly, monthly batch?
- D. If yes, which one is preferred?
- E. Or will Real-time be required?

OEHS Response to Vendor Question #5:

- A. All WV Environmental Health System data will be required to be exported into spreadsheets or custom databases.
- B. An example of data that could be exported is if a finance department needs financial information imported into its financial software program. The WV Environmental Health Data System will be capable of exporting it into either a currently supported version of Microsoft Access, Microsoft Excel or a CSV format.
- C. Data will be exported on an as-needed basis. The purpose of this requirement is to allow existing data to be manipulated in a third party program when needed.
- D. Data will be exported on an as-needed basis.
- E. Real-time is required.

Vendor Question #6:

Page #16, Various: Is there a difference in meaning between the wording "Vendor Software" and Vendor Client Software"?

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OEHS Response to Vendor Question #6:

"Vendor Software" refers to software that resides on vendor's system. "Vendor Client Software" refers to any software that is loaded on OEHS or LHD computing devices in order to access the vendor-hosted WV Environmental Health Data System.

Vendor Question #7:

Page #16, Item #2: Our PMs typically have more than one project under their responsibility. Does your statement "vendor will designate a full-time project manager who will be available to OEHS staff 100% of the time after implementation begins" mean that a) the vendor PM will only work on this project and nothing else, or b) that the vendor will assign only one PM dedicated to the project? Please clarify.

OEHS Response to Question #7:

OEHS does not have the expectation that vendor's Project Management (PM) will be dedicated solely to this project. However, the PM is required to be available to OEHS staff to address problems or issues during regular business hours once the project begins. Vendors may assign in their Project Plan less than a full time equivalent PM as long as the resource is available during 100% of normal business hours over the course of the project.

Vendor Question #8:

Page #17, Item #4: Do all three environments need to remain available during the full term of the contract? I.e. post go-live?

OEHS Response to Vendor Question #8:

The LIVE/PRODUCTION and TRAINING environments will be available during the full term of the contract. The STAGING/TESTING environment will be available during the staging/testing phase of the contract when modules are being developed and tested. OEHS anticipates OEHS and/or LHD personnel turnover. New personnel must have an area where they can train and practice using the software.

Vendor Question #9:

Page #18, Item #2: Define the statement "...configured by the system administrator". Does this imply system admin can change requirements for minimum contents of password?

OEHS Response to Vendor Question #9:

The intent of the statement "...configured by the system administrator" is for OEHS and LHD user rights/privileges. For example, a LHD administrator will be able to assign role based permissions, such as read only to a clerk but read/write to inspecting sanitarians. This statement does not refer to the minimum contents of passwords.

Vendor Question #10:

Page #26, Item #15.4: It is noted here and elsewhere that 'expandable remarks' are required.

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- A. Please clarify what you mean by 'expandable'?
- B. Are you referring to the number of characters entered?
- C. Are all remarks entered on the electronic form required to show when printed?

OEHS Response to Vendor Question #10:

- A. The meaning of the term "expandable" is that the narrative section of the form will allow for multiple entries. This section of the form is where violations are written in descriptive form.
- B. No. OEHS is not referring to the number of characters entered.
- C. Yes. All remarks entered on the electronic form will be required to show when printed.

Vendor Question #11:

Page #29, Item #21.3: It is noted here and elsewhere that vendor will provide fields to enter 'multiple' Please provide exact number of fields required for this item as well as the others.

OEHS Response to Vendor Question #11:

Page #29, Item# 21.3: Multiple fields are required on the Recreational Water Facilities Inspection Report form for entering the first and last name of up to four (4) separate Recreational Water Facility Operators.

Page #29, Item # 21.4: Multiple fields are required on the Recreational Water Facilities Inspection Report form for entering up to six (6) separate readings for each of the following:

	Number of Fields Required
Free Chlorine Residual	6
Bromine Residual	6
pH	6
Rate of Flow Meter	6
Gauges	6
Total Number of Fields Required	30

Page #31, Item #24.5: Multiple fields are not required on the Nuisance Investigation Report form for entering multiple action types and dates for each complaint, but vendor will provide an expandable narrative field for entering this information.

