



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
WWV11876

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER 304-558-2316

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

WORKFORCE WEST VIRGINIA
 OFFICE OF ADMIN. SUPPORT-5302

 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 304-558-2631

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
07/01/2011				

BID OPENING DATE: 08/03/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-07		
<p>AUTO SCHEDULING SYSTEM</p> <p>REQUEST FOR PROPOSAL (RFP)</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY WORKFORCE WEST VIRGINIA, IS REQUESTING PROPOSALS FOR AN AUTOMATED HEARING SCHEDULER FOR THE UNEMPLOYMENT COMPENSATION BOARD OF REVIEW PER THE ATTACHED SPECIFICATIONS.</p> <p>MANDATORY PRE-BID</p> <p>A MANDATORY PRE-BID WILL BE HELD ON 07/14/2011 AT 10:00 PM AT 2019 WASHINGTON ST.E., CHARLESTON, WV 25305. ALL INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING. FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN DISQUALIFICATION OF THE BID. NO ONE PERSON MAY REPRESENT MORE THAN ONE BIDDER.</p> <p>AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY</p>						

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

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<p>WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.</p> <p>ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN. BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE ATTENDANCE SHEET.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WV PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR TECHNICAL QUESTIONS IS 07/20/2011 AT 4:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 90 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE</p>						

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<p>IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES</p>						

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AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM. REV. 05/26/2009 NOTICE A SIGNED BID MUST BE SUBMITTED TO: DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130 THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID BUYER: 44 RFQ. NO.: WWV11876 BID OPENING DATE: 08/03/2011 BID OPENING TIME: 1:30 PM PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY						

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07/01/2011				

BID OPENING DATE: 08/03/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
TO CONTACT YOU REGARDING YOUR BID:						

CONTACT PERSON (PLEASE PRINT CLEARLY):						

***** THIS IS THE END OF RFQ WWV11876 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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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).

REQUEST FOR PROPOSAL

West Virginia Workforce

WWW11876

TABLE OF CONTENTS

- Section 1:** General Information
- Section 2:** Project Specifications
- Section 3:** Vendor Proposal
- Section 4:** Evaluation and Award
- Section 5:** Contract Terms and Conditions

SECTION ONE: GENERAL INFORMATION

- 1.1 Purpose: The Purchasing Division, hereinafter referred to as the "State," is soliciting proposals pursuant to West Virginia Code §5A-310b for Workforce West Virginia – Unemployment Compensation Board of Review, hereinafter referred to as the "Agency," to provide the services of a vendor capable of enhancing the existing solution with an Auto Scheduler functionality which will allow hearings to be scheduled automatically.
- 1.2 By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this RFP.

A Request for Proposal (RFP) is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

- 1.2.1 Compliance with Laws and Regulations: The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

- 1.3 Schedule of Events:

Release of the RFP.....	07/01/2011
Pre-bid Conference	07/14/2011
Vendor's Written Questions Submission Deadline.	07/20/2011
Response to Questions.....	TBD
Addendum Issued	TBD
Bid Opening Date	08/03/2011
Oral Presentation/Vendor demonstration.....	TBD

1.4 **Pre-bid Conference** a pre-bid will be conducted on the date listed below:

Date: 07/14/2011
 Time: 10:00 am
 Location: 2019 Washington Street, East
 Charleston, WV 25305
 Telephone Number: 304-558-2316

All interested Vendors are required to be represented at this meeting. **Failure to attend the mandatory pre-bid shall result in the disqualification of the bid.** No one person may represent more than one Vendor.

All potential Vendors are requested to arrive prior to the starting time for the pre-bid conference. Vendors who arrive late, but prior to the dismissal of the technical portions of the pre-bid conference will be permitted to sign in. Vendors who arrive after conclusion of the technical portion of the pre-bid, but during any subsequent part of the pre-bid will not be permitted to sign the attendance sheet.

An attendance sheet will be made available for all potential Vendors to complete. This will serve as the official document verifying attendance at the mandatory pre-bid. Failure to provide your company and representative name on the attendance sheet will result in the disqualification of your bid. The State will not accept any other documentation to verify attendance. The Vendor is responsible for ensuring they have completed the information required on the attendance sheet. The Purchasing Division and the State Agency will not assume any responsibility for a Vendor's failure to complete the pre-bid attendance sheet. In addition, all potential Vendors are asked to include their email address and fax number.

