

DEPARTEMENT OF STATE
DELAWARE VETERANS HOME
100 DELAWARE VETERANS BLVD
MILFORD, DE 19963

State of Delaware

Delaware Veterans Home Long Term Care Information System

Request for Proposal Contract No. 11-DVH-19

November 15, 2010

- *Deadline to Respond* -
DECEMBER 13, 2010
1:00 PM EST

STATE OF DELAWARE
Department of State
Delaware Veterans Home



Date: November 15, 2010

CONTRACT NO. 11-DVH-19

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for Delaware Veterans Home Long Term Care Information System. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. 11-DVH-19

- I. Introduction
- II. Scope of Work
- III. Format For Proposal
- IV. Proposal Evaluation Procedures
- V. Mandatory Pre-Bid Meeting
- VI. Definitions and General Provisions
- VII. Proposal Reply Section
 - a. Attachment 1 - No Proposal Reply Form
 - b. Attachment 2 - Non-Collusion Statement
 - c. Attachment 3 – Exceptions
 - d. Attachment 4 – Company Profile and Capabilities
 - e. Attachment 5 – Confidentiality and Proprietary Information
 - f. Attachment 6 – Business References
 - g. Attachment 7 – Subcontractor Information Form
 - h. Attachment 8 - Office of Minority and Women Business Enterprise Certification Application
 - i. Appendix A – Scope of Work details
 - j. Appendix B – Pricing Form(s) and Instructions (if applicable)
 - k. Appendix C – DHIN Readiness Assessment
 - l. Appendix D - (3) Architectural Review Board Templates

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number and vendor name by Wednesday, December 13, 2010, 1:00 PM, EST to be considered.

Proposals must be mailed to:

Delaware Veterans Home
100 Delaware Veterans Blvd
Milford, DE 19963

STATE OF DELAWARE
Department of State
Delaware Veterans Home

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal. Should you need additional information, please call Kevin Wright at 302-857-3035 or email kevin.wright@state.de.us

I. INTRODUCTION:

A. PURPOSE:

The purpose of this Request for Proposal is to obtain sealed proposals for the procurement of a Commercial off-the-shelf (COTS) System for the Delaware Veterans Home (DVH). DVH provides long term nursing care to military veterans who are residents of the State of Delaware. The proposed Delaware Veterans Home Long Term Care Information System (DVH-LTC-IS) must address both the clinical and business as well as ancillary needs of the DVH.

1. COMPETITIVE SEALED PROPOSAL:

It has been determined by Director, Government Support Services, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not practical and/or not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Use a contract other than a fixed-price type; or
- Conduct oral or written discussions with offerors concerning technical and price aspects of their proposals; or
- Afford offerors an opportunity to revise their proposals through best and final offers; or
- Compare the different price, quality and contractual factors of the proposals submitted; or
- Award a contract in which price is not the determining factor.

2. CONTRACT REQUIREMENTS:

This contract will be issued to provide a turn-key Commercial off-the-shelf (COTS) Long Term Care Information System that provides a fully integrated system to include Census and Pre-Admissions, Admits/Discharges/Transfers (ADT), Minimum Data Set (MDS), MMQ capability, Roster Generation, Quality Indicators (QI) / Quality Management (QM) Data, Care Planning, Clinical Notes, Point of Care Documentation, CNA & Nursing, Activities, Nutrition, Dietary, Pharmacy / Treatment Orders, Therapy Delivery, Reporting, Infection Control, Employee / Personnel Records, Claims Management/Fiscal Records, Receipts, Resident Funds, Inventory, Software Support / External Support, System Administration / Security, Data / Data Collection, Work Orders, Legacy Data Conversion and Other Items (multiple disciplinary) for the DVH in a timely and cost effective manner, for further details see Appendix A. Vendors are required to submit a High Level project Plan to identify tasks and approach. Details of the components of the system can be found in Appendix A of this document.

3. MULTIPLE SOURCE AWARD

The Agency reserves the right to award this contract to more than one vendor pursuant to 29 Del.C. §6926. It is the intent of the Delaware Veterans Home to award the contract to one vendor.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

4. **CONTRACT PERIOD:**

Each Vendor's contract shall be valid for one 3-year periods from July 1, 2011 through June 30, 2014. Each contract may be renewed for two (2) one (1) year periods through negotiation between the Vendor and the Delaware Veterans Home. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

B. KEY RFP DATES/MILESTONES:

The following dates and milestones apply to this RFP and subsequent contract award. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the bid proposal and award process.

Activity	Due Date
RFP Availability to Vendors	Monday, November 15, 2010
Written Questions Due No Later Than (NLT)	Monday, November 29, 2010
Mandatory Pre-bid Conference	Tuesday, November 30, 2010
Written Answers Due/Posted to Website NLT	Wednesday, December 8, 2010
Proposals Due NLT	Monday, December 13, 2010 at 1:00 PM, EST
Public Proposal Opening	Monday, December 13, 2010 at 1:00 PM, EST
Vendor Demonstrations/Hands-On trial period	Monday, December 13, 2010 – Monday, January 24, 2011
Proposal Evaluation	Monday, January 10, 2011 – Monday, January 24, 2011
Vendor Selection/Contract Award	Friday, January 28, 2011
Contract signed (Projected Date)	Friday, February 4, 2011
Project Start (Projected Date)	Monday, February 14, 2011
Fully Integrated System (Projected Date)	Thursday, June 30, 2011

C. INQUIRIES & QUESTIONS:

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Proposal.

All questions with regard to the interpretation of this solicitation, drawings, or specifications, or any other aspect of this RFP must be received in writing by Monday, November 29, 2010. All questions will be answered in writing by Wednesday, December 8, 2010 and posted on <http://bids.delaware.gov> website. All questions must make specific reference to the section(s) and page numbers from this RFP where applicable. Oral explanations or instructions will not be binding.

D. RFP DESIGNATED CONTACT

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed

STATE OF DELAWARE
Department of State
Delaware Veterans Home

or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

NAME : Kevin Wright
DEPARTMENT: Department of State
ADDRESS: 401 Federal St., Dover, DE 19901
EMAIL ADDRESS: kevin.wright@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

E. Contact with State Employee

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

II. SCOPE OF WORK:

A. OVERVIEW:

The Delaware Veterans Home (DVH) is looking to replace several disparate electronic and manual systems with a single integrated long term care information system (LTC-IS).

B. BACKGROUND:

The DVH has the following objectives for issuing this RFP with respect to the implementation of a Long Term Care Information System:

- a. Replace current Healthcare Management Information System
- b. To provide a fully integrated DVH-LTC-IS that will meet the needs of the DVH for at least six (6) years following June, 2011. Vendors must complete Scope of Work, Appendix A;
- c. To provide a DVH-LTC-IS, and services that are operationally sound, incorporate the highest level of integrity and security, and minimize risk for the DVH, while leading to high customer satisfaction for quality and performance;
- d. To provide a DVH-LTC-IS that is open and flexible to meet evolving needs and requirements;
- e. To provide a DVH-LTC-IS that meets State and Federal requirements, such as the Delaware Health Information Network interface (DHIN). Vendors must complete DHIN Readiness Assessment, Appendix C and (3) Architectural Review Board Templates Appendix D;
- f. To facilitate a cooperative partnership between the DVH, the awarded Vendor(s), and external health care affiliates;

C. STATEMENT OF NEEDS:

The DVH-LTC-IS will provide a fully Automated and integrated Commercial off-the shelf (COTS) System with analytics to provide Census and Pre-Admissions, Admits/Discharges/Transfers (ADT), Minimum Data Set (MDS), MMQ capability, Roster Generation, Quality Indicators (QI) / Quality Management (QM) Data, Care Planning, Clinical Notes, Point of Care Documentation, CNA & Nursing, Activities, Nutrition, Dietary, Pharmacy / Treatment Orders, Therapy Delivery, Reporting, Infection Control, Employee/Personnel Records, Claims Management/Fiscal Records, Receipts, Resident Funds, Inventory, Software Support / External Support, System Administration / Security, Data / Data Collection, Work Orders, Legacy Data Conversion and Other Items (multiple disciplinary) for the DVH in a timely and cost effective manner (for further details see Appendix A, Scope of Work). The system must be able to generate all computer files needed for electronic billing to government insurance plans, such as Medicaid and Medicare (through State certified financial intermediaries) as well as private plans and providers.

DVH-LTC-IS will be a secure highly available system operating within a 24X7 environment. The system may be deployed within State facilities (not necessarily at DVH) or at a remote hosting facility

STATE OF DELAWARE
Department of State
Delaware Veterans Home

and must be compatible with the State's service delivery networks, applicable standards, and business continuity/disaster recovery planning.

There will be two hosting options: (1) State Hosted, Vendor(s) shall provide all hardware/software specifications, application software, materials, training and labor. The State will be responsible for hardware acquisition and subsequent integration, checkout and test (ICT) of the acquired hardware; (2) Remote Hosted, Vendor(s) shall provide all hardware and software for the hosted application, materials, training and labor to implement the fully integrated State of Delaware's DVH-LTC-IS as described herein. For Remote Hosted option the hardware does not include equipment at DVH but vendor will be required to provide specifications. The contract will require the Vendor(s) to cooperate with the ordering agency to insure the State receives the most current state-of-the-art material and/or services. All hosting options must integrate the software into the State's business continuity/disaster recovery plan and comply with State of Delaware Policy and Standards: <http://dti.delaware.gov/information/standards-policies.shtml>.

The vendor for the DVH-LTC-IS is expected to address all aspects of these RFP requirements. The vendor may chose to bid requirements compliance in phases, but the software must support the residents of the facility by late 2011. Key dates are identified above in the Key RFP Dates/Milestones section.

D. DETAILED REQUIREMENTS:

The technical requirements of this RFP are stated in Scope of Work, Appendix A and three Architectural Review Board Templates, Appendix D must be completed. The State Architectural Review Board will be reviewing and approving the three templates to ensure compliance with State standards. Vendors must provide pricing for the items listed in the Excel Spreadsheet, Appendix B and vendors must complete and submit the DHIN Readiness Assessment, Appendix C.