Page #31, Item # 24.7 Multiple fields are required on the Nuisance Investigation Report form for entering ten (10) statuses and ten (10) dates.

Vendor Question #12:

Page #34, Last Bullet: Please clarify the following statement: each estimated annual installation and training equates to a single device that will require a license. We are assuming 'office only' users won't need a mobile client license - is that correct?

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OEHS Response to Vendor Question #12:

Office users will manipulate the data for reports, etc. Field users will input data. Office users will not need a mobile client license. However, office administrators will have rights to modify data while using an office license.

Vendor Question #13:

What are OEHS' expectations with respect to timelines for the three phases given the fact that only year one funding would be guaranteed?

OEHS Response to Vendor Question #13:

OEHS expects vendor to meet the deliverable timelines as they appear on the Bid Price Sheet. Vendor will adhere to the RFQ specifications including the deliverable due dates on the Bid Price Sheet for Year 1. If funding is available and if OEHS and vendor mutually agree in writing to renew the contract, vendor will meet the requirements related to Years 2 and 3 including the deliverable due dates on the Bid Price Sheet.

Vendor Question #14:

Please verify that the bid submission deadline is 9/15/2011 at 1:30pm (ET).

OEHS Response to Vendor Question #14:

The bid submission deadline is extended under Addendum #1 to September 29, 2011, at 1:30PM (ET).

Vendor Question #15:

We have a Named User licensing structure. We define Named Users as "staff with access to the Software regardless of whether such access is concurrent or consecutive."

- A. How many total Named Users will the new system support?
- B. How many Named Users will there be at each of the 6 installation locations?
- C. Will the onsite inspection processes have internet access via wifi for staff?

OEHS Response to Vendor Question #15:

- A. The WV Environmental Health Data System will be capable of supporting the following estimated number of users (same as what appears on the Bid Price Sheet) but will be expandable to support additional licenses that LHDs may elect to purchase on their own.
 - Year 1: 66 estimated users/installations
 - Year 2: 126 estimated users (includes 66 Year 1 and 60 Year 2 installations)
 - Year 3: 187 estimated users (includes 66 Year 1, 60 Year 2, and 61 Year 3 installations)

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- B. The WV Environmental Health Data System will have the following estimated number of users (same as what appears on the Bid Price Sheet) at each of the six (6) installation locations:

Area	Year 1: # of Trainees/Installations	Year 2: # of Trainees/Installations	Year 3: # of Trainees/Installations
Charleston	2	6	1
Beckley	4	12	15
Fairmont	12	14	14
Kearneysville	6	6	13
St. Albans	41	11	12
Wheeling	1	11	6
Total	66	60	61

- C. OEHS plans to purchase units that have Wi-Fi capability. Access to the Internet is the responsibility of each LHD. LHD staff will have the option of uploading data throughout the day, assuming they have Wi-Fi connection, or through their docking station when returning to their base office.

Vendor Question #16:

- A. How many inspectors will the system be required to support?
- B. What sort of functionality/access to the software will inspectors require?
- C. Are they included in the number of Named Users declared in above answer to Question #3.

OEHS Response to Vendor Question #16:

- A. OEHS estimates that the total number of inspectors will be 128. LHDs may elect to purchase additional licenses on their own.
- B. The administrator at each LHD will determine the access capabilities that their inspectors will have to the WV Environmental Health Data System. Access capabilities will vary from LHD to LHD. Each LHD will have access to their own health department's data only.
- C. Yes. The number of Inspectors (128) is included in the Named Users found in OEHS's response to Vendor Question #3.

Vendor Question #17:

How many third-party interfaces do you anticipate needing for your new system?

OEHS Response to Vendor Question #17:

We do not anticipate any third-party interfaces

Vendor Question #18:

What sort of public-facing website functionality does the State require?

Addendum #2 – EHS12035

OEHS Response to Vendor Question #18:

OEHS requires that the public be able to:

- A. Report a complaint: The public will identify the county in its report, and the complaint will automatically be sent to the appropriate LHD that has jurisdiction for that county.
- B. View inspections: The public will be able to view inspections conducted at any of the permitted facilities in West Virginia.

Vendor Question #19:

We understand that the State requires 6 different trainings in 6 different locations.