1.5 **Inquiries:** Inquiries regarding specifications of this RFP must be submitted in writing to the State Buyer with the exception of questions regarding the proposal submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.3. All inquiries of specification clarification must be addressed to:

Buyer Name, Senior Buyer
 Purchasing Division
 2019 Washington Street, East
 P.O. Box 50130
 Charleston, WV 25305-0130
 Fax: (304) 558-4115

No contact between the Vendor and the Agency is permitted without the express written consent of the State Buyer. Violation may result in rejection of the bid. The State Buyer named above is the sole contact for any and all inquiries after this RFP has been released.

1.6 **Verbal Communication:** Any verbal communication between the Vendor and any State personnel is **not** binding, including that made at the mandatory pre-bid conference. Only information issued in writing and added to the RFP specifications by an official written addendum by Purchasing is binding.

1.7 **Addenda:** If it becomes necessary to revise any part of this RFP, an official written addendum will be issued by the Purchasing Division.

SECTION TWO: PROJECT SPECIFICATIONS

2.1 **Location:** Agency is located at 112 California Avenue, Charleston, WV, 25305.

2.2 **Background and Current Operating Environment:**

Unemployment Compensation Board of Review The Board of Review's primary function is to hear and render decisions on appeals arising from the Unemployment Compensation Division.

When an individual is separated from employment, the Deputy makes an initial determination of eligibility for benefits through a fact-finding interview with the employee (claimant) and the employer. An appeal can be made by the claimant when the benefits have been denied, or by the employer when benefits have been awarded to the claimant. Once an appeal is made, the case enters the jurisdiction of the Board of Review and a hearing is scheduled before an administrative law judge.

The Board of review conducts approximately 7000 administrative law judge hearing a year. A judge's decision may be appealed to the three members Board of review; this board conducts approximately 1,000 hearings a year.

Unemployment Compensation Services administer benefits to claimants and employer contributions to the program.

Job Seeker Services include referrals to job opportunities, career counseling, resume services, training/education resources and funding.

Veteran Services ensure that qualified veterans have priority consideration in job opportunities.

Dislocated Workers Services provide on-site assistance to workers & employers who experience mass dislocations through rapid response services, administration of Trade Adjustment Assistance training program, assistance with Work Opportunity Tax credits for hiring employees from target populations.

Employer Services include recruitment and screening assistance, training award information, Governor's Guaranteed Workforce Program, WorkKeys® assessments and job profiles, and tax credit information.

Labor Market Information tracks employment data and trends.

Current Information Technology

Typical client workstations currently include Lenovo/IBM, and Hewlett-Packard (HP) brands. The current statewide support contract is with HP. All workstations and laptops have at least 2GB RAM, 2.66 GHz processors and 300GB or higher hard drives.

Board of Review System	Technology
Client Front End	Oracle Forms 6.0
Database	Oracle 9i R2 in a Linux IFL partition on the mainframe

Specification for existing file server configuration

FILE SERVER DETAILS	
SERVER ROLE	File Share
SERVER LOCATION	Office of Technology Data Center
SECONDARY APPLICATIONS	
All Board of Review System (BORS) users have a local mapping to the R: drive. Each client uses a TNSNAMES.ORA file to connect to the database. The application executable(s) and documents are stored in separate folders on the R: drive file share.	

Current Scheduling Process Overview

1. Workforce West Virginia counts the number of appeals for each in-person venues and what would be telephonic hearings. (Approximately 7000 hearings are scheduled manually)
2. Workforce West Virginia determines where each Administrative Law Judge (ALJ) is needed for hearings.
3. Scheduling Cases - Workforce West Virginia does not conduct in person hearings in some venues and schedules them as telephonic hearings.
4. The Administrative Law Judge's are contacted via email letting them know where they are needed and wait on their responses as to what days and times they are available to do the hearings.
5. The cases are manually arranged by issues but if there are any special scheduling requests then they are arranged with any party including the attorney.
6. Workforce West Virginia logs into the Hearing Screen in BORS and chooses a New Docket. Using the dropdown box they select the Administrative Law Judge, venue and hearing date to find the case. All pending appeals will then show on the screen with the case number, claimants name, issue, employer name, a place to input the time for the hearing and the 30 day- deadline date.
7. Workforce West Virginia personnel will read the list and inputs the time of hearing in the order that the cases have been prearranged.