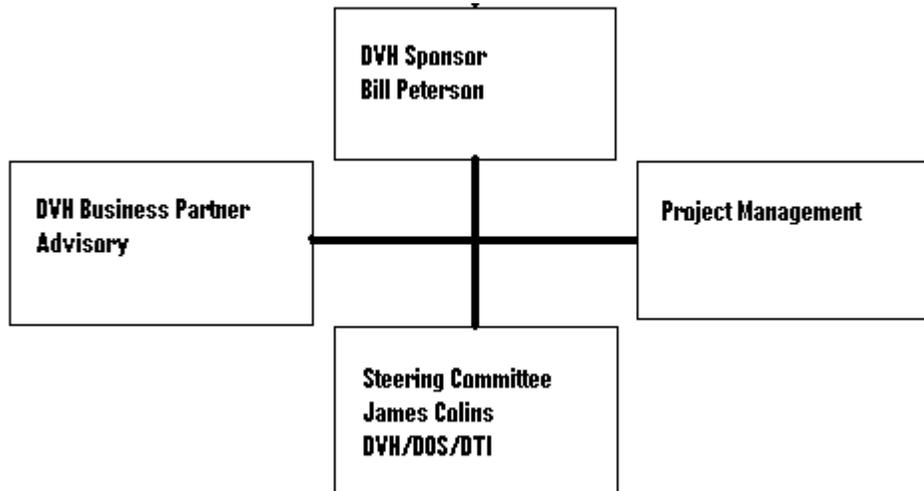
E. MANAGEMENT OVERVIEW:

The Department of State (DOS) and the Department of Technology and Information (DTI) have primary responsibility in the development and operation of the automated systems that support DVH. Technical oversight of the DVH-LTC-IS project will be the responsibility of the Delaware Department of Technology and Information (DTI). DTI is established under Title 29, Delaware Code, §9004C. The General powers, duties and functions of Department of Technology and Information (DTI) include a responsibility to: *"2) Implement statewide and interagency technology solutions, policies, standards and guidelines as recommended by the Technology Investment Council on an ongoing basis and the CIO, including, but not limited to, statewide technology and information architectures, statewide information technology plans, development life cycle methodologies, transport facilities, communications protocols, data and information sharing considerations, the technique of obtaining grants involving the State's informational resources and the overall coordination of information technology efforts undertaken by and between the various State agencies;"* DTI is responsible for providing core computer, telecommunications, and networking services to State agencies, for procurement of IT-related goods and services, for statewide strategic technology planning, and for development of IT standards and policies. Whether or not DTI will host the installed DVH-LTC-IS system has not been made as of the release of this RFP. The decision as to where to host the system will be made by contract start.

The DVH Business Project Advisor will assist the vendor in resolving policy issues and act as a liaison to the DVH.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

DVH, DOS, DTI and the vendor will work together in the administration of this project under the following organizational structure:



While the technical requirements describe what the State believes is needed for implementation of the system, it does not, in general, describe how the requirements will be met. The “how” of the project will be provided by the Vendor, using proven product(s), methodology, approach and work plan that the Vendor has used successfully in other implementations and described in the Vendor response to this RFP. The project expectation is that the system is composed of commercial off the shelf components.

Change Management

As stated above, the expectation is that the system be composed of commercial off-the-shelf components. The vendor will identify best practices to leverage the product functionality. To the extent necessary, the vendor shall provide change management practices.

End User Training

The vendor is expected to train DVH personal in the use of the system. The DVH will identify key personnel requiring “trainer level” training such that these individuals can train additional staff as they come on board. Vendor provided computerized self paced training modules are not mandatory but are highly desirable and information about these modules should be provided in the vendor’s response. Training will be outlined in a training plan discussing expectations and schedules. A training planning session must be held to review the training plan prior to the first actual training session. This will enable State and Vendor staff to better communicate during these sessions. Vendor will detail in their proposal a training plan outline and schedule for users of each component of the system.

Operational Support Training

The State does not intend to make coding changes to the Vendor’s product but, operational training will still be required for product support including (but not limited to) the following: (1) Required operational activities, such as error/log file review and purge; (2) Backup/Recovery procedures within the State’s Backup/Recovery framework or hosted facility; (3) Disaster Recovery within the State’s DR framework; (4) Routine network activities such as change of IP. The Vendor should recommend additional areas of training will be responsible for the State’s operational personnel in all aspects of the DVH-LTC-IS system required to support the system operationally.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

Knowledge transfer to State of Delaware Project Team

The vendor is expected to bid a maintenance agreement and maintain the software on an ongoing basis. Knowledge transfer sufficient to support end user training, operational activities, such as back up and recovery (if applicable), and disaster recovery planning will be required.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

III. FORMAT FOR PROPOSAL:

A. INTRODUCTION:

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each Vendor must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. PROPOSAL RESPONSE:

The Request for Proposal may contain pre-printed forms for use by the vendor in submitting its proposal. The forms required by this solicitation shall be considered mandatory, prevailing documents.

When preprinted forms are used, the forms shall contain basic information such as description of the item and the estimated quantities and shall have blank spaces for use by the vendor for entering information such as unit bid price, total bid price, as applicable.

The Vendor's proposal shall be written in ink or typewritten on the form provided, and any corrections or erasures MUST be initialed by vendor's representative completing the bid submission.

If items are listed with a zero quantity, Vendor shall state unit price ONLY (intended for open end purchases where estimated requirements are not known). The proposal shall show a total bid price for each item bid and the total bid price of the proposal excluding zero quantity items.

Vendors' proposal must respond to each and every requirement outlined in the RFP criteria in order to be considered responsive. Proposals must be clear and concise.

C. NON-CONFORMING PROPOSALS

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

D. CONCISE PROPOSALS

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

E. COVER LETTER:

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFP. The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with the Department of State, Delaware Veterans Home.

F. TABLE OF CONTENTS:

STATE OF DELAWARE
Department of State
Delaware Veterans Home

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

G. DESCRIPTION OF SERVICES AND QUALIFICATIONS:

Each proposal must contain a detailed description of how the Vendor will provide the goods and services outlined in this RFP. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFP.

H. DISCOUNT:

Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated into unit bid price(s).

I. SAMPLES OR BROCHURES:

Samples or brochures may be required by the agency for evaluation purposes. They shall be such as to permit the Agency to compare and determine if the item offered complies with the intent of the specifications.

J. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

K. BID BOND REQUIREMENT:

Each offeror shall furnish a bond to the State of Delaware for the benefit of the Department of State, Delaware Veterans Home in the amount equal to 10% of the respective bid value. The bond shall be drawn upon an insurance or bonding company authorized to do business in the State of Delaware. A certified check made out to the Delaware Veterans Home in an amount equal to 10% of the respective proposed value may be submitted in lieu of a proposal bond.

L. NUMBER OF COPIES WITH MAILING OF PROPOSAL:

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with 6 (six) paper copies and 6 (six) electronic copies on CD or DVD media disk. One of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining copies do not require original signatures. CD or DVD media disk must also contain the completed Appendix B Excel sheets, in Excel format.

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than 1:00 PM EST on Monday, December 13, 2010. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**Delaware Veterans Home
100 Delaware Veterans Boulevard**

STATE OF DELAWARE
Department of State
Delaware Veterans Home

Milford, DE 19963

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than 1:00 PM EST on Monday, December 13, 2010. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State.

M. PROPOSAL EXPIRATION DATE

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through June 30, 2011. Delaware reserves the right to ask for an extension of time if needed.

N. WITHDRAWAL OF PROPOSALS:

A Vendor may withdraw its proposal unopened after it has been deposited, if such a request is made prior to the time set for the opening of the proposal.

O. PROPOSAL MODIFICATIONS

Any changes, amendments or modifications to a submitted proposal requires that the original proposal be withdrawn, **prior** to the time set for the submission of the proposal, and a new proposal submitted **prior** to the deadline for submission of proposals.

Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

P. LATE PROPOSALS

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

Q. ADDENDA TO THE RFP:

If it becomes necessary to revise any part of this RFP, revisions will be posted at <http://bids.delaware.gov> By submitting an offer to the State, vendors have acknowledged receipt, understanding and commitment to comply with all materials, revisions, and addenda related to the Request for Proposals.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

R. INCURRED EXPENSES:

The State will not be responsible for any expenses incurred by the Vendor in preparing and submitting a proposal.

S. ECONOMY OF PREPARATION:

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's offer to meet the requirements of the RFP.

T. DISCREPANCIES AND OMISSIONS

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, no later than ten (10) calendar days prior to the time set for opening of the proposals.

U. EXCEPTIONS:

Vendors may elect to take minor exception to the specifications, terms and conditions of this RFP by completing Attachment 3. All exceptions must be listed on Attachment 3. Exceptions listed elsewhere in a Vendor's proposal will not be considered. The Delaware Veterans Home will evaluate each exception according to the intent of the terms and conditions contained herein, but shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of Vendors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening. If the Vendor is taking no exceptions, respond accordingly on Attachment 3.

V. BUSINESS REFERENCES: (Client List)

A complete client list is to be provided via Attachment 6.

W. DOCUMENT(S) EXECUTION:

All vendors must complete and submit with its proposal the non-collusion statement that is enclosed with this Request for Proposal labeled as Attachment 2. The awarded vendor(s) will be presented with the contract form for signature and seal, if appropriate. Both of these documents shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the Delaware Veterans Home.

To complete the execution of the contract, the awarded vendor(s) shall submit an electronic W-9 at the following website: <http://accounting.delaware.gov>.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

All questions regarding the submission of the vendor(s) W-9 should be submitted to the Delaware Division of Accounting at <http://accounting.delaware.gov/>.

X. SUBCONTRACTS:

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal using Attachment 7.

Y. CONFIDENTIALITY:

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 *Del. C. Ch.* 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a Vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain Attachment 5 describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 *Del. C. §* 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

If the Vendor does not have any documents it declares confidential or proprietary, Attachment 5 should be completed by checking the appropriate box found at the top of the attachment.

Z. ATTACHMENTS:

- Attachment 1 - No Proposal Reply Form
- Attachment 2 - Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Company Profile and Capabilities
- Attachment 5 – Confidentiality and Proprietary Information
- Attachment 6 – Business References
- Attachment 7 – Subcontractor Information Form
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- Appendix A – Scope of Work details
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- Appendix C – DHIN Readiness Assessment

IV. PROPOSAL EVALUATION PROCEDURES

A. GENERAL ADMINISTRATION

1. STATE'S RIGHT TO REJECT PROPOSALS

The Delaware Veterans Home reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever is determined to be the most advantageous to the State of Delaware. Vendors submitting proposals may be afforded an opportunity for discussion. Vendors may be requested to provide a best and final offer during the negotiation process. Negotiations may be conducted with responsible Vendors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing Vendors during the negotiation process.

2. STATE'S RIGHT TO CANCEL SOLICITATION

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

3. FORMAL CONTRACT AND/OR PURCHASE ORDER:

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

4. DELIVERY OF PROPOSALS:

Proposals shall be delivered in sealed envelopes, and shall bear on the outside the name and address of the Vendor as well as the designation of the contract. Proposals forwarded by U.S. Mail shall be sent first class to the address stated in this RFP. Proposals forwarded by delivery service other than the U.S. Mail or hand delivered must be delivered to the applicable addresses also stated in this RFP. All bids must clearly display the bid number on the envelope.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

Delaware Veterans Home
100 Delaware Veterans Boulevard
Milford, DE 19963

All proposals will be accepted at the time and place set in the RFP. Vendor bears the risk of delays in delivery. Proposals received after the time set for public opening will be returned unopened.

5. PUBLIC OPENING OF PROPOSALS:

The proposals shall be publicly opened at the time and place specified by the Agency. Vendors or their authorized representatives are invited to be present.

Only the vendor's name and address will be read aloud during the bid opening process.