- A. How many State staff will attend each training?
- B. What is the estimated duration of training sessions?
- C. Will this be a "train the trainer" approach or will all staff attend at least one of these sessions?

OEHS Response to Vendor Question #19:

- A. Two state (OEHS) staff will receive training Year 1. One or both may attend other training sessions to help facilitate.
- B. OEHS estimates that each training session will be completed in one day, including travel time for LHD staff. OEHS estimates four to six hours of training for an eight-hour work day.
- C. Each LHD will determine how its user staff will be trained. LHD administrators may choose to send all users to a training session or prefer to send one or more and require those that attend the training session to be responsible for training the remaining users. When LHDs hire new employees, existing staff will be responsible for conducting training.

Vendor Question #20:

Please indicate how many permit types the new system will support.

OEHS Response to Vendor Question #20:

The WV Environmental Health Data System will support the following four (4) permit types:

1. Permit to Construct, Modify or Abandon a Water Well, SW-257 (Page 59 of the RFQ)
2. Permit for an On-Site Sewage Disposal System, SS-183 (Page 58 of the RFQ)
3. Permit to Operate a Food Establishment, SF-05 (Page 57 of the RFQ)
4. General Permit to Operate, SG-91 (Page 56 of the RFQ)

The General Permit to Operate is used to register facilities not covered under the remaining three permits above. The facilities covered under the General Permit to Operate form are listed on Page 21, Section 1.2 of the RFQ.

Vendor Question #21:

- A. Does the State require the ability to accept online applications, online renewals, and/or online verifications?

Addendum #2 – EHS12035

- B. If so, which/how many permit types will the system support for each (applications, renewals, verifications)?

OEHS Response to Vendor Question #21:

- A. OEHS and LHDs do not accept online applications, online renewals, and/or online verifications.
B. Not applicable.

Vendor Question #22:

Please elaborate on the State's meaning/expectations with respect to page 15, "Software Requirements", #4: "...will allow for capturing of an electronic signature."

OEHS Response to Vendor Question #22:

Assuming that OEHS and LHD's hardware is capable of capturing writing on the screen, the WV Environmental Health Data System software will allow owners or operators of facilities to sign their names on the hardware devices, and said signatures will be captured as they are written, and not converted to text. The signatures will appear on printed inspection or investigation forms.

Vendor Question #23:

Page 17, #9 states: "Vendor will respond to unlimited trouble tickets at no additional charge...." Please define "trouble ticket".

OEHS Response to Vendor Question #23:

A "trouble ticket" is a method of accounting for and tracking all support requests submitted to vendor's Help Desk whether submitted by phone, e-mail, or on-line entry. The trouble ticket will track, at a minimum, receipt of the request, assignment to a help desk analyst or other specialist, and resolution of the request.

Vendor Question #24:

Can vendors submit multiple bids offering different support models?

OEHS Response to Vendor Question #24:

Yes. Vendors can submit multiple bids offering different support models. Bids will meet the requirements of the RFQ, including all addendums, to be considered.

Vendor Question #25:

Would the State be willing to add a "Total Cost" line to the "Bid Price Sheet"?

OEHS Response to Vendor Question #25:

Yes. A "Total Bid Price" line has been added to the Bid Price Sheet and is attached.

Addendum #2 – EHS12035**Vendor Question #26:**

Our pricing is based on the number of full-time inspectors (which we define as someone who spends at least 50% of his or her time in the field conducting or working on inspections). Can you provide that number?

OEHS Response to Vendor Question #26:

Full time inspectors equates to field users as follows:

- Year 1 – 47 estimated field users
- Year 2 – 43 estimated field users
- Year 3 – 38 estimated field users

Vendor Question #27:

Will all inspectors use a field computing device?

OEHS Response to Vendor Question #27:

Yes. All inspectors will use a field computing device.

Vendor Question #28:

I am unsure of the meaning of the phrase, "permanent software license". I believe it is the same meaning as a "perpetual license". Clarification of the meaning is important due to Decade's licensing model being annual (without a large up-front acquisition fee) and not perpetual. In other words, our software is licensed annually for roughly the same cost year after year, with monthly, quarterly, or otherwise, payment plans. Decade retains all ownership in the product, and the client retains all ownership of its data. However, if the contract is terminated, the license to use the software ends, and the client is no longer allowed to use the system. In a perpetual license, the agency could continue using the software. We use the annual licensing model because it ensures a stable and ever improving product and service for the client. As well, the cost is predictable and stable. Will this type of arrangement work for your agency?