8. Workforce West Virginia personnel will go to each hearing and attaches any additional parties that need to be notified (e.g. local office deputy or attorney), and select what issue need to be heard from the list.
9. Workforce West Virginia will then choose to print the hearing notices either at the local printer or at the central office and for what date the hearing notice to be mailed out. One (1) copy of hearing notice is always printed at the local printer for a file copy.
10. Once all the notices have been printed, the docket is viewed in Microsoft (MS) Word to generate the actual schedule for the docket in a MS word format to be saved and printed.

2.3 Qualifications and Experience: Vendors will provide in **Attachment A: Vendor Response Sheet** information regarding their firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

2.4 Project and Goals: To purchase and implement a software solution that enhances the existing solution with an Auto Scheduler function which will allow hearings to be scheduled automatically.

2.4.1. Provide Multi-level Security Component for the proposed solution.

2.4.2. Provide Training and System Documentation that provides in depth detail for each function/component of the solution.

2.4.3. Provide Project Management and Implementation Schedule for the proposed solution.

2.4.4. Provide System Warranty, Maintenance & Support for the proposed solution.

2.5 Mandatory Requirements

The following mandatory requirements must be met by the Vendor as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the State.

2.5.1. The proposed solution **must** be Microsoft Windows-based, and/or compatible with this operating system environment.

2.5.2. The vendor **shall** describe, the server, network and workstation specifications required to support the system. The State of West Virginia intends to continue hosting and providing backup and disaster recovery services for the solution.

2.6 Mandatory Deliverables

- 2.6.1 The vendor **must** notify the designated contact at Workforce West Virginia of a security breach incident within three (3) hours of first knowledge and must be checked to see if it complies with WV's Breach Law.
- 2.6.2 The vendor **must** comply with applicable West Virginia statutes, rules and policies addressing personal data.
- 2.6.3 The vendor **shall** provide that no data in its custody will be used for any circumstances other than those agreed to in the contract.
- 2.6.4 The vendor **shall** ensure that the original software, source code, object code, and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination of said agreement. It is further understood that the State will retain a perpetual license to the object code.

2.7 Oral Presentations: State agencies have the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

2.7.1 Materials and Information Required at Oral Presentation:

- 2.7.1.1 The presentation time will be consistent for all vendors with a question and answer session afterwards.
- 2.7.1.2 The presentation should be a working prototype of the proposed solution's design. There is no requirement for the use of Workforce West Virginia data with this demonstration.
- 2.7.1.3 Presentation should also include a summarization of Vendor Response to the Project Goal and Objectives.

SECTION THREE: VENDOR PROPOSAL

- 3.1 **Economy of Preparation:** Proposals should be prepared simply and economically providing a straightforward, concise description of the Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of the content.
- 3.2 **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 3.3 **Proposal Format:** Vendors should provide responses in the format listed below:

Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

Table of Contents: Clearly identify the material by section and page number.

Attachment A: Within the attached response sheet (**Attachment A: Vendor Response Sheet**), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

Attachment B: Complete **Attachment B: Mandatory Specification Checklist**. By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 2.5 of Section Two: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

Attachment C: Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. Cost should be clearly marked.

Oral Presentations: If established by the Agency in the Schedule of Events (Section 1.3), all Vendors participating in this RFP will be required to provide an oral presentation, based on the criteria set in Section 2.7. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

- 3.4 **Proposal Submission:** Proposals must be received in **two distinct parts**: technical and cost.
- **Technical proposals** must not contain any cost information relating to the project.
 - **Cost proposal** shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt.

- 3.4.1 Vendors should allow sufficient time for delivery. In accordance with **West Virginia Code §5A-3-11**, the Purchasing Division cannot waive or excuse late receipt of a proposal, which is delayed or late for any reason. Any proposal received after the bid opening date and time will be immediately disqualified in accordance with State law.