6. DISQUALIFICATION OF VENDORS:

Any one or more of the following causes may be considered as sufficient for the disqualification of a Vendor and the rejection of its proposal or proposals:

- a. More than one proposal for the same contract from an individual, firm, or corporation under the same or different names.
- b. Evidence of collusion among Vendors.
- c. Unsatisfactory performance record as evidenced by past experience with the State of Delaware or on a State of Delaware central contract.
- d. Any suspension or debarment of the parent company, subsidiary or individual involved with the vendor by federal, any state or any local governments within the last 10 years.
- e. If the unit prices are obviously unbalanced either in excess or below reasonable cost analysis values.
- f. If there are any unauthorized additions, interlineations, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- g. Non-attendance of mandatory pre-bid meetings shall be cause of disqualification.

7. AUTHORITY OF AGENCY:

On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the classification of material, the execution of the work, and the determination of payment due or to become due, the decision of the Agency shall be final and binding.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

8. OR EQUAL (PRODUCTS BY NAME):

Specifications of products by name are intended to be descriptive of quality or workmanship, finish and performance. Desirable characteristics are not intended to be restrictive. Substitutions of products for those named will be considered provided the vendor certifies that the function, characteristics, performance and endurance qualities of the material offered is equal or superior to that specified.

B. RESPONSIVENESS AND RESPONSIBILITY OF VENDOR:

The Delaware Veterans Home shall award this contract to the most responsible and responsive Vendor who best meets the terms and conditions of the proposal.

1. Rejection of individual proposals. -- A proposal may be rejected for 1 or more of the following reasons:
 - a. The person responding to the solicitation is determined to be nonresponsive or non-responsible;
 - b. It is unacceptable;
 - c. The proposed price is unreasonable; or
 - d. It is otherwise not advantageous to the State.
2. Offerors whose proposals are rejected as non-responsive shall be notified in writing about the rejection.
3. Responsibility of offerors. -- It shall be determined whether a vendor is responsible before awarding a contract. Factors to be considered in determining if a vendor is responsible include:
 - a. The offeror's financial, physical, personnel or other resources, including subcontracts;
 - b. The offeror's record of performance and integrity;
 - c. Any record regarding any suspension or debarment;
 - d. Whether the offeror is qualified legally to contract with the State;
 - e. Whether the offeror supplied all necessary information concerning its responsibility; and
 - f. Any other specific criteria for a particular procurement which an agency may establish (to be inserted by agency)
4. If a Vendor is determined to be non-responsive, the Vendor shall be informed in writing.
5. The State reserves the right to waive minor irregularities, or request additional information before determining the responsiveness of the Vendor. All Vendors will be afforded the same or similar opportunities, as necessary, and will be treated with equal regard before such determinations are finalized.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

C. PROPOSAL EVALUATION COMMITTEE:

The Proposal Evaluation Committee (“Committee”) is comprised of representatives of the State of Delaware.

The Committee reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.

D. REQUIREMENTS OF THE VENDOR:

The purpose of this section is to assist the Proposal Evaluation Committee to determine the ability of the organization to provide the materials and services described in the application. The proposal response should contain at a minimum the following information:

Proposals must include the following information:

- State of Delaware Business License
- Proof of insurance
- Bid Bonds
- All Attachments and Appendixes
- High Level Project Plan

E. CRITERIA AND SCORING:

	EVALUATION CRITERIA	PERCENTAGE	POINTS
1.	Meets Technical Standards, Infrastructure and Site Requirements	10	10
2.	Completeness of response RFP Requirements	30	30
3.	Ease of Use	10	10
4.	Demonstrations / Hands-On trial period	20	20
5.	Training plan, vendor support	20	20
6.	Qualifications of vendor in LTC	5	5
7.	Cost	5	5
	TOTAL SCORE	100%	100

Procurement Evaluation Committee members will assign up to the maximum number of points listed for each of the criteria listed above. For items having quantitative answers, points will be proportionate to each proposal’s response. Items with qualitative answers will receive the average of points assigned by Proposal Evaluation Committee members.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

F. BEST AND FINAL OFFERS

Once the proposals have been evaluated and negotiations have been held with the vendor(s) determined to be likely to receive an award, the Procurement Evaluation Committee issue a request for Best and Final Offers from the vendor(s).

G. REFERENCES

The Committee may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

H. ORAL PRESENTATIONS AND DEMONSTRATIONS

Selected vendors shall make oral presentations, live demonstrations and a trial hands-on access period to a test database. The live demonstrations must cover all three shifts at the 24-hour facility. The vendor representative(s) attending the oral presentation, live demonstrations shall be technically qualified to respond to questions related to the proposed system and its components. The selected vendors shall submit a schedule of live demonstrations to include times of presentations and outline of presentation.

All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

V. MANDATORY PREBID MEETING:

A mandatory pre-bid meeting has been scheduled for Tuesday, November 30, 2010 at 9 AM EST at the Delaware Public Archives Building, Delaware Room, 121 Duke of York St, Dover, DE 19901. **This is a mandatory meeting.** If a Vendor does not attend this meeting, they shall be disqualified and shall not be considered for further evaluation.

VI. DEFINITIONS AND GENERAL PROVISIONS

The attached Definitions and General Provisions apply to all contracts and are part of each Request for Proposal. The requirement to furnish a bid bond and performance bond is applicable unless waived. Should the General Provisions conflict with the Special Provisions, the Special Provisions shall prevail. Vendors or their authorized representatives are required to fully acquaint themselves as to State procurement laws and regulations prior to submitting bid.

A. **DEFINITIONS:** Whenever the following terms are used, their intent and meaning shall be interpreted as follows:

STATE: The State of Delaware

AGENCY: State Agency as noted on cover sheet.

BID INVITATION: The "invitation to bid" or "Request for Proposal" is a packet of material sent to vendors and consists of General Provisions, Special Provisions, specifications, and enclosures.

BOND: The approved form of security furnished by the Vendors and its surety as a guaranty of good faith on the part of the Vendor to execute the work in accordance with the terms of the contract.

CONTRACT: The written agreement covering the furnishing and delivery of material or work to be performed.

DESIGNATED OFFICIAL: The agent authorized to act for an Agency.

GENERAL PROVISIONS: General Provisions are instructions pertaining to contracts in general. They contain, in summary, requirements of laws of the State, policies of the Agency, and instructions to vendors.

LOCAL TIME: Eastern Standard Time/Eastern Daylight Time

OPPORTUNITY BUY: A special offer from a supplier that is usually associated with a limited time to respond.

PROPOSAL: The offer of the Vendor submitted on the approved form and setting forth the Vendor's prices for performing the work or supplying the material or equipment described in the specifications.

SPECIAL PROVISIONS: Special Provisions are specific conditions or requirements peculiar to the contract under consideration and are supplemental to the General Provisions. Should the Special Provisions conflict with the General Provisions, the Special Provisions shall prevail.

SURETY: The corporate body which is bound with and for the contract, or which is liable, and which engages to be responsible for the Vendor's payments of all debts pertaining to and for its acceptable performance of the work for which he has contracted

VENDOR: Any individual, firm, or corporation formally submitting a proposal for the material or work contemplated, acting directly or through a duly authorized representative.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

VENDOR'S DEPOSIT: The security designated in the proposal to be furnished by the Vendor as a guaranty of good faith to enter into a contract with the Agency if the work to be performed or the material or equipment to be furnished is awarded to it.

B. GENERAL PROVISIONS

1. **INTERPRETATION OF ESTIMATES/QUANTITIES:**

- a. Unless stated otherwise, the quantities given in the RFP are to be considered to be approximate only and are given as a basis for the comparison of bids. The Agency may increase or decrease the amount of any item as may be deemed necessary or expedient, during the period of the contract.
- b. An increase or decrease in the quantity for any item is not sufficient ground for an increase or decrease in the unit price.
- c. Vendor usage reports for previous awards may be found at <http://gss.omb.delaware.gov/contracting/calpha.shtml> . Past usage shall not be considered a guaranteed future volume.

2. **SILENCE OF SPECIFICATIONS:**

The apparent silence of the specifications as to any detail, or the apparent omission from it of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality are to be used. Proof of specifications compliance will be the responsibility of the vendor.

3. **EXAMINATION OF SPECIFICATIONS AND PROVISIONS:**

The Vendor shall examine carefully the proposal and the contract forms for the material contemplated. The Vendor shall investigate and satisfy itself as to the conditions to be encountered, quality and quantities of the material to be furnished, and the requirements of any Special Provisions in the RFP and the contract. The submission of a proposal shall be conclusive evidence that the Vendor has made examination of the aforementioned conditions.

4. **PRICES QUOTED:**

The prices quoted are those for which the material will be furnished F.O.B. Ordering Agency and include all charges that may be imposed during the period of the contract. All prices quoted must be in U.S. Dollars.

All vendors that maintain a core list of products under this contract shall maintain the appropriate negotiated prices on their core list. Vendors shall routinely offer to add to the core list material that has been identified as necessary. The Vendors are expected to routinely update any changes to the core list with the appropriate discounts listed.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

Any adjustments to a core list must receive prior written approval from the State before a core list can be changed by the Vendor. Changes include but are not limited to the migration of items on and off the core list as well as any price adjustments from the original agreed upon pricing.

5. **PUBLIC INSPECTION OF PROPOSALS:**

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

6. **LAWS TO BE OBSERVED:**

The Vendor is presumed to know and shall strictly comply with all Federal, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The Vendor shall indemnify and save harmless the State of Delaware, the Agency, and all Officers, Agency and Servants thereof against any claim or liability arising from or based upon the violation of any such laws, ordinances, regulations, orders, or decrees whether by itself, by its employees, or by its subcontractor (s).

7. **PERMITS AND LICENSES:**

All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the Vendor at its own expense.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

8. **PATENTED DEVICES, MATERIAL AND PROCESSES:**

- a. The Vendor shall provide for the use of any patented design, device, material, or process to be used or furnished under this contract by suitable legal agreement with the patentee or owner, and shall file a copy of this agreement with the Agency.
- b. The Vendor and the surety shall hold and save harmless the State of Delaware, the Agency, the Director, their Officers or Agents from any and all claims because of the use of such patented design, device, material, or process in connection with the work agreed to be performed under this contract.

9. **EMERGENCY TERMINATION OF CONTRACT:**

- a. Due to restrictions which may be established by the United States Government on material, or work, a contract may be terminated by the cancellation of all or portions of the contract.
- b. In the event the Vendor is unable to obtain the material required to complete the items of work included in the contract because of restrictions established by the United States Government and if, in the opinion of the Agency, it is impractical to substitute other available material, or the work cannot be completed within a reasonable time, the incomplete portions of the work may be cancelled, or the contract may be terminated.

10. **TAX EXEMPTION:**

- a. Material covered by this proposal is exempt from all FEDERAL and STATE TAXES. Such taxes shall not be included in prices quoted.
- b. Any material which is to be incorporated in the work or any equipment required for the work contemplated in the proposal may be consigned to the Agency. If the shipping papers show clearly that any such material is so consigned, the shipment will be exempt from the tax on the transportation of property under provisions of Section 3475 (b) of the Internal Revenue Code, as amended by Public Law 180 (78th Congress). All transportation charges shall be paid by the Vendor. Each Vendor shall take its exemption into account in calculating its bid for its work.