OEHS Response to Vendor Question #28:

Permanent software license has the same meaning as "perpetual license" under this RFQ. Annual licensing is not desired by OEHS and is not acceptable under this RFQ.

Vendor Question #29:

We have a handful of clients for whom we have provided escrow services. There is a fee charged by the escrow services company that is passed on to the client. Is this arrangement suitable to your agency?

OEHS Response to Vendor Question #29:

Vendor will incorporate all costs, including escrow service fees, related to this RFQ into its "Total Bid Price" on the Bid Price Sheet. Costs not included in vendor's Total Bid Price are not acceptable.

Addendum #2 – EHS12035**Vendor Question #30:**

Decade's support desk is open at 9am to 9pm EST. We have several clients on the east coast, including New Hanover County, Atlantic County, Cape May NJ, and Baltimore. Is this point negotiable?

OEHS Response to Vendor Question #30:

This point is not negotiable. Most LHDs open their offices at 8:00 a.m., Eastern Standard Time. LHD field workers typically spend one hour, from 8:00 – 9:00, in their offices preparing for their daily workload. If support is required, it is imperative that field workers are able to obtain live help before leaving to complete field activities. Live help for OEHS and LHDs will be available from 8:00 a.m. to 5:00 p.m., Eastern Standard Time, Monday through Friday, except on recognized federal holidays for the entire term of the contract.

Vendor Question #31:

Decade contracts with Rackspace, an internationally renowned internet service provider. Our Database Administrator continuously monitors the servers in addition to the Rackspace administrators? Will this be acceptable to your agency?

OEHS Response to Vendor Question #31:

As specified under WV Environmental Health Data System Functional Requirements, Item #3, Page 17 of the RFQ, "vendor servers and ancillary equipment in primary and back-up facilities used to host the WV Environmental Health Data System will be owned by or under the total control of the vendor (i.e., the vendor alone is responsible for allocating resources to meet contractual obligations)." If vendor does not have total control of the servers and ancillary equipment provided by Rackspace, this arrangement is not acceptable to OEHS.

Vendor Question #32:

Is the response to the RFQ considered a legally binding instrument?

OEHS Response to Vendor Question #32:

Vendor will submit quotations based entirely on the specifications and requirements of the RFQ that includes the Bid Price Sheet, Addendum #1, and this Addendum #2. Quotations will be reviewed and evaluated based on vendor submissions. Quotations that do not meet the specifications and requirements of the RFQ will be disqualified. It is our intention to award a legally binding contract to the low-bid vendor that meets the specifications and requirements of the RFQ.

Vendor Question #33:

When is the agency interested in beginning the implementation project?

OEHS Response to Vendor Question #33:

Vendor will complete all Year 1 deliverables within one year of the contract award date.

Addendum #2 – EHS12036

Vendor Question #34:

Does the data from the various offices throughout the state have to 'roll up' to the State? In other words, is there a need to provide a single data repository for the State's main office to review the data collected at the individual offices within the state? Or, alternatively, do all offices in the state intend to use a single database in which may be found data from the other offices?

OEHS Response to Vendor Question #34:

OEHS will have access to all data. Each LHD will have access only to the facilities and activities in their jurisdiction.

Vendor Question #35:

Is data conversion from an existing database system required? If so, could a copy of your existing data be sent? Alternatively, could you provide the following type of documentation:

Technical details of each system, including:

- the number of data tables,
- the type of data stored in each table, and
- the format in which it will be provided.

OEHS Response to Vendor Question #35:

No. Data conversion is not required under this RFQ.

Vendor Question #36:

Is it possible to provide the number of trainees expected in the offices listed starting on page 6 of the RFQ?