Vendors responding to this RFP shall submit:

One original technical and cost proposal plus five (5) convenience copies to:

Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

The outside of the envelope or package(s) for both the technical and the cost should be clearly marked:

Vendor:	_____
Buyer:	44
Req #:	WWV11876
Opening Date:	_____
Opening Time:	1:30 p.m.

- 3.5 **Purchasing Affidavit:** **West Virginia Code §5A-3-10a** requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the proposal.
- 3.6 **Resident Vendor Preference:** In accordance with **West Virginia Code §5A-3-37**, Vendors may make application for Resident Vendor Preference. Said application must be made on the attached Resident Vendor Certification form at the time of proposal submission.
- 3.7 **Technical Bid Opening:** The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee.
- 3.8 **Cost Bid Opening:** The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals once the Agency evaluation committee has completed the technical evaluation and it has been approved by the Purchasing Division.

SECTION FOUR: EVALUATION AND AWARD

- 4.1 **Evaluation Process:** Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the oral demonstration (if applicable) their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.
- 4.2 **Evaluation Criteria:** All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.

The following are the evaluation factors and maximum points possible for technical point scores:

A. Vendor Experience and References	10 Points Possible
B. Approach and Methodology	
1) Project Goals & Objectives (section 2.4)	30 Points Possible
2) Project Management Methodology (section 2.4.3)	10 Points Possible
3) Maintenance and Support (section 2.4.4)	10 Points Possible
C. Orals	10 Points Possible
D. Cost	<u>30 Points Possible</u>
Total	100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all Vendors who attained the minimum acceptable score:

$$\frac{\text{Lowest price of all proposals}}{\text{Price of Proposal being evaluated}} \times 30 = \text{Price Score}$$

- 4.2.1 **Technical Evaluation:** The Agency evaluation committee will review the technical proposals, deduct points where appropriate, and make a final written recommendation to the Purchasing Division.
- 4.2.2 **Minimum Acceptable Score:** Vendors must score a minimum of 70% (49 points) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.
- 4.2.3 **Cost Evaluation:** The Agency evaluation committee will review the cost proposals, assign appropriate points, and make a final recommendation to the Purchasing Division.
- 4.3 **Independent Price Determination:** A proposal will not be considered for award if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the proposal is submitted as a joint venture.

- 4.4 **Rejection of Proposals:** The State reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. The State further reserves the right to withdraw this RFP at any time and for any reason. Submission of or receipt of proposals by the State confers no rights upon the bidder nor obligates the State in any manner.
- 4.5 **Vendor Registration:** Vendors participating in this process should complete and file a Vendor Registration and Disclosure Statement (Form WV-1) and remit the registration fee. Vendor is not required to be a registered Vendor in order to submit a proposal, but the **successful bidder must** register and pay the fee prior to the award of an actual purchase order or contract.

SECTION FIVE: CONTRACT TERMS AND CONDITIONS

- 5.1 **Contract Provisions:** The RFP and the Vendor's response will be incorporated into the contract by reference. The order of precedence shall be the contract, the RFP and any addendum, and the vendor's proposal in response to the RFP.
- 5.2 **Public Record:** All documents submitted to the State Purchasing Division related to purchase orders or contracts are considered public records. All bids, proposals, or offers submitted by Vendors shall become public information and are available for inspection during normal official business hours in the Purchasing Division Records and Distribution center after the bid opening.
- 5.2.1 **Risk of Disclosure:** The only exemptions to disclosure of information are listed in *West Virginia Code §29B-1-4*. Any information considered a trade secret must be separated from the Vendor submission and clearly labeled as such. Primarily, only trade secrets, as submitted by a bidder, are exempt from public disclosure. The submission of any information to the State by a Vendor puts the risk of disclosure on the Vendor. The State does not guarantee non-disclosure of any information to the public.
- 5.2.2 **Written Release of Information:** All public information may be released with or without a Freedom of Information request; however, only a written request will be acted upon with duplication fees paid in advance. Duplication fees shall apply to all requests for copies of any document. Currently, the fees are 50 cents per page, or a minimum of \$10.00 per request, whichever is greater.
- 5.3 **Conflict of Interest:** Vendor affirms that neither it nor its representatives have any interest nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.
- 5.4 **Vendor Relationship:** The relationship of the Vendor the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations,

licensing fees, *et cetera* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

The Vendor shall not assign, convey, transfer, or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association, or entity without expressed written consent of the Agency.