11. **INVOICING:**

After the awards are made, the agencies participating in the bid may forward their purchase orders ("P.O.") to the successful Vendor(s) in accordance with State Purchasing Procedures. The State will generate a payment voucher upon receipt of an invoice from the vendor.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

12. **EQUALITY OF EMPLOYMENT OPPORTUNITY ON PUBLIC WORKS:**

During the performance of any contract for public works financed in whole or in part by appropriation of the State of Delaware, the Vendor agrees as follows:

- a. The Vendor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The Vendor will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color, sex, age, or national origin. Such action shall include, but not be limited to the following: advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training including apprenticeships. The Vendor agrees to post in conspicuous places, notices to be provided by the contracting agency setting forth the provisions of this non-discrimination clause.
- b. The Vendor will, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.
- c. The term "Vendor for public works" means construction, reconstruction, demolition, alteration, and/or repair work, maintenance work, and paid for in whole or in part out of the funds of a public body except work performed under a vocational rehabilitation program. The manufacture or furnishing of materials, articles, supplies or equipment is not a public work within the meaning of this subsection unless conducted in connection with and at the site of the public work.

13. **PRICES:**

Prices and/or rates shall remain firm for the initial 3 (three) year term of the contract, unless further negotiations are deemed necessary by the State.

The pricing policy that you choose to submit must address the following concerns:

- a. The structure must be clear, accountable and auditable.
- b. It must cover the full spectrum of services required.
- c. Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP or P.O. issued based on this contract.

14. **MOST FAVORED CUSTOMER:**

The Vendor shall not offer to others prices lower than those provided in the contract, or if lower prices are offered, they must also apply to the subject contract.

15. **PRICE ADJUSTMENT:**

If during the initial term of the contract, the Vendor is not prohibited from offering a price reduction on its services or materiel offered under the contract. The State is not prohibited from requesting a price reduction on those services or materiel during the initial term or any subsequent options that the State may agree to exercise.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

If agreement is reached to extend this contract beyond the initial 3 (three) year period, the Delaware Veterans Home shall have the option of offering a determined price adjustment that shall not exceed the current Philadelphia All Urban Consumers Price Index (CPI-U), U.S. City Average. If the CPI-U is used, any increase/decrease shall reflect the change during the previous published twelve (12) month period at the time of renegotiation.

16. **SHIPPING TERMS:**

FOB Destination, freight prepaid.

17. **FUNDING OUT or Non-Appropriation**

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

19. **PERFORMANCE BOND REQUIREMENT:**

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance Delaware Veterans Home (DVH) with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted in the form of good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware. If DVH bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in Insert Division Bond Form.

20. **MANDATORY INSURANCE REQUIREMENTS:**

Certificate of Insurance and/or copies of insurance policies for the following:

a. As a part of the contract requirements, the Vendor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All Vendors shall carry Comprehensive General Liability and all other coverages listed below.

1. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

And

2. Product Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

b. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.

c. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

- d. Before any work is done hereunder, a Certificate of Insurance referencing the name and contract number stated herein, shall be filed with the State. The certificate holder is as follows:

**Delaware Veterans Home
100 Delaware Veterans Boulevard
Milford, DE 19963**

Note: The State of Delaware shall not be named as an additional insured.

21. **STATE OF DELAWARE BUSINESS LICENSE:**

Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200 -- Public Service, (302) 577-8205 -- Licensing Department. <https://onestop.delaware.gov/osbrpublic/Home.jsp>

Information regarding the award of this contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

22. **INDEMNIFICATION:**

- a. **General Indemnification:** By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's its agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or part, to the State, its employees or agents.

b. **Proprietary Rights Indemnification**

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively ""Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the State of Delaware to continue using the Product(s);

STATE OF DELAWARE
Department of State
Delaware Veterans Home

- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

23. **NON-PERFORMANCE:**

In the event the Vendor does not fulfill its obligations under the terms and conditions of this contract, in addition to proceeding with termination of the contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the Vendor. Under no circumstances shall monies be due the Vendor in the event open market products can be obtained below contract cost. Any monies charged to the Vendor may be deducted from an open invoice.

24. **VENDOR NON-ENTITLEMENT:**

State of Delaware Vendors for Materiel and for Services shall not have legal entitlement to utilize any Central Contract held by the State of Delaware. The Vendors may not seek business from another Vendors' Central Contract for the purpose of preparing a bid or proposal to the State of Delaware. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective contract unless they are considered a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code or otherwise permitted by law.

This is not a prohibition from any Vendor choosing to work with another Vendor who holds a State Central Contract for private business.

25. **OPPORTUNITY BUYS:**

The Director for the State of Delaware, Office of Management and Budget, Government Support Section can waive use of a central contract pursuant to 29 Del. C. §6911(e). A process has been developed to permit any vendor the opportunity to submit an Opportunity Buy offer to the State for goods and/or services for consideration despite the existence of a central contract. See http://gss.omb.delaware.gov/contracting/documents/agencyboilers/opportunity_buy_flowchart.pdf. The Director will afford any vendor on an existing central contract an opportunity to match or to beat the Opportunity Buy offer made by a non-contracted vendor prior to a waiver being granted.

26. **REQUIRED REPORTING:**

In accordance with Executive Order 14 – Increasing Supplier Diversity Initiatives within State Government, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to report on the participation by a minority and/or women owned business (MWBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the

STATE OF DELAWARE
Department of State
Delaware Veterans Home

MWBE, MWBE contact information (phone, email), type of product or service provided by MWBE and any MWBE certifications for the subcontractor (State MWBE certification, Minority Supplier Development Council, Women's Business Enterprise Council).

27. **ORDERING PROCEDURE:**

Successful Vendors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Depending on the nature and scope of the event, each State agency or other governmental entity shall be responsible for contacting the awarded vendor directly for all required resources. All consumables delivered by the Vendor and received by a State agency or other governmental entity, become the property of that State agency or entity. Orders may be accomplished by written purchase order, telephone, fax or computer on-line systems.

28. **BILLING:**

The Vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number. The Vendor shall not charge a late fee that exceeds more than one percent (1%) per month, not to exceed twelve percent (12%) per annum.

Agencies will make every effort to achieve available discount opportunities under this contract. Vendors shall be required to report semi-annually opportunities to enhance the discounts achieved.

29. **METHOD OF PAYMENT:**

a. For each P.O. issued as part of this contract, the State will pay Vendor monthly, within thirty (30) days of receipt of the Vendor's billing, the amount which is legitimately earned by the Vendor, and supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report of the work shall accompany each billing.

Final settlement for total payment to the Vendor will be made within thirty (30) days from the date of final written State acceptance of the work and services as agreed to in the P.O.

b. No premium time for overtime will be paid without prior written State authorization. Indirect overhead cost shall not be applied to the premium portion of the overtime.

c. The agencies or school districts using this award will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract. While it is the State's intention to utilize the P-card payment method the State reserves, at its discretion, the right to pay by ACH/ ACI or check. Should a Vendor wish to provide a financial incentive to not process payment by P-Card in their proposal, they are to prepare their proposals to clearly outline any incentives for alternative payment methods the Vendor is willing to accept.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

30. **PRODUCT SUBSTITUTION:**

All items or services delivered during the life of the contract shall be of the same type and manufacture as specified or accepted as part of the proposal unless specific approval is given by the Agency to do otherwise. Awarded vendors are highly encouraged to offer any like substitute product (s), either generic or brand name, at any time during the subsequent contract term, especially if an opportunity for cost savings to the state exists. In all cases, the state may require the submission of written specifications and/or product samples for evaluation prior to any approvals being granted.

If a substitution is granted by the state, the Vendor must update its core list and maintain said list in a timely manner.

31. **SCHEDULE FOR PERFORMANCE OF WORK:**

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State of Delaware shall be the sole judge of the term "reasonable". If the Vendor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the State will forthwith proceed to collect for nonperformance of work.

32. **VENDOR RESPONSIBILITY:**

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or a subcontractor provided it. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 7.

33. **VENDOR- OWNED RENTAL EQUIPMENT AND SUPPLIES REMOVAL:**

The awarded Vendor shall remove all rental equipment and supplies from the event location (s) no later than an agreed to date once all contract obligations by the Vendor have been met.

34. **ENVIRONMENTAL PROCUREMENT REQUIREMENTS:**

Energy Star - If applicable, the Vendor must provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency in order to keep overall event costs to a minimum. The Vendor is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

Green Products – third party certification of green products accepted from GSS w/approved green certification shall be offered wherever available in addition to or as a substitute for non-green products.

Vendors shall report all green items procured during the monthly reporting period using the Usage Report that will be provided to the awarded Vendor(s).

Environmental Procurement Policies of the State shall determine acceptable consideration and credit for environmentally preferred products and services in the performance of this award.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

The State Environmental Procurement Policies may be found:
<http://gss.omb.delaware.gov/contracting/documents/agencyboilers/espp.pdf>.

35. **PERSONNEL/EQUIPMENT/SERVICES:**

- a. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
- b. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
- c. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those identified in Attachment 7 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 7 must be approved in writing by the State.

36. **MINIMUM WAGE RATES:**

Vendors should be aware that work performed under this contract may fall under the State of Delaware Minimum Wage Rates or the Delaware Prevailing Wage rates. The Vendor should contact the State of Delaware Department of Labor at 1-800-452-1589, or 302-761-8069 for current or applicable wage rate requirements.

37. **TERMINATION OF INDIVIDUAL ORDERS OR PURCHASE ORDERS:**

As a central contract, the contract resulting from this RFP shall include individual orders from state agencies and other entities authorized by law to procure from this contract. The individual orders may be terminated as follows:

a. Termination for Cause If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations, or if the Vendor violates any of the covenants, agreements, or stipulations of this contract, the Agency shall have the right to terminate the P.O. by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.

b. Termination for Convenience The Agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

c. Termination for Non-Appropriations In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

38. **TERMINATION OF CONTRACT:**

As a central contract, the contract resulting from this RFP may be terminated as follows by the Delaware Veterans Home.

a. Termination for Cause - If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least 30 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

b. Termination for Convenience - The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

c. Termination for Non-Appropriations In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

39. **CHANGES:**

Both parties may, from time to time, require changes in the services to be provided by the Vendor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Vendor's compensation, which are mutually agreed upon by and between the Agency and the Vendor shall be incorporated in written amendments to the Purchase Order or contract.

40. **INTEREST OF VENDOR:**

The Vendor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this contract. The Vendor further covenants that in the performance of this

STATE OF DELAWARE
Department of State
Delaware Veterans Home

contract, no person having any such interest shall be employed.

41. **PUBLICATION, REPRODUCTION AND USE OF MATERIAL:**

No material produced in whole or part under this contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Vendor for anything other than their intended purpose under this Contract. The Vendor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

42. **RIGHTS AND OBLIGATIONS:**

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

43. **ASSIGNMENT OF ANTITRUST CLAIMS:**

As consideration for the award and execution of this contract by the State, the Vendor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, relating to the particular goods or services purchased or acquired for the State pursuant to this contract.