OEHS Response to Vendor Question #36:

The estimated number of trainees is the same as the number of installations listed on the Bid Price Sheet (Page 88) of the RFQ as follows:

Area	Year 1: # of Trainees/Installations	Year 2: # of Trainees/Installations	Year 3: # of Trainees/Installations
Charleston	2	6	1
Beckley	4	12	15
Fairmont	12	14	14
Kearneysville	6	6	13
St. Albans	41	11	12
Wheeling	1	11	6
Total	66	60	61

Addendum #2 – EHS12035

Vendor Question #37:

Page #15, Item #5 – Link to Outlook Calendars: I assume link means that updating/deleting the calendar event in one system causes a corresponding transaction in the other system. Please confirm.

OEHS Response to Vendor Question #37:

Yes. Updating/deleting the calendar event in one system causes a corresponding transaction in the other system.

Vendor Question #38:

Page #16, Item #12 - Client to Operate Within 1 GB RAM: Does this mean that the application and its resources consume no more than 1GB RAM (e.g., by monitoring the Windows Task Manager) or does this mean that the application, the operating system, and all other running applications operate on a computer configured with 1GB RAM? Is the same standard to be applied to desktop PCs vs. mobile computers (e.g., laptops or tablet PCs)?

OEHS Response to Vendor Question #38:

The application will run under Windows on a laptop or tablet configured with a minimum of 1 GB RAM. Other running applications will be taken into account only if they are applications that are accessed by the client. It is possible that OEHS or LHDs will install the application on a small number of desktop PCs, but the primary intent is for use on mobile computers (e.g., laptops/tablets).

Vendor Question #39:

Page #21, Permit to Operate Forms (Forms 1-14): Clearly, some of the listed forms are designed to be used by the general public while others are to be used by LHD/OEHS staff.

- A. Which forms (if any) are exclusive to the LHD/OEHS staff and which are public-facing?
- B. Which forms must be available for offline access?

OEHS Response to Vendor Question #39:

- A. For the forms on Page #21 Permit to Operate Forms (Forms 1-14) -the public will have access to Forms 1-6 and 8-10 and OEHS and LHDs will have exclusive access to Forms 7 and 11-14.
- B. For the forms on Page #21 Permit to Operate Forms all forms must be available for offline access.

Vendor Question #40:

Page #20, Electronic Forms (general): It is understood that public-facing and printed forms shall display the DHHR logo or "West Virginia Department of Health and Human Resources" and West Virginia State Seal. Is it also the expectation that forms dedicated to LHD/OEHS staff for data-entry purposes (e.g., inspection checklist) would require the same markings?

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OEHS Response to Vendor Question #40:

It is the West Virginia Bureau for Public Health's policy that any document viewed by the public shall have a consistent method of identifying itself as a WV Department of Health and Human Resources product. For Internal OEHS or LHD data-entry use, this identification is not necessary. However, if a report is generated and given to the owner/operator of a facility (public), then identification will be used.

Vendor Question #41:

For pricing, do I need to complete pages 6-8 AND pages 87-90? Or only pages 87-90?

OEHS Response to Vendor Question#41:

Vendors should complete page 1 (line item 1), pages 6-8 (line items 2-14), and pages 87-90 (Bid Price Sheet) of the RFQ.

Vendor Question #42:

On pages 6-8 the Phase's appear to be inconsistent with what is listed on pages 13-14 as well as on pages 87-90. Please clarify.

OEHS Response to Vendor Question #42:

The quantity of 52 for line item 5, page 6 (Phase 3 -- Installation -- Fairmont, West Virginia) on the RFQ is inconsistent with what is listed on the Bid Price Sheet. The Bid Price Sheet estimated quantity total of 40 for Years 1-3 for is correct as follows:

Year 1 – Installation – Fairmont, West Virginia:	12
Year 2 – Installation – Fairmont, West Virginia:	14
Year 3 – Installation – Fairmont, West Virginia:	<u>14</u>
Years 1-3 – Installation – Fairmont, West Virginia:	40

Vendor Question #43:

Page 13 mentions a public portal, Page 15 of the RFQ mentions that the public should be able to submit complaints, are there other requirements for functionality that need to be provided by the portal such as managed informational content, reporting, filling out applications?

OEHS Response to Vendor Question #43:

The public portal will be a place where the public can report and file complaints. The public will identify the county in its report and the complaint will automatically be sent to the appropriate LHD that has jurisdiction for that county.