5.4.1 **Subcontracts/Joint Ventures:** The Vendor may, with the prior written consent of the State, enter into subcontracts for performance of work under this contract.

5.4.2 **Indemnification:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage laws.

5.4.3 **Governing Law:** This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations as provided by Federal, State, and local governments.

5.5. **Term of Contract and Renewals:** This contract will be effective upon award and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one-year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period, Vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue providing services pursuant to the terms of the contract.

5.6 **Non-Appropriation of Funds:** If funds are not appropriated for the Agency in any succeeding fiscal year for the continued use of the services covered by this contract, the State may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The State shall give the Vendor written notice of such non-appropriation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

5.7 **Changes:** If changes to the contract become necessary, a formal contract change order will be negotiated by the State, the Agency, and the Vendor.

As soon as possible, but not to surpass thirty (30) days after receipt of a written change request from the Agency, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written Statement identifying any price impact on the contract. The Vendor shall provide a description of any price change associated with the implementation.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER FROM THE PURCHASING DIVISION.

- 5.8 **Price Quotations:** The price(s) quoted in the Vendor's proposal will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided in the original specifications.
- 5.9 **Invoices and Progress Payments:** The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To." Progress payments may be made at the option of the Agency on the basis of percentage of work completed if so defined in the final contract.
- 5.10 **Liquidated Damages:** According to *West Virginia Code* §5A-3-4(8), Vendor agrees that liquidated damages shall be imposed at the rate of **\$ 1000 per day** for failure to provide (deliverables, meet milestones identified to keep the project on target, or failure to meet specified deadlines). This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other additional remedy which the State or Agency may have legal cause for action.
- 5.11 **Contract Termination:** The State may terminate any contract resulting from this RFP immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which may endanger the contract's continuation. If after such notice the Vendor fails to remedy the conditions within the established timeframe, the State shall order the Vendor to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may be terminated by the State with thirty (30) days prior notice pursuant to *West Virginia Code of State Rules* § 148-1-7.16.2.

5.12 **Special Terms and Conditions:**

5.12.1 Bid and Performance Bonds None

5.12.2 Insurance Requirements: *Insurance certificates are required prior to award, but are not required at the time of bid.*

The Vendor, as an independent contractor, is solely liable for the acts and omissions of its employees and agents. The Vendor shall maintain and furnish proof of coverage of liability insurance for loss, damage, or injury (including death) of third parties arising from acts and omissions on the part of the Vendor, its agents and employees in the following amounts:

- a) For bodily injury (including death): \$500,000.00 per person, up to \$1,000,000.00 per occurrence.
- b) For property damage and professional liability: Up to \$1,000,000.00 per occurrence.

5.12.3 License Requirement: None

- 5.12.4 **Protest Bond:** Any bidder that files a protest of an award shall at the time of filing the protest submit a protest bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater.

The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All protest bonds shall be made payable to the Purchasing Division and shall be signed by the protester and the surety. In lieu of a bond, the protester may submit a cashier's check or bank money order payable to the Purchasing Division. The money will be held in trust in the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond shall be returned in its entirety.

- 5.13 **Record Retention (Access and Confidentiality):** Vendor shall comply with all applicable Federal and State rules, regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by the Vendor. The Vendor shall maintain such records a minimum of five (5) years and make such records available to Agency personnel at the Vendor's location during normal business hours upon written request by the Agency within ten (10) days after receipt of the request.

Vendor shall have access to private and confidential data maintained by the Agency to the extent required for the Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and the Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by the Vendor.

Attachment A: Vendor Response Sheet

Vendor Experience

1. Provide information regarding the firm and staff qualifications; copies of any staff certifications or degrees applicable to this project; proposed staffing plan.

