



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

Solicitation

NUMBER	PAGE
OMB12001	1
ADDRESS CORRESPONDENCE TO ATTENTION OF	
FRANK WHITTAKER 304-558-2316	

RFQ COPY
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BOARD OF OSTEOPATHIC MEDICINE
 405 CAPITOL ST STE 402
 CHARLESTON WV
 25301 304-552-6095

DATE PRINTED
06/13/2012

BID OPENING DATE: 06/21/2012 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 3 *****						
ADDENDUM TO DISTRIBUTE THE ATTACHED INFORMANTION.						
***** END ADDENDUM NO. 3 *****						
0001	1	LS		205-20-99-000		
WEB BASED LICENSING SYSTEM.						
***** THIS IS THE END OF RFQ OMB12001 ***** TOTAL:						

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

SOLICITATION NUMBER: OMB12001
Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as OMB12001 (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation: To Provide the attached Technical questions and answers.

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: OMB12001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

QUESTION LIST FOR RFQ OMB12001

- 1) Is the Board of Osteopathic Medicine requiring that the content management software be provided and supported by the same vendor as the licensing software? Answer: Yes
- 2) Is the WV Board of Osteopathic Medicine requiring that the website be designed by the licensing software vendor? Answer: Yes
- 3) Would it be beneficial to the board for analysis purposes to include hosting prices? Answer: Please include all hosting costs under the hosting field on the pricing page. The Board Office will not be hosting the software.
- 4) Has funding been secured for the duration of this project? If so, can the State disclose the budget allocated for this effort? Answer: Funds have been allocated through the Board's budget.
- 5) In order to meet the implementation timeline, is the Board open to changing its workflow and processes to adapt to the Vendor's best practices and use of existing protocols? Answer: No
- 6) Who investigates complaints against licensees? How many complaints are received per year? Of those investigators, what is the number of individuals that would be using this system? Answers: The Board Office Staff investigate complaints and report their findings to the Complaint Committee of the Board. Approximately 40 complaints/year are received. The Board Staff consists of three (3) members and they would be the only ones using the system.
- 7) What is a PLLC? Answer: Professional Limited Liability Company.
- 8) What is the lifecycle of a license? How often does it need to be renewed? Answer: A physician's license is renewed every two (2) years, a physician assistant's license is renewed every two (2) years, a corporation license is renewed every two (2) years and a PLLC is renewed annually.
- 9) Is Data Conversion expected to be performed as part of the initial implementation or can it be done after the solution has been deployed? Answer: Data conversion must be performed as part of the initial implementation. All data builds off of the initial data.
- 10) How large is the existing Access database? How many records? Answer: There are several different types of files within the database. We currently have just under 1200 osteopathic physicians, about 200 physician assistants, 50 Corporations and 80 PLLC's.
- 11) How many license types are currently managed by the system? Answer: Four (4) as listed above. Of course, there are different statuses for each license type (active, probationary, suspension, revocation, etc.)
- 12) What is the anticipated timeframe for vendor demonstrations and subsequent award of this project? Answer: We are hoping to have a signed contract by July 1 with implementation completed by January 2013.