44. **TESTING AND INSPECTION:**

The State of Delaware reserves the right to conduct any test or inspection it may deem necessary to insure equipment, materials and services conform to contract requirements.

45. **COVENANT AGAINST CONTINGENT FEES:**

The Vendor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fees.

46. **GRATUITIES:**

a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Vendor or any agent of the State with a view toward securing a contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this contract, the State may, by written notice to the Vendor, terminate the right of the Vendor to proceed under this contract and/or may pursue such other rights and remedies provided by law or under this agreement; provided that the existence of the facts upon which the State makes such findings

STATE OF DELAWARE
Department of State
Delaware Veterans Home

shall be in issue and may be reviewed in proceedings pursuant to the Remedies clause of this contract; and

b. In the event this contract is terminated pursuant to subparagraph "a", the State shall be entitled (i) to pursue the same remedies against the Vendor, and (ii) to exemplary damages, as a penalty in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Vendor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

47. **AFFIRMATION:**

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

48. **AUDIT ACCESS TO RECORDS:**

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

49. **REMEDIES:**

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Vendor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

50. **AMENDMENTS:**

This contract may be amended, in writing, by mutual agreement of the successful vendor and the Delaware Veterans Home.

51. **SUBCONTRACTS:**

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal (Attachment 7) and agreed to in writing by the State or as are specifically authorized in writing by the Agency during the performance of the contract. Any substitutions in or additions to such subcontractors, associates, or consultants will be subject to the prior written

STATE OF DELAWARE
Department of State
Delaware Veterans Home

approval of the State.

The Vendor(s) shall be responsible for compliance by the subcontractor with all terms, conditions and requirements of the RFP and with all local, State and Federal Laws. The Vendor shall be liable for any noncompliance by any subcontractor. Further, nothing contained herein or in any subcontractor agreement shall be construed as creating any contractual relationship between the subcontractor and the State.

52. **AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Vendor to the Agency and render to the Vendor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Vendor.
- b. Give prompt written notice to the Vendor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Vendor's services.

53. **CONTRACT DOCUMENTS:**

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal, Purchase Order, and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any Vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter:

- Contract
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Proposal
- Purchase Order
- Special Instruction

54. **ASSIGNMENT:**

This contract shall not be assigned except by express prior written consent from the Agency.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

55. **NOTICE**

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

NAME: Kevin Wright

DEPARTMENT: Department of State

ADDRESS: ATTN Administration
Delaware Veterans Home
100 Delaware Veterans Boulevard
Milford, DE 19963

56. **VENDOR EMERGENCY RESPONSE POINT OF CONTACT:**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan dated November 2009 or in the event of a local emergency or disaster where a governmental entity other than a State Agency requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

C. **AWARD AND EXECUTION OF CONTRACT**

1. **CONSIDERATION OF PROPOSALS:**

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to seek new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of the Agency or its agent, the best interest of the State will be promoted thereby.

2. **MATERIAL GUARANTY:**

Before any contract is awarded, the successful Vendor may be required to furnish a complete statement of the origin, composition and manufacture of any or all of the material to be used in the contract together with such samples as may be requested for the purpose of testing.

3. **AWARD OF CONTRACT:**

Within ninety (90) days from the date of opening proposals, the contract will be awarded or the proposals rejected.

4. **EXECUTION OF CONTRACT:**

The Vendor (s) to whom the award is made shall execute a formal contract within twenty (20) days after date of official notice of the award of the contract.

5. **WARRANTY:**

The successful Vendor(s) shall be required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on material in this contract against defective material, workmanship, and performance.

6. **THE CONTRACT(S):**

The contract(s) with the successful Vendor(s) will be executed with the Delaware Veterans Home acting for all participating governmental entities.

7. **INFORMATION REQUIREMENT:**

The successful Vendor's shall be required to advise and provide the Delaware Veterans Home of the gross costs associated with this contract.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

VII. PROPOSAL REPLY SECTION for CONTRACT NO. 11-DVH-19

Delaware Veterans Home Long Term Care Information System (DVH-LTC-IS)

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to the State of Delaware, Delaware Veterans Home by 1:00 PM, EST on Monday December 13, 2010 at which time bids will be opened at 1:00 PM, EST on Monday December 13, 2010.

A mandatory pre-bid meeting has been scheduled for Tuesday, November 30, 2010 at 9 AM EST at Delaware Public Archives:
Delaware Room
121 Duke of York Street
Dover, DE 19901.

This is a mandatory meeting. If a Vendor does not attend this meeting; they shall be disqualified and shall not be considered for further evaluation.

PUBLIC PROPOSAL OPENINGS

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the Vendor(s), not to serve as a forum for determining the apparent low Vendors. The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed contract(s), the Delaware public and all Vendors are invited to make an appointment with the agency in order to review pricing and other non-confidential information.

NOTE: ONLY THE VENDOR'S NAME AND ADDRESS WILL BE READ AT THE OPENING

DELAWARE VETERANS HOME
NO PROPOSAL REPLY FORM

Attachment 1

CONTRACT 11-DVH-19 CONTRACT TITLE: Delaware Veterans Home Long Term Care Information System

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

	1.	We do not wish to participate in the proposal process.
	2.	We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:
	3.	We do not feel we can be competitive.
	4.	We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
	5.	We do not wish to sell to the State. Our objections are:
	6.	We do not sell the items/services on which Proposals are requested.
	7.	Other: _____

FIRM NAME		SIGNATURE

		We wish to remain on the Vendor's List for these goods or services.
		We wish to be deleted from the Vendor's List for these goods or services.

STATE OF DELAWARE
Issuing Agency Name

CONTRACT NO.: 11-DVH-19
OPENING DATE:

TITLE: DVH-LTC-IS
Monday, December 13, 2010

Attachment 2

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Department of State, Delaware Veterans Home.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents the Vendor's acceptance of the terms and conditions of this Request for Proposal including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Department of State, Delaware Veterans Home.

COMPANY NAME _____ Check one)

<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print) _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE
LICENSE NUMBER _____

	(circle one)		(circle one)		(circle one)	
COMPANY CLASSIFICATIONS: CERT. NO.	<u>Women Business Enterprise (WBE)</u>	Yes No	<u>Minority Business Enterprise (MBE)</u>	Yes No	<u>Disadvantaged Business Enterprise (DBE)</u>	Yes No

[The above table is for information and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL TO BE CONSIDERED

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

STATE OF DELAWARE
Issuing Agency Name

Attachment 4

CONTRACT NO. 11-DVH-19
Contract Name DVH-LTC-IS
PROPOSAL REPLY SECTION

COMPANY PROFILE & CAPABILITIES

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	Number of years the Long Term Care application has been in production

2.	Number of employees in support and number of employees in programming

3.	Company Demographics

STATE OF DELAWARE
Issuing Agency Name

Attachment 6

CONTRACT NO. 11-DVH-19
Contract Name DVH-LTC-IS

Business References/Client List

Provide complete business reference list, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

If you have held a State contract within the last 5 years, please list the contract.

STATE OF DELAWARE
Department of State
Delaware Veterans Home

SUBCONTRACTOR INFORMATION FORM

ATTACHMENT 7

PART I – STATEMENT BY PROPOSING VENDOR		
1. CONTRACT NO. Insert Contract Number	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OMWBE Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY (<i>Signature</i>)	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (<i>Signature</i>)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

* Use a separate form for each subcontractor

STATE OF DELAWARE
Department of State
Delaware Veterans Home

ATTACHMENT 8

Insert most recent OMWBE Certification Application found here:
http://gss.omb.delaware.gov/omwbe/docs/certapp_022510.pdf

State of Delaware

Office of Minority and Women Business Enterprise Certification Application



Complete application and mail to:

Office of Minority and Women Business Enterprise (OMWBE)
100 Enterprise Place Suite # 4 Dover, DE 19904-8202 Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: deomwbe@state.de.us
Website: www.state.de.us/omwbe

STATE OF DELAWARE
Department of State
Delaware Veterans Home

**APPENDIX A
SCOPE OF WORK**

Delaware Veterans Home is looking for a fully integrated turn-key Commercial off-the-shelf (COTS) Long Term Care Information System that includes the application requirements listed in the document below. Selected vendors will be required to provide Demonstrations and a Hands-On trial period. In addition, vendors are required to submit a High Level Project Plan to identify tasks (that includes legacy data conversion) and approach.

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
		Y	N	X	
1	Number of years in business (please indicate in comment field)				
2	Number of Employees in support (please indicate in comment field)				
3	Number of Employees in Programming (use comment field)				
4	Revenue from LTC (%) (please indicate in comment field)				
5	Public or Private Firm (please indicate in comment field)				
6	No. of States served (please indicate in comment field)				
7	Skilled nursing providers (please indicate in comment field)				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
8	Average Size (please indicate in comment field)				
9	Largest Customer (please indicate in comment field)				
10	Smallest Customer (please indicate in comment field)				
11	Classroom training				
12	Newsletter				
13	Online support				
14	Online user manual				
15	On-site training				
16	On-site visits				
17	Software updates				
18	Toll-free telephone support				
19	User group meetings				
20	Video training				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
21	JAVA				
22	Unix				
23	Server: Windows 2003, Windows 2008				
24	Define Database/Platform (please indicate in comment field)				
25	Palmtop Computers				
26	Desktop: Windows XP, Windows Vista, Windows 7				
27	Other Server / Desktop OS (please indicate in comment field)				
28	ASP Client				
29	Citrix				
30	Internet				
31	LAN				
32	Saas				
33	WAN				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
34	Other Access Methods (please indicate in comment field)				
35	Communication management				
36	Disaster recovery				
37	Managed hosting				
38	Network security				
39	Project management				
40	Census, Pre-Admission, ADT Section				
41	Customizable data entry/disposition fields				
42	Provide unique, system generated, medical record number				
43	Ability to capture pre-admission information				
44	Ability to provide pre-admission cost and revenue assessment				
45	Census reporting options				
46	Ability to automatically generate a bed hold letter				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
47	Ability to track bed hold history				
48	Ability to differentiate leave of absences				
49	Ability to calculate actual in-house residents				
50	Ability to track and count down available Medicare A days and send alerts on days remaining				
51	Ability to calculate monthly census at the end of each month				
52	Ability to use both standard and confidential progress notes categories				
53	Face Sheet generation, customizable options, ability to send alerts				
54	Payor & benefit fields, comment and notation fields				
55	Payor, Guarantor & Benefit reporting (date/census driven)				
56	System must comply with current Industry Clinical Code standards.				
57	Current ICD and CPT library with a least annual updates (Diagnosis code)				
58	Current ICD functions, ease of updating/ resolving, etc.				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
59	Ability to alert for more specific coding at Physician/Clinical entry				
60	Ability to enter multiple diagnosis				
61	Spell of Illness, Level of Care and Medicare benefit tracking				
62	Ability to readmit resident using existing information and number plus integer				
63	Ability to automatically discharge resident to a temporary location when authorized Medicaid leave days have been used				
64	Ability to enter resident contact information				
65	Ability to create and submit VA Health Benefits Renewal Form 1010EZ				
66	Ability to customize & to create tracking reports, demographics, census by facility and by unit				
67	System has the ability to lock resident census information for modifications or edits on a facility designated day after the end of the month (3 rd business day)				
68	If facility application is incomplete, system will alert and will not allow information to be forwarded in system and to other disciplines.				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
69	Alerts sent for changes made to potential resident information				
70	Print Labels resident, responsible party, bar code capability, etc				
71	Compliant with Minimum Data Set (MDS) Section				
72	A2300 or current compliance parameters				
73	MDS populates 672 and 802 and needs to maintain the last MDS and the current documentation				
74	Ability to over-ride other disciplines sections				
75	Ability to change Assessment Reference Date & reason for assessment				
76	Multi-user sections				
77	Lock out of other MDS sections				
78	Logic edits/validity scans				
79	Previous question reference				
80	Discontinued & Reentry Tracking, system generation				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