Vendor Response

2. Provide resumes for personnel who will be assigned to this project. A listing of what roles shall be filled by each employee, is required.

Vendor Response

3. The vendor should have completed at least two (2) projects within the past five (5) years which are similar in scope to the project for which this RFP is soliciting proposals. The vendor should provide a brief description of this project, the timeframe for development, and the vendor's opinion of the success of the project.

Vendor Response

4. Provide descriptions of similar projects completed which should entail the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

Vendor Response

5. Provide references from this project that is willing to discuss the vendor's performance in this specific area. The required reference information is as follows: contact name, phone number, mailing address, e-mail address, and contact's title.

Vendor Response

Vendor Disclosures

1. Should identify any and all subcontractors that will be involved in the development, implementation, training and ongoing support of this system. The primary vendor will solely be responsible for any and all work performed by subcontractors.

Vendor Response

Project goals and objectives contained in Section 2.4:

2.4 Project and Goals: To purchase and implement a software solution that enhances the existing solution with an Auto Scheduler function which will allow hearings to be scheduled automatically.

Vendor Response (Describe how you will meet the above goal)

The proposed system should provide the ability to:

1. Schedule cases for multiple Administrative Law Judges (ALJ) and Board of Review (BOR) members.

Vendor Response (Describe how you will meet the above specification)

2. Define standard working hours and designate non-working days, such as weekends and holidays, for the entire court and default that information for all (BOR) members.

Vendor Response (Describe how you will meet the above specification)

3. Define specific working hours by day for each ALJ and BOR members.

Vendor Response (Describe in detail how you will meet the above specification)

4. Vary the elements of a judicial calendar including days, start and end times, location, and room, as well as include an effective date for each entry in the ALJ profile.

Vendor Response (Describe how you will meet the above specification)

5. Indicate days when individuals with calendar profiles ALJ and BOR members are unavailable for scheduling.

Vendor Response (Describe how you will meet the above specification)

6. Designate a case as ready for scheduling.

Vendor Response (Describe how you will meet the above specification)

7. Schedule cases for a date and room/venue without assigning to a particular ALJ at the time of scheduling.

Vendor Response (Describe how you will meet the above specification)

8. Have the system automatically generate a docket entry when a case is scheduled.

Vendor Response (Describe how you will meet the above specification)

9. Schedule related and/or consolidated cases at the time a case is scheduled.

Vendor Response (Describe how you will meet the above specification)

10. At the time of scheduling to have the system check time conflicts for the room, ALJ and BOR members.

Vendor Response (Describe how you will meet the above specification)

11. Resolve or override scheduling conflicts.

Vendor Response (Describe how you will meet the above specification)

12. Add parties to scheduled hearings.

Vendor Response (Describe how you will meet the above specification)

13. When scheduling a case to have the system present the next available date and time for a single judge or multiple judges.

Vendor Response (Describe how you will meet the above specification)

14. View a summarized calendar showing previously assigned events/hearings and total hours used.

Vendor Response (Describe how you will meet the above specification)

15. Print calendars in both summary and detailed formats.

Vendor Response (Describe how you will meet the above specification)

16. List a schedule of hearings by, but not limited to, judge, date, room, location.

Vendor Response (Describe how you will meet the above specification)

17. Display all hearings within a case, or sort the hearings and display by status.

Vendor Response (Describe how you will meet the above specification)

18. Automatically generate notices and letters as a case is scheduled or rescheduled.

Vendor Response (Describe how you will meet the above specification)

19. Enter unlimited comments about a hearing.

Vendor Response (Describe how you will meet the above specification)

20. Schedule an unlimited number of hearings per day or define a specific number of hearings scheduled per day.

Vendor Response (Describe how you will meet the above specification)

21. Track hearing status and record hearing outcomes.

Vendor Response (Describe how you will meet the above specification)

22. Record all persons in attendance at a scheduled hearing, including board of review members.

Vendor Response (Describe how you will meet the above specification)

23. Print calendars and/or view on-line.

Vendor Response (Describe how you will meet the above specification)

24. Create calendars by judge, room, event, date, and time, or any combination of these.

Vendor Response (Describe how you will meet the above specification)

25. Reschedule one (1) or many hearings at any time.

Vendor Response (Describe how you will meet the above specification)

26. Reschedule blocks of hearings from one judge to another.

Vendor Response (Describe how you will meet the above specification)

27. Execute mass rescheduling using individual or combined criteria of judge, room, date, time, event, location and/or calendar.