The public portal will also be a place where the public can view inspections conducted at any of the permitted facilities in West Virginia, such as restaurant inspections.

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Vendor Question #44:

Page 15, number 4 requires electronic signatures. Is there a preferred method for this? For example, other clients have associated a login to a signature on file, or allowed the user to specify a PIN, or used a scanned or electronically captured signature which is programmatically compared to a version stored in the application. Is one of these approaches permissible are actual digital signatures using encryption keys required?

OEHS Response to Vendor Question #44:

When an inspection is completed, the WV Environmental Health Data System will be capable of capturing the written signature of the individual in charge during the inspection or investigation and the name of the person that signs the electronic form. Said signatures will be captured electronically as they are written, and not converted to text. The signatures will appear on printed inspection or investigation forms.

Vendor Question #45:

Page 16 number 14 discusses offline functionality, to questions on this:

- A. Does the entire system need to be able to be used in a disconnected mode or just certain features (i.e. filling out forms)?
- B. What is the target platform for offline usage? Some possible examples would be:
 - laptop (windows and/or mac),
 - tablet (IPad, windows, android)
 - phone (iPhone, android, window) – at first glance a phone form factor is probably not realistic expectation for this application.

OEHS Response to Vendor Question #45:

- A. During field work, a sanitarian may not have access to WI-FI or broadband. The WV Environmental Health Data System must allow sanitarians to complete inspections throughout the day and let them synchronize at the base location or home office. The WV Environmental Health Data System must allow sanitarians to pull up old inspections, investigations, etc. just like they were in a connected mode.
- B. Since this is a pilot project, we envision several different types of portable computing devices. All will be run on a Windows based system.

Vendor Question #46:

Page 20 discusses billing, invoicing and receivable tracking. Item 3 mentions other fees.

- A. Can you provide some information on what these fees might be and how they will be assessed and what the relationship between facilities and LHDs are?
- B. Are all fees collected by OEHS or by individual LHDs?
- C. Is there a set invoicing schedule (weekly, monthly, quarterly, etc.) or is it done real time or ad hoc?
- D. Finally, how will fees be received and does the application need to support online fee collection via credit card or ACH transfers. If online collection is necessary, is there a particular merchant processing service that is in place?

Addendum #2 -- EHS12035**OEHS Response to Vendor Question #46:**

- A. CSR 64-51, Section 9, allows for LHDs to charge other fees. One example would be food establishment re-inspections and mileage reimbursement associated with this re-inspection.
- B. Currently, only LHDs collect other fees.
- C. No. There is no schedule. It is done ad-hoc or on an as needed basis.
- D. Each LHD has their own method to collect other fees. The WV Environmental Health Data System does not need to support online fee collection via credit card or ACH transfers.

Vendor Question #47:

Requirement 6.1.1 on page 24 discusses electronic drawings. Does the application need to supply its own drawing tools or would support for uploading electronic drawings fulfill the requirement?

OEHS Response to Vendor Question #47:

The WV Environmental Health Data System will allow for freehand drawings. A legend of common figures, such as the legend for the On-Site Sewage Disposal System Inspection Report (SS-177) on Page 75 of the RFQ will provide helpful.

**EHS12035
 BID PRICE SHEET (ADDENDUM #2 -- REVISED VERSION)**

DELIVERABLES		Annual Usage	Unit Bid Price	Bid Price (Annual Usage x Unit Bid Price)
<p>PHASE #1:</p> <p>Vendor will deliver a base system consisting of a customizable-off-the-shelf environmental health data system that will be configured to meet the needs of OEHS and complies with all of the Business Requirements of this Request for Quotation. Delivery of the base system includes:</p> <ul style="list-style-type: none"> • Hosting the Base system • Monitoring • Maintenance and support of the system and all associated applications for all users <p>Deliverables for Phase #1 include:</p> <ul style="list-style-type: none"> • Confirmation that Base System code has been placed in escrow • Verification that OEHS has access to the hosted web site where the environmental health Base System resides 	<p>Year 1 Month 1</p>	<p>1</p>	<p>_____</p>	<p>_____</p>
<p>PHASE #2:</p> <p>Vendor will deliver a customized environmental health data system that meets the needs of OEHS and complies with the Business Requirements of this Request for Quotation. Delivery of the customized WV Environmental Health Data System includes:</p> <ul style="list-style-type: none"> • Develop detailed project plan • On-site meeting with OEHS leadership at OEHS office location for review and approval of project plan • Execute approved project plan <p>Deliverables for Phase #2 will be agreed upon by OEHS and vendor based on vendor's project plan which is basis for this phase of the project.</p>	<p>Year 1 Months 1 - 12</p>	<p>1</p>	<p>_____</p>	<p>_____</p>