- 13) Is there a preference towards a cloud-based solution or is the Board also open to a Client Hosted solution? Answer: It is the Board's intent to host the program on a vendor's servers unless it is in the best interest of the Board to have it hosted with the WV Office of Technology.
- 14) Is the Board open to sharing this solution with other Professional Licensing organizations in the State or will this strictly be a stand-alone system? We would be open to sharing the system as long as our data is stored on a secure platform which would not be accessible to other licensing boards.
- 15) Please clarify the expectation of training from the proposed vendor for this effort. Is it the desire to have the vendor support the State or to provide training directly? The vendor will provide the initial training to the three (3) Board Staff Members and ongoing support will be purchased through the vendor. This is not a state program, but a licensing board of the state of West Virginia.
- 16) The current website is using DotNetNuke as a content management system. Are you happy with the current system? Answer: No Please let us know how you feel about the current website so that we can decide which way to go in our quote. .Answer: The current website is managed by the WV State Treasurer's Office. We have no management control of the site which is something we want to change. The agency is looking for a new system which will be managed by the Osteopathic Medical Board. .
- 17) Since it is hard to estimate what the additional work is, is it okay to just supply an hourly rate with a maximum cost? No, all quotes must be broken down as the pricing page indicates.
- 18) The RFQ says we should complete the development within five (5) months. Do we have a starting date decided? Answer; Yes, July 1, 2012. The RFQ states the system should be "implemented" within five months after signing of contract.
- 19) Where will final website be hosted? Do you rent our server or do you host the web application at your office? Answer: There is a place on the pricing page to include hosting costs with your agency. : It is the Board's intent to host the program on a vendor's servers unless it is in the best interest of the Board to have it hosted with the WV Office of Technology.
- 20) Is it possible that we can take a look at your database with the existing applications for a better, more precise understanding of the total work load needed..can you at least let us know how many databases need to be transformed and how many tables there are in total? Answer: There are four (4) current databases all written in Microsoft Access. As listed in the RFQ, we have files for approximately 1200 physicians, 200 physician assistants, 80 PLLC's and 50 Corporations.

- 21) If you can help us picture what needs to be done with more detailed information, we will be able to come up with a more calculated bid. Answer: The Board will require all professional licensing functions, i.e., applications, renewals, disciplinary and regulatory to be included in the fully integrated system.
- 22) We have difficulty understanding Page 7,1.a. Is it just about user authentication and role-based permission authorization? Answer: This is a standard procedure for professional licensing boards. Because we are a State Licensing Board, we are required to provide public access to certain information about our licensees. Once information is updated within our database on a licensee, it must be made available on our website for public access. However, what information is shared must be defined by the licensing board and the software must be flexible to accommodate that.
- 23) What is current payment processing method? Pay-Pal, Authorize.net? Answer: The current payment process was set up by the West Virginia Treasurer's Office as all of our online licensing payments are sent directly to our account at the Treasurer's Office. The license renewal system will need to interface with the WV Treasurer's Office "E-Pay" system.
- 24) Record of correspondence is usually set up in database tables to record emails, phone, meeting summaries and letters. No integration with Outlook or your SharePoint server will be included in the proposal. And as for the email record, only the main content is recorded, that is, the email attachment is not stored. If you need those "advanced features." please let us know. We can definitely implement them. Answer: Not needed. Only need to be able to track what correspondence was received, by whom, when and for what licensee.
- 25) It appears there will be quite a few online forms for the users to submit and many online reporting also. Can we have a look at samples of all those forms and reports? If you are still working on them, can we at least know how many forms and reports there will be? Answer: They are general letters, applications and reports used in general office processes using Microsoft Access, Excel and Word. The largest form would be the application form which is about 15 pages. Most are 1-3 pages..
- 26) How much customization will be needed for forms and reports? Is it just an ad-hoc report where the web user picks a date range and a department and then generates a report? Is it more complicated by hiding/showing a column in a report dynamically? If the design (layout) of a report remains the same, and data is the only thing changed based on the query, it will cost less time to develop. Answer: Some reports will be constant – required regularly with only the data changing. Customized reports are requested all the time from third party agencies, physicians, and the State of West Virginia. We need the flexibility to design a report based on a query using any user field in the database.

- 27) Can you tell us more about task management and workflow modules? How do you handle task management now? Can we take a look at the paper forms or related document? Answer: That is the purpose of the site visit – to gain understanding of our processes and how your system can meet those needs. The Board Office is a staff of three (3)
- 28) Can we have the name of a contact person who is in charge of this project and communicate with us? More questions could come out and we need someone who can answer and clarify. Answer: All inquiries must go through the Board's Purchasing Agent, Frank M. Whittaker, WV Division of Purchasing, 219 Washington Street, East, Charleston, WV 25305, (304) 558-2316 or email: Frank.M.Whittaker@wv.gov.