Vendor Response (Describe how you will meet the above specification)

28. Query future hearings and activities.

Vendor Response (Describe how you will meet the above specification)

29. Scheduling for at least fifty (50) venues.

Vendor Response (Describe how you will meet the above specification)

30. Display types and number of cases assigned per judge.

Vendor Response (Describe how you will meet the above specification)

31. Create standard reports and Adhoc reports.

Vendor Response (Describe how you will meet the above specification)

32. Identify certain venues as telephonic hearing only. If there is a request for an in person hearing by the claimant, it should be able to assign the case to a different venue.

Vendor Response (Describe how you will meet the above specification)

33. Manual review and Manual override to pull cases out for some reason.

Vendor Response (Describe how you will meet the above specification)

34. Print hearing notices, specifying dates and time of hearing and mailing to all interested parties.

Vendor Response (Describe how you will meet the above specification)

35. Identify conflict(s) between a judge, employer and claimant hence do not assign those cases to those judges.

Vendor Response (Describe how you will meet the above specification)

36. Block out time for specific board of review members, including non-case related time.

Vendor Response (Describe how you will meet the above specification)

37. Print docket sheets listing which cases the Judge will hear that day including the time.

Vendor Response (Describe how you will meet the above specification)

38. Identify cases with attorneys that are set last on the day and/or give more time.

Vendor Response (Describe how you will meet the above specification)

39. Identify the correct issue to be heard in the hearing and print it correctly on the hearing notice.

Vendor Response (Describe how you will meet the above specification)

2.4.1. Provide Multi-level Security Component for the proposed solution.

The vendor's system should provide:

- 2.4.1.1 Complete access and the ability to setup additional users with more limited access capabilities.

Vendor Response (Describe how you will meet the above goal)

- 2.4.1.2 Access to the rest of the applicable staff to read, write and change all the records.

Vendor Response (Describe how you will meet the above goal)

- 2.4.1.3 Role-based, multi-tiered security structure that at a minimum supports individual and group permissions.

Vendor Response (Describe how you will meet the above goal)

2.4.2. Provide Training and System Documentation that provides in depth detail for each function/component of the solution.

The vendor's should provide:

- 2.4.2.1 Workforce West Virginia staff a train-the-trainer program and training materials provided in an electronic format.

Vendor Response *(Describe how you will meet the above goal)*

- 2.4.2.2 Hands-on Administrator Level Training for a limited number of individuals from Workforce West Virginia. Any material produced to accommodate this requirement would become the property of Workforce West Virginia with permission to reproduce this documentation as necessary.

Vendor Response *(Describe how you will meet the above goal)*

2.4.3. Provide Project Management and Implementation Schedule for the proposed solution.

- 2.4.3.1 The Vendor should describe its experience in using a formalized approach to project management, which is compliant with the PMBOK (Project Management Book Of Knowledge)

Vendor Response *(Describe how you will meet the above goal)*

- 2.4.3.2 The Vendor's Project Manager should facilitate status meetings on a regular basis to discuss current project activities and address questions, issues, and concerns.

Vendor Response *(Describe how you will meet the above goal)*

- 2.4.3.3 The Vendor's Project Manager should maintain and update a detailed project work plan through the full term of the implementation process and submit to Workforce West Virginia's Project Manager on a date and time that are determined during contract negotiations.

Vendor Response *(Describe how you will meet the above goal)*

- 2.4.3.4 The vendor should provide the anticipated timeframes within which each phase should be completed. Vendor should complete the entire effort as expeditiously as possible after the contract is awarded, but no later than 60 days and training by 90th day.

Vendor Response *(Describe how you will meet the above goal)*

2.4.4. Provide System Warranty, Maintenance & Support for the proposed solution.

- 2.4.4.1 Provide all types of standard and enhanced warranties. The State's preferred choices include, but are not limited to: on-site support, second-level technical support, and web-based offerings.