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MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
81	Electronic Signatures/ Signature features				
82	MMQ capability - can it generate nursing summary & would MDS populate				
83	Ability to schedule MDS				
84	Electronic Submission file compilation process				
85	Batch acceptance/ individual rejection				
86	MDS analytics, best dates, high scores, best answers, comparisons and views, etc.				
87	Population of demographics from ADT				
88	Completion tracking, printable reports				
89	OBRA & PPS Schedule generation & reports				
90	RUGS days reporting, RUGS case mix to determine resident per staff ratio				
91	Customizable MDS reporting				
92	Automated RAP's calculation				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
93	Roster Generation Section				
94	Variance reporting of manual characteristics				
95	Save/archive capability				
96	Printed formats				
97	Quality Indicators (QI) / Quality Management (QM) Data Section				
98	Customizable MDS selection; type & Assessment Reference Date				
99	Clinical Alerts				
100	Clinical Audits				
101	Comparative peer reporting				
102	Filter by return status				
103	Summary and Detail reporting				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
104	Generate state survey forms to include times needed within 1 hour, 12 hours, etc				
105	Generate resident roster to include active residents, residents on leave, discharged residents and deceased residents				
105	Generate listing of facility officers				
107	Generate State of Delaware survey documents				
108	Care Planning Section				
109	Ability to prepare assignment sheets that outline care and specific tasks				
110	Approaches link to care/flow sheets				
111	Tie goals to interventions				
112	Maintain a history of resolved problems and interventions for each resident				
113	Interim care plan generation				
114	Editable data fields				
115	Canned library of care plans				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
116	Customize care plan templates				
117	Customizable care plan database				
118	Progress notes by discipline in a narrative format				
119	RAP generated care plan features/alerts				
120	Interdisciplinary Team notes				
121	Ease of use/generating/ updating				
122	Audit trails				
123	Electronic Sign/ Sign features				
124	Printing options (ease for use, individual problem list)				
125	Clinical Notes Section				
126	Canned Assessment options (wound, skin, smoking, AIMS, fall risk, elopement risk, mental, nutritional and bladder at minimum)				
127	Custom Assessment Options				
128	Narrative & template formats				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
129	Electronic viewing & Sort options				
130	Electronic Signatures/ Signature features				
131	Role based modifications				
132	Clinical Alerts				
133	Report options (date/writer/resident)				
134	Scan record capability				
135	Automatic reminders for review of orders and History & Physicals to be completed				
136	Printed formats				
137	Spell Check				
138	Point of Care Documentation Section				
139	Device /method of collection options				
140	Authorization options				
141	Input &Output Calculation				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
142	Ability to provide flexible schedules for activities, assessments, volunteers, etc				
143	Ability to provide flexible view of schedules				
144	Customizable alerts				
145	Reporting options (types, presentation formats, etc)				
146	Compliance Monitoring				
147	Ability to append date and time on entries				
150	Provide electronic stamps with actual entry date, time and person making entry				
151	Ability to send alerts for information that falls outside set parameters				
152	Apply electronic signatures and signature features				
153	Automatically prepare flow sheets for facility-defined disciplines based on the care planning goals, approaches and interventions				
154	Upon change in resident status (leave) facility designated department will be notified to make appropriate contacts (family, responsible party, etc) to remind of responsibility to hold bed, pay for bed or discharge from facility				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
155	CNA & Nursing Section				
156	Ease of use/ ADL Documentation				
157	Mood & Behavior				
158	Bowel/Bladder Records				
159	Vitals to include pulse, respiration, blood pressure and temperature				
160	Ability to document multiple resident events				
161	Ability to track weights and weight loss				
162	Risk reporting ie. wound/ skin tracking, pre-development (Norton scale, fall risk, elopement, self med., side rails) etc.				
163	Provide a history of wounds that carry forward for weekly wound monitoring				
164	Provide a virtual body to aid in documentation of wound sites				
165	Ability to document assessments needed prior to delivery of medications				
166	Integrated MDS input				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
167	Blood glucose levels				
168	Activity Dept Section				
169	Ability to document multiple resident events				
170	Ability to provide flexible schedules for activities, assessments, volunteers, etc.				
171	Ability to build resident activity profile				
172	Ability to calculate daily, weekly, monthly, quarterly and annual activities and events				
173	Ability to edit events and activity list				
174	Nutrition Section				
175	Ability to track weights and weight loss				
176	Meal Intake calculations				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
177	Provide nutritional analysis				
178	Dietary Section				
179	Meal Intake calculations				
180	Provide nutritional analysis				
181	Provide printable meal tickets and snack labels with bar coding				
182	Provide resident dietary menu selection				
183	Provide resident dietary profiles				
184	Maintain standardized recipe database				
185	Pharmacy/Orders Section				
186	System contains formulary and PDR				
187	Order options/customizable				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
188	Entry options/ web based, on-site				
189	Electronic physician orders (to include drop down boxes)				
190	Digital signature encrypted with verification features				
191	Customizable dictionaries for facility abbreviations				
192	Customizable formulary set ups				
193	Ability to enter house-wide or mass orders without having to go into each resident chart				
194	Ability to e-prescribe				
195	Maintain a history of all resolved orders				
196	Ability to have one entry per order with orders sent automatically to appropriate area in record				
197	New orders must match EMAR				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
198	Ability to centralize physician order entry				
199	Order Alerts				
200	Allergy & drug interaction alerts				
201	Bar code, medication distribution with alerts				
202	Med Variance tracking				
203	Clinical tickler systems				
204	Charge import for billing				
205	Interface to Pharmacy, Lab and Xray				
206	Ability to integrate with vendor software, i.e, PIXIS				
207	Printing options for MAR/TAR, customizable				
208	EMAR/ETAR online recording & print options with resident picture				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
209	Ability to print medication list for each resident				
210	Ability to print physician order sheet of all current medications and treatments for current and discontinued orders				
211	Therapy Delivery Section				
212	Ability to perform current documentation via computer (evaluations, screens, flow sheets, daily notes, billing, care plans, etc.)				
213	Link to section O of MDS				
214	Allow for therapy minute entry with automatic conversion to units				
215	Medicare tracking of RUG scores				
216	Assessment Reference Date Selection and unit planning/tracking				
217	Productivity tracking reports				
218	Assessment Reference Date Selection look back tracking				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
219	Cap tracking and cap alerts with code modifier alert				
220	Generation of appointments				
221	Schedule generation				
222	Provide current therapy code table and update table as needed				
223	Billable units queued for quality control audit				
224	Billing sheet to include diagnosis code, units, start of treatment date and treatment code				
225	Must meet Medicare guidelines, RUGS 4/MDS 3.0				
226	Daily therapy notes				
227	Weekly progress notes				
228	Monthly recertification notes				
229	Discharge Summary				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
230	Screening information form				
231	Outcomes data entry				
232	Reporting Section:				
233	System Admin Reports				
234	Group Profile Report				
235	Group Rights by Facility				
236	Login Rights by Group				
237	Login in Rights by User				
238	User Profile Report				
239	User Report				
240	User Rights by Facility				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
241	Fiscal Reports				
242	Accounts – Case Mix				
243	Accounts - Retro				
244	Accounts - Status				
245	Accounts - Transactions				
246	A/R Cost Reports				
247	Accounts Receivable				
248	Billing				
249	Billing – Specialized Bills				
250	Census				
251	ADT				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
252	Prospect				
253	Ability to provide Facility/State query reporting				
254	Resident Funds Mgt Service (RFMS) – Bank Reports				
255	RFMS – Check Report				
256	RFMS – Account Statement				
257	RFMS – Reconciliation Report				
258	Clinical Reports				
259	MAR Report				
260	Physician Order Reports				
261	PRN Effective Report				
262	Minimum Data Set (MDS) 3.0 Assessment List				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
263	Minimum Data Set (MDS) 3.0 Schedule Report				
264	Minimum Data Set (MDS) 3.0 MC Income Report				
265	Fed/State/Special – Rug Estimate				
266	Dietary Reports				
267	Timeliness of meal service audit				
268	Dining room audit				
269	Condiment audit				
270	Trayline audit				
271	Trayline temperature log				
272	Front serving line temperature log				
273	Cold holding log				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
274	Dish Temperature log				
276	Weekly report to administrator				
277	Budget tracking				
278	Activities Reports				
279	How many residents attend activities, whatever the activity is				
280	List of activities				
281	What branch of service				
282	Served during wartime, what war				
283	Served in peace time				
284	How long in service				
285	Multiple services				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
286	Military Honors...				
287	Diets				
288	Alcohol				
289	Resident interests, hobbies,				
290	Any information on a resident (who enjoys pets, baseball etc)				
291	Religion				
292	Hours in activities				
293	Families visits, how often etc				
294	Who is on bed rest				
295	Who lays down during the day				
296	Music				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
297	Who has DART				
298	Who prefers day outings, evening outings				
299	Birthdays				
300	Trip lists				
301	Census				
302	Resident Council				
303	Volunteers who would like to have a volunteer visit etc				
304	Who still needs to be seen during the day				
305	Who needs progress notes				
306	Whose CarePlan is due				
307	QA/ Medical records Reports				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
308	Incident Reports- report is run daily then logged by type of report				
309	Medication Error Reports- report is run daily then logged				
310	Census Report/ Patient Activity Form- run weekly and then checked for residents out of leave				
311	Skin Assessment Audit- report is run weekly to check compliance with completion				
312	Wound Assessment Audit- report is run to check compliance with completion				
313	Nursing Progress Notes- Queried monthly and a word search is completed to check for compliance with completion of incident reports				
314	Census Report- medical records needs to be able to adjust census report, currently it does not give her all the information she is searching for and she has to search by hand for things like DOB, military branch, gender, payer, primary diagnosis, ect.				
315	Admission Audit- to check for completion of all required admission assessments				
316	Hospital Return Audit- to check for completion of all required assessments				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
	upon return				
317	Social Workers – Reports List of Resident by:				
318	Religion				
319	Branch of military				
320	Unit				
321	Date of admission				
322	Birthdates				
323	DNR status				
324	Medicaid residents				
325	Medicare residents				
326	Military award recipients				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
327	DART (active or not)				
328	VA (active or not)				
329	Funeral Home Info/Burial				
330	Advanced Directives				
331	Reports Requirements for all departments				
332	Canned & customizable formats				
333	Ad hoc Report Writer				
334	Risk triggers/reporting				
335	Report options (date/resident/type/injury/intervention)				
336	Graphing/tracking capabilities or export to graphing program such as Excel				
337	Infection Control				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

All functionalities listed should be checked in one of three columns:

YES - indicating that the solution would provide this functionality as proposed standard to the product selected

*NO - indicating the solution would not provide this functionality as proposed and that this functionality would not be possible

MODIFICATION - indicating that a modification would be required to achieve stated functionality. If this selection is chosen, the solution and pricing must include work involved to make this modification for the final deliverable. The vendor must provide detailed specifications in the comment column.

* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
338	Tracking options (to include residents and staff)				
339	Trending				
340	Vaccination tracking				
341	Custom alerts				
342	Reporting options				
343	Employee/Personnel Records				
344	Employee database				
345	Employee Certification/Education Tracking				
346	Employee Health tracking (annuals, vacc, etc.)				
347	Customizable database tracking (ie evals)				
348	Staffing module, with customizable shifts, patterns, reporting				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
349	Ease of use				
350	Claims Management/Fiscal Records				
351	Census Driven				
352	Ability to upload therapy and other ancillary charges				
353	Allow multiple users in any one module at the same time				
354	Billable items queued for quality control audit performed by Business office				
355	Ability to create insurance plans, specific to plan that will accommodate specific revenue codes and contracts				
356	Ability to change billing types and payor types				
357	Ability to edit, amend, modify where payor is in reimbursement table				
358	Ability to modify reimbursement table by sequence of table				
359	Allow multiple rates				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
360	Send alerts for leaves of absence that are affected by midnight census				
361	Customizable & limitless payor set ups				
362	Allow Medicaid Pending Class				
363	Billing payer hierarchy				
364	Automatic retroactive charge adjustments and billing/rebilling				
365	Pre-billing and advanced billing capabilities				
366	Physician Billing (CMS 1500)				
367	Ability to generate notes, collection letters, statements				
368	Ability to submit 3 rd party billing on UB04, CMS 1500 and VA 10-5588 forms				
369	Ability to calculate 3 rd party contractual allowance				
370	Ability to bill by line item and item number				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
371	Ability to separate resident who qualify for VA per diem from those who do not qualify				
372	Provide and maintain reimbursement tables with ability to modify and validate				
373	Provide Delaware Medicaid levels of care and Medicare levels of care with current reimbursement amounts- send annual updates				
374	Provide Veterans Administration rate reimbursement and send annual updates				
375	Ability to edit Medicaid and Medicare levels of care				
376	Rate history files				
377	Ability to modify leave of absence information				
378	Ability to initiate, end, modify and cancel bed hold. Send alerts and notices on specific dates for number of remaining days				
379	Ability for bed transfer and bed reserves				
380	Batch claim billing				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
381	Ability to submit electronic claims to Medicaid, Medicare and private pay residents				
382	Ability to receive electronic remittance				
383	Ability to post lump sum payments received to individual resident account				
384	Ability to charge and print ancillary transaction report				
385	Ability to create exception report for unmatched and outstanding charges				
386	Ability to produce full range of accounts receivable related reports				
387	Maintain and provide reports for the Medicare and Medicaid cost report data				
388	System has ability to send MDS information to billing for Medicare A residents				
389	Claims Scrubber				
391	Provide samples of resident statements				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
392	Receipts				
393	Customizable acct #'s, no limitations				
394	Electronic Posting				
395	Provide individual receipts				
396	Ability to enter, modify and void individual cash receipts				
397	Ability to batch receipts				
398	Ability to record miscellaneous receipts				
399	Ability to make adjustments to A/R				
400	Ability to refund payments				
401	Ability to enter contractual write offs				
402	Generate collection notices and letters, send internal reminders, make notes on contacts and attempts made for past due accounts				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
403	Track and report bad debt				
404	Ability to print cash receipt reports				
405	Provide aged accounts receivable report				
406	Resident Funds				
407	Allow posting of transactions to personal and care-related categories with one entry				
408	Ability to transfer care cost payments to facility and retain monthly allowance amount in individual account				
409	Provide individual interest bearing accounts				
410	Ability to accept direct deposits				
411	Ability to add transactions, edit transaction, delete transactions and void transactions				
412	Provide recurring check feature				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
413	Provide account reconciliations				
414	Balance Abilities				
415	Ability to print or electronically send statements				
416	Ability to print checks				
417	Provide report samples				
418	Ability to accept direct debits				
419	Ability to provide a check register with details of the check				
420	Ability to maintain vendors				
421	Ability to view closed accounts				
422	Ability to close accounts				
423	Inventory				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
424	Inventory, editable uploads, distribution				
425	Integrates with Chart of Accounts				
426	Bar Code & Scanning technology				
427	Canned and ad hoc reports (provide sample)				
428	Software Support				
429	Provide initial and ongoing Training				
430	Provide onsite training (How many hours inc.)				
431	Provide web based training				
432	Provide distribution lists for updates and newsletters				
433	Provide 24x7x365 Help Desk Support				
434	Provide on-site support (How many hours inc.)				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
435	Support Locations/ time zones				
436	Provide online support – toll free				
437	Provide software updates as part of monthly maintenance costs				
438	Upgrades, Updates and Patches are tested by vendor prior to distribution in a timely manner				
439	Provide System/User Manual Documentation				
440	Screen/Field Level Help				
441	Support/PM through transition process and on-going reliability				
442	Systems must comply with state standards. List system components				
443	System Administration/Security				
444	Hosting options, onsite DVH or offsite DTI, SaaS				
445	Ease of adding users				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
446	Security Roles/Groups/Access Control Lists				
447	Secure remote access with a web browser				
448	Internal support mechanisms				
449	Data encryption at all levels meeting HIPAA standards				
450	Transaction audit trail				
451	Disaster Contingency Plan/Documentation				
452	Ability to use virtualization				
453	On-going compliance with Federal and State regulations & standards as part of software maintenance agreement				
454	Application security code review and auditing				
455	Issues tracking database that generates problem tickets				
456	System Architecture includes Test/Development/Production systems				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
457	System design with high level of availability				
458	Data and Data Collection				
459	Availability of newer hardware such as Palm/Symbol data collection devices				
460	Availability for wireless transmission of data in batch or real-time mode				
461	Touch screens with appropriately designed modules				
462	Ability to integrate with intelligently designed batch interfaces				
463	Options for Data Import/Export				
464	Spell Checking / Dictionary of Medical Terms and ability to customize				
465	Work Orders				
466	Life Safety Code compliance - Tracking of required tasks such as water temperature checks, fire drills and generator testing Fire Alarm Inspections Boiler inspections in a reliable way. Such as next due date, last date completed. Frequency required.				

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
467	Ability to log on and check the completed tasks of staff and building from anywhere there's an internet connection.				
468	OSHA Compliance - OSHA record keeping and compliance, including lockout/tag out, OSHA 300 incident reports etc.				
469	Disaster Management & Emergency Preparation - Disaster & Emergency Preparedness an all-encompassing tool that allows me to Create disaster plans and emergency contact lists directly in the system, Listing All our tasks (necessary checks and inspections) in our work schedule, and a specific building plans from anywhere.				
470	Maintenance Schedules (RWP) Reoccurring work program making sure tasks are completed properly and on time is one of the most important parts of the maintenance of our building. Maintenance schedules allow, staff to see the tasks that needs to be done and check them off as they go.				
471	Warranty Tracking - Avoid unnecessary repair costs by knowing what equipment is covered under warranty.				
472	Repair Tracking - Understand the costs of equipment by tracking the costs of repairs over the life of equipment. This allows staff to make informed "fix or replace" decisions based on your equipment's history.				
473	Capital Equipment Reporting - need as much information as possible to make large-scale decisions on equipment purchases for the facility. Ability to				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
	view age, repair records, original unit costs etc.				
474	Work Orders - let staff enter unscheduled maintenance tasks. These tasks can then be prioritized and tracked so that I can be sure they're completed quickly and efficiently. Generate Reports such as completed, uncompleted, material used, man hrs, historical data total WO for week, month, year. Break down buy room or unit etc.				
475	Dashboard - ability to view system on my mobile device				
476	Legacy Data Conversion				
477	Ability to import legacy system information				
478	External Software Support				
479	Ability to interface with disparate external systems (Hospitals, Doctors, and DHIN) using industry approved standards				
480	Other Items:				
481	Ease of use (presentation format, data entry) for all modules				

The following are requirements for the requested solution. The proposal should discuss how the solution would provide for the following items. Use the Comment section to provide additional detail.

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* If feature is not a part of the vendor solution, refer to attachment #3 above.

Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
482	Dashboard / Business Intelligence				
483	Spellchecker for all applicable modules				
484	Document Management to comply with DVH Records Retention strategy				
485	Ability to attach different file formats, i.e., scan, video and photo				
486	Ability for system to send reminders and alerts by phone, pager, e-mail or within system				
487	Ability to integrate with other vendor software (DHIN, Menu Planners, Inventory,				
488	Internet commerce must interface with Govolution payment gateway				
489	System has preventative maintenance programming ability				
490	System has ability to schedule and track housekeeping tasks and assignments				
491	System has ability to schedule, track and assign volunteers				

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Item #	Vendor Information/Application Requirements/Features:	Check one for each feature: Y= Yes N= No X = Chg / Mod			Comment (please provide any additional information or costs):
492	Stops and red flags built into system that prevent information from flowing forward if missing mandatory information				

**APPENDIX B
Pricing Forms**

CONTRACT NO. 11-DVH-19				
VENDOR NAME:				
	COST			
I. SOFTWARE FEATURES BY SECTION:				
CENSUS, PRE-ADMISSION, ADT SECTION				
MDS SECTION				
MMQ SECTION				
ROSTER GENERATION SECTION				
QI/QM DATE SECTION				
CARE PLANNING SECTION				
CLINICAL NOTES SECTION				
POINT OF CARE DOCUMENTATION SECTION				
CNA & NURSING SECTION				
ACTIVITY SECTION				
NUTRITION SECTION				
DIETARY SECTION				
PHARMACY/ORDERS SECTION				
THERAPY DELIVERY SECTION				
REPORTING SECTION				
CLAIMS MANAGEMENT/FISCAL RECORD SECTION				
RECIEPTS SECTION				
RESIDENT FUNDS SECTION				
INVENTORY SECTION				
SOFTWARE SUPPORT SECTION				
SYSTEM ADMINISTRATION/SECURITY SECTION				
DATA AND DATA COLLECTION SECTION				
WORK ORDERS				
LEGACY DATA CONVERSON				
EXTERNAL SOFTWARE SUPPORT SECTION				
OTHER ITEMS SECTION				
TOTAL				
II. APPLICATION SOFTWARE ON-GOING FEES:				

	TOTAL			
III. OPERATING SYSTEM SOFTWARE COSTS:				
	TOTAL			
IV. HARDWARE COSTS:				
	TOTAL			
V. TRAINING COSTS:				
VI. SUPPORT COSTS: (patches, helpdesk, updates, new versions)				
	TOTAL			
VII. ADDITIONAL COSTS				
	TOTAL			

APPENIDIX C
State of Delaware
Delaware Health Information Network (DHIN)
HER Readiness Assessment

EHR Vendor Name: _____

This questionnaire is intended to provide a means of clearly documenting the ability for a particular EHR to exchange data – primarily results and reports data – with other systems. The results from this questionnaire will allow the DHIN to determine what level of integration is possible. The results from this questionnaire will also help the physician practice to determine what cost, effort and timeframe will be associated with the deployment of the interface.