<p>PHASE #3 – INSTALLATIONS: Vendor will schedule and provide on-site installation(s) of WV Environmental Health Data System and software on OEHS and LHD supplied hardware at the following OEHS central and district office locations. Installations will take place during on-site training sessions.</p>	<p>Deliverable Due Date</p>	<p>Estimated Annual Installations¹</p>	<p>Unit Bid Price²</p>	<p>Bid Price (Estimated Annual Installations x Unit Bid Price)</p>
<p>Charleston, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>2</p>		
	<p>Year 2-Month 1 - 12</p>	<p>6</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>		
<p>Beckley, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>4</p>		
	<p>Year 2-Month 1 - 12</p>	<p>12</p>		
	<p>Year 3-Month 1 - 12</p>	<p>15</p>		
<p>Fairmont, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>12</p>		
	<p>Year 2-Month 1 - 12</p>	<p>14</p>		
	<p>Year 3-Month 1 - 12</p>	<p>14</p>		
<p>Kearneysville, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>6</p>		
	<p>Year 2-Month 1 - 12</p>	<p>6</p>		
	<p>Year 3-Month 1 - 12</p>	<p>13</p>		
<p>St Albans, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>41</p>		
	<p>Year 2-Month 1 - 12</p>	<p>11</p>		
	<p>Year 3-Month 1 - 12</p>	<p>12</p>		
	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
<p>Wheeling, West Virginia</p>	<p>Year 2-Month 1 - 12</p>	<p>11</p>		
	<p>Year 3-Month 1 - 12</p>	<p>6</p>		

<p>PHASE #3 - TRAINING SESSIONS: Vendor will schedule and provide on-site training sessions of WV Environmental Health Data System and software on OEHS and LHD supplied hardware at the following OEHS central and district office locations.</p>	<p>Deliverable Due Date</p>	<p>Estimated Annual Training Sessions¹</p>	<p>Unit Bid Price²</p>	<p>Bid Price (Estimated Annual Training Sessions x Unit Bid Price)</p>
<p>Charleston, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
	<p>Year 2-Month 1 - 12</p>	<p>1</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>		
<p>Beckley, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
	<p>Year 2-Month 1 - 12</p>	<p>1</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>		
<p>Fairmont, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
	<p>Year 2-Month 1 - 12</p>	<p>1</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>		
<p>Kearneysville, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
	<p>Year 2-Month 1 - 12</p>	<p>1</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>		
<p>St. Albans, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
	<p>Year 2-Month 1 - 12</p>	<p>1</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>		
<p>Wheeling, West Virginia</p>	<p>Year 1-Month 1 - 12</p>	<p>1</p>		
	<p>Year 2-Month 1 - 12</p>	<p>1</p>		
	<p>Year 3-Month 1 - 12</p>	<p>1</p>	<p>TOTAL BID PRICE</p>	

¹Actual annual installations and training sessions for Phase #3 are unknown. Annual installations and training sessions are estimated. Bidders "Unit Bid Price" per central and district office location under this phase must be the final unit cost per installation and training session per office location charged to OEHS under this contract whether one or more than one is provided.

²Bidders must complete the Unit Bid Price and Total Bid for each Phase deliverable (separate bids per central and district office location as indicated under Phase #3).

Bidders must complete, sign, and date the vendor section below:

Vendor Name: _____ Phone: _____

Contact Person: _____ Fax: _____
(Please Print)

Contact Person Email: _____

Authorized Vendor Representative: _____
(Please Print)

Authorized Vendor Signature: _____ Date: _____

IMPORTANT: BIDDERS WILL NOT ALTER, MODIFY, OR ADD INFORMATION TO THIS BID PRICE SHEET