Vendor Response *(Describe how you will meet the above goal)*

- 2.4.4.2 Provide one (1) year maintenance period after the system is in production and final acceptance of the system by Workforce West Virginia with no additional cost to the State. During this time the vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require two (2), one (1) year maintenance renewal options.

Vendor Response *(Describe how you will meet the above goal)*

2.4.4.3 Any upgrades or system modifications should be installed from the central server to all of the workstations to insure that all machines are functioning on the same version of the software.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4 Ensure that the primary point of a contact for all calls concerning the system is the Help Desk. The maximum acceptable downtime should not exceed the time agreed upon in the service level agreement (SLA) after the award of this contract.

The following procedure should be followed for all problems being reported concerning the system:

2.4.4.4.1 Provide online/telephone system support to Workforce West Virginia offices beginning at 8:00 am through 5:00 pm Eastern Standard Time Monday through Friday.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4.2 Workforce West Virginia will contact the vendor and a telephone response should be provided within two (2) hours.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4.3 A qualified technician should respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. The vendor should provide on-site technical support for problems that cannot be resolved via telephone or remote access.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4.4 No issues should remain unresolved for more than four (4) hours.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4.5 Issues that are not resolved should be directed to the vendor's contract administrator for immediate resolution.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4.6 Each request for service should be assigned a tracking number and include specific information related to the call. The successful vendor should provide a weekly log of trouble calls and the status of the resolution of each issue.

Vendor Response (*Describe how you will meet the above goal*)

2.4.4.4.7 Provide Workforce West Virginia with a reporting mechanism to track the status of all open service calls. Calls should not be closed until the Workforce West Virginia Help Desk approves the resolution of the call.

Vendor Response (*Describe how you will meet the above goal*)

Attachment B: Mandatory Specification Checklist

2.5.1. The proposed solution must be Microsoft Windows-based, and/or compatible with this operating system environment.

Vendor Response (Describe how the solution will meet this specification)

2.5.2. The vendor **shall** describe, the server, network and workstation specifications required to support their system. The State of West Virginia intends to continue hosting and providing backup and disaster recovery services for the solution.

Vendor Response (Provide the server, network and workstation specifications required to support the system)

2.6 Mandatory Deliverables: Vendor must comply with these mandatory requirements upon the successful installation of the system

2.6.1 The vendor **must** notify the designated contact at Workforce West Virginia of a security breach incident within three (3) hours of first knowledge and must be checked to see if it complies with WV's Breach Law.

Vendor Response (Describe how you will comply with the above mandatory)

2.6.2 The vendor **must** comply with applicable West Virginia statutes, rules and policies addressing personal data.

Vendor Response (Describe how you will comply with the above mandatory)

2.6.3 The vendor **shall** provide that no data in its custody will be used for any circumstances other than those agreed to in the contract.

Vendor Response (Describe how you will comply with the above mandatory)

2.6.4 The vendor **shall** ensure that the original software, source code, object code, and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination of said agreement. It is further understood that the State will retain a perpetual license to the object code.

Vendor Response (Describe how you will comply with the above mandatory)

By signing and dating below the vendor agrees to provide the mandatory deliverables specified in Section 2.6 after the implementation of the proposed solution.

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

(Company)

(Representative Name, Title)

(Contact Phone/Fax Number)

(Date)

Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

Implementation Cost		\$
Annual Maintenance Cost		\$
Training Cost		\$
Programming / Modifications	Rate/Hr: \$	\$: (Rate for 100 hours)

Table 1 Total All-Inclusive Costs

List the total all-inclusive cost for performing the services proposed to meet the Project Goals and Objectives described in **Section 2.4** and the Mandatory Requirements described in **Section 2.5**.

Year	Cost for Services provided by Vendor	Total Cost
1	Implementation Cost + Annual Maintenance Cost + Training Cost + Programming / Modifications (100hrs)	
2		
3		
4		

Grand Total (this Cost is Scored)	\$
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Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

RFQ No. WWV11876

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: _____

Authorized Signature: _____ Date: _____

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ____ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE

NOTARY PUBLIC _____

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ Signed: _____

Date: _____ Title: _____

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.