Once this information is provided, DHIN will determine the ability, cost, and effort associated with creating an interface to the EHR system.

Environmental Assessment

1. What is the desired timeframe for EMR connectivity with DHIN?
2. Does the EMR vendor have any practices live on their EMR system in Delaware? If yes, please supply the name of each of the practices that are live on the EMR.
3. What is the EHR/EMR product and version for which the EMR vendor will integrate with DHIN?
4. What is the communications architecture of the EHR interface with the physician's practice (direct interface to office-based EHR, managed network gateway to office-based EHR, managed network gateway to ASP-based EHR, other)?
5. If the EMR uses a hosted/ASP model, will the EMR support 3rd party software on their servers?
6. What is the anticipated timeframe for a practice to become operational on the EMR? What resource requirements are needed for the practice to set-up, train staff, and (if needed) transfer records from an existing EMR system?
7. What support does the EMR provide to the practices, once operational? What support does the EMR provide for the interface connection?

8. Please provide contact information for the person who would initiate development of the interface with DHIN and the person/organization that would work on installation.

Technical Assessment

1. Does the EHR system support inbound transactions (e.g., Results Delivery) as well as outbound transactions (e.g., ePrescribing, eOrders) functionality?

2. Interfaces Provided (Inbound and Outbound)
 - a. ADT, Pathology, Laboratory Results, Radiology, Transcribed Reports
 - i. Does the EHR system provide an inbound interface that accepts HL7-based laboratory results as discrete data elements?
 - ii. Does the EHR system provide an inbound interface that accepts textual HL7-based reports (such as transcribed text documents)?
 - iii. Can the interface accept results with discrete data elements such as laboratory results?
 - iv. Can the interface accept text-based results and reports such as general dictation?
 - v. Can the interface accept “unsolicited” results from third parties such as reference labs or a hospital, automatically match the result with the appropriate patient, and complete any outstanding orders?
 - vi. If the EHR does not support these capabilities, can they accept results and reports in a document-image format?
 - vii. Please describe any other inbound HL7 results interfaces supported.
 - viii. Please describe any other outbound HL7 results interfaces supported.
 - b. Please provide any documentation regarding the interface(s) including any specifications or other standard formatting requirements.

3. Acknowledgements
 - a. Does the interface provide acknowledgements for HL7 transactions?
 - b. What level of acknowledgement is provided (transaction received, transaction format verified, transaction successfully accepted by the EHR, etc.)?
 - c. Can the interface provide the sender with confirmation of receipt to ensure that transmissions are reliable and auditable?

4. Patient and Physician Matching & Reconciliation
 - a. Does the interface support patient matching (and reconciliation of non-matching transactions) of “unsolicited” results to allow inbound results to be associated with the appropriate patient without the use of EHR-provided account numbers?
 - b. What data is needed to support successful patient matching?
 - c. How does the interface identify the relationship of a patient to a practice/provider?

5. Installation and configuration effort
 - a. Who is responsible for installation and configuration of the interface software?
 - b. Is any other configuration required (such as creating a cross-reference file for the laboratory compendium, identifying test types, etc.) and if so, who is responsible for that configuration?

6. Communications Method
 - a. How does the interface communicate with external systems (e.g., TCP/IP, folder-based message transfer, other)?

7. Lab Compendium
 - a. Does the lab interface require definition of each result code cross-reference and if so, how is this accomplished (such as importing a lab compendium, etc.)?
 - b. Who is responsible for building the compendium cross-reference?
 - c. Is there any other requirement to provide a compendium in order to install the interface (such as for radiology procedure codes)? Please be specific.

8. Unsolicited Results
 - a. Does the interface attempt to match unsolicited results to outstanding orders or does the interface create a new order for each unsolicited result received?

9. Interface/Integration Standards and Certifications
 - a. Is the system CCHIT certified? Please specify and provide any future development and certification plans.

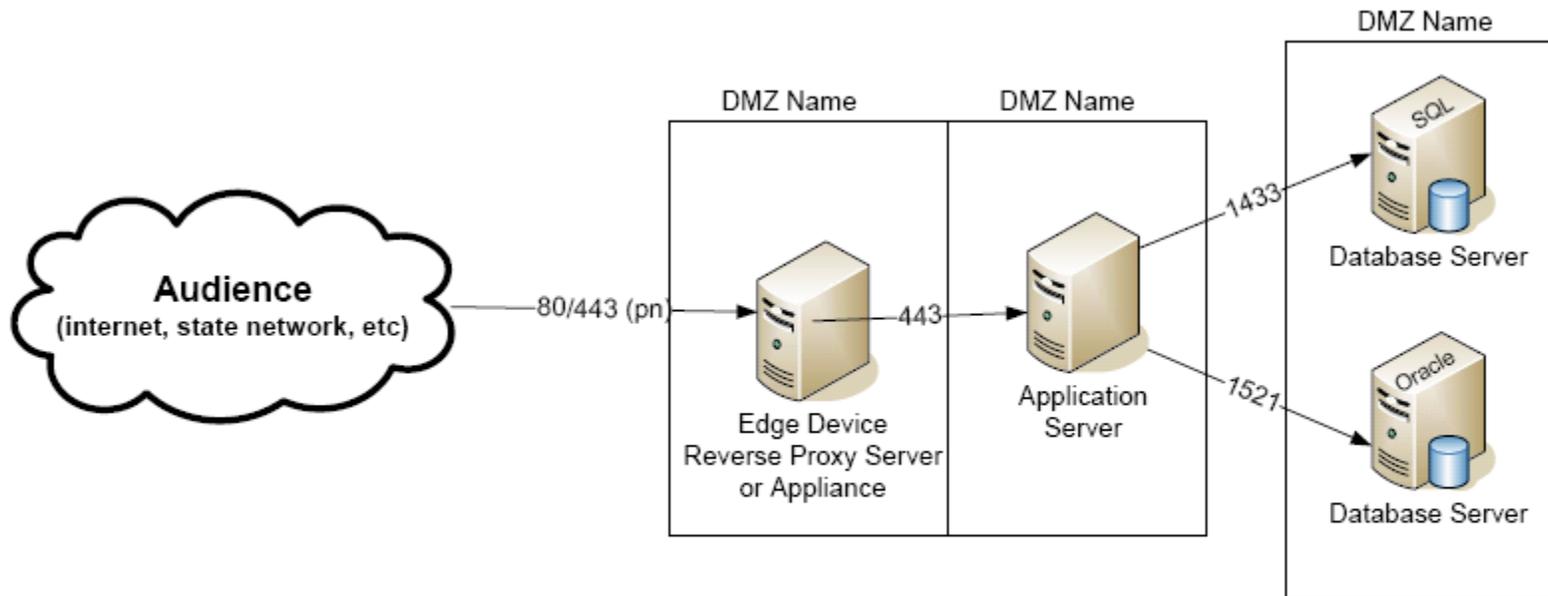
10. Document Interface
 - a. Does the system support the ability to “drag-and-drop” or otherwise import documents such as Adobe PDF documents? How does this document data get inserted into the patient chart (e.g., drag-and-drop, document import, etc.)? Please be specific.

11. Other Important Information
 - a. Please provide a full set of HL7 specifications. In addition, please provide or attach any information that would assist in clarifying the process of deploying interfaces on the system. Include any information that would be needed to create the interfaces.

12. Timeframe
 - a. If the results provided are in a format that conforms to the interface requirements, approximately how many days would be required to have the interface(s) installed?

APPENIDIX D
State of Delaware
Architectural Review Board Templates A-C
Must be completed
(Sample Templates Listed Below)

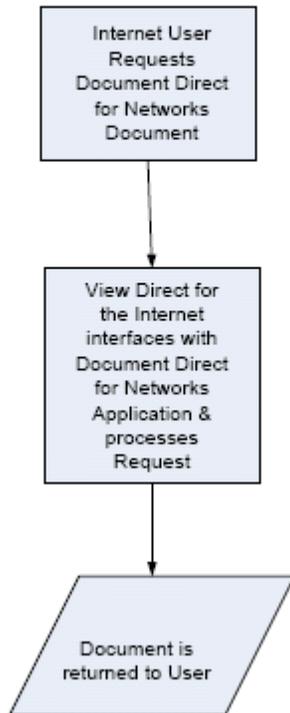
TEMPLATE A – NETWORK DIAGRAM



__ Arrow indicates the direction of the connection initiation. For instance, in this case, the application server is listening on port 443 →

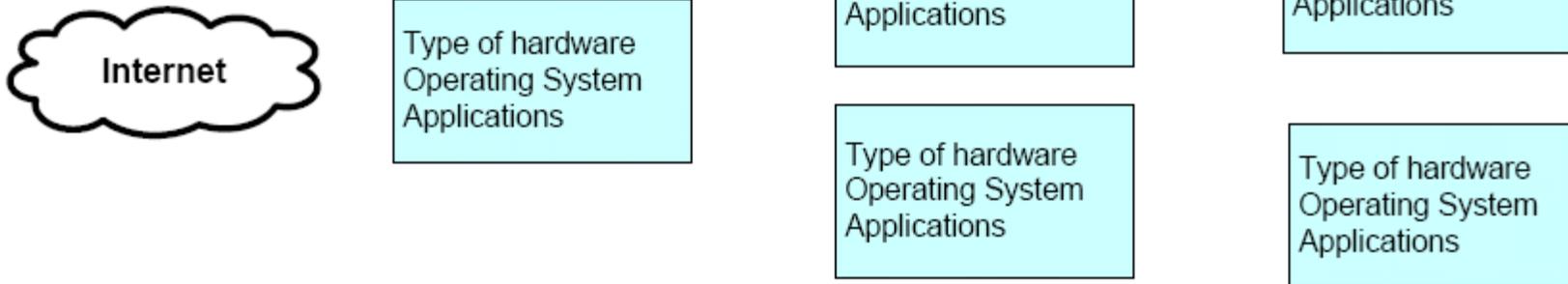
TEMPLATE B – PROCESS FLOW DIAGRAM

End User
Process
Flow



TEMPLATE C- SYSTEM DIAGRAM

Classification: Public/Confidential/Secret/Top Secret



This drawing defines the actual physical environment the system will be using to operate. It should include what physical hardware, what operating system, and what applications are being used at each point. If DMZ's are shown in the network diagram, then firewall devices that define these DMZ's are assumed and do not have to be shown.