REQUEST FOR PROPOSAL

PRACTICE MANAGEMENT / EMR SYSTEM FOR EYE CARE

RFP AA15-GD-5044

SUBMITTED BY THE UNIVERSITY OF MASSACHUSETTS AMHERST, PROCUREMENT DEPARTMENT

SPONSORING DEPARTMENT: UMA UNIVERSITY HEALTH SERVICES
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**Section 1 Overview**

The University of Massachusetts Amherst (hereinafter referred to as the “University”) is seeking proposals from experienced and qualified vendors to furnish, deliver, and install the most current version of a single database practice management/EMR system designed for Eye Care to University Health Services (UHS). The successful bidder will agree to deliver and install all equipment and (conversion of data) required for meeting the needs of UHS described in Functionality section, and UHS Profile, Interfaces sections of this RFP. RFPs should meet the minimum specifications described here.

**Section II. TIMELINE / QUESTIONS**

**Acceptance / Rejection of Proposals**

Only proposals that are received by the proposal opening date and time will be considered. The University reserves the right to reject any or all proposals, wholly or in part and to make an award in a manner deemed by the University of Massachusetts Amherst to be in its best interest.

**Estimated TimeLine**

- Release of RFP: June 8, 2015
- Closing Date for Questions: June 17, 2015 1 P.M.
- Posting Responses to Questions: June 24, 2015 by 5 P.M.
- RFP Opening Date: July 8, 2015 2 P.M.
- Inform Vendors of Demo Dates: July 17, 2015, 2015
- Anticipated Award Date: July 2015
- Vendor Kicks Off Project By: August 1, 2015

Go Live with usable system, all supporting products, and full connectivity by 9/1/15.

The University may extend these dates at its sole discretion.
Questions / Contact Person

All questions from prospective bidders concerning this RFP must be submitted in writing by 1 p.m. on June 17, 2015 to the following.

Gary S. Duggan
Assistant Director of Procurement

University of Massachusetts
Amherst, MA  01003

Fax:  (413) 545-1643
Email:  gsduggan@admin.umass.edu

Reference AA15-GD-5044

No telephone calls will be entertained. Inquiries received after the specified date and time will not be accepted.

The University will post its response to written questions on its web site at http://www.umass.edu/procurement/bidsopen.htm by 5 p.m. on June 24, 2015.

The University will extend the due date by written addendum if such information significantly amends this RFP or makes compliance with the original proposed due date impractical.

Proposal Opening Date / Time

Bidders shall deliver 1 hard copy of their proposal and 6 electronic copies in PDF format, on thumb drives, to the following address by 2:00 P.M. on July 8, 2015 at which times the bids will be opened and publicly read.

University of Massachusetts
Procurement Department
407 Goodell Bld. – 140 Hicks Way
Amherst, MA  01003

Attention: RFP AA15-GD-5044

It is the sole responsibility of the bidder to insure that its bid is delivered to the Procurement Department in its entirety by the due date and time. Late proposals will not be considered, and will be placed, unopened, in the proposal file.
Section III. GENERAL TERMS

Public Information

All proposals and related documents submitted in response to this RFP are subject to the Massachusetts Freedom of Information Law, M.G.L. Chapter 66, Section 10 and to M.G.L. Chapter 4, Section 7, Subsection 26, regarding public access to such documents. Statements in the proposal response that are inconsistent with those statutes will be disregarded.

Cost To Submit / Present Proposal

The University is not responsible for any expenses that may be incurred by any bidder to prepare, submit or present proposals.

SELECTION CRITERIA

A Selection Committee will review the bids. The award will be awarded in its entirety to the bidder who, in the sole opinion of the Selection Committee, offers the best overall package. The bids will be evaluated based on a point system. The criteria and their assigned points will placed in a sealed envelope in the bid file prior to the bid opening date and time, for use by the Selection Committee during the award process. The selection criteria is contain in Section V of this RFP.

ALTERATIONS TO BIDS

The bidder may not materially alter its bid response after the bids have been opened. Only the Director of Procurement may deem what constitutes a material alteration to a bid.

EXCEPTIONS TO CONTRACT TERMS AND CONDITIONS:

If bidder takes exception to any of the contract terms and conditions contained herein, the bidder shall so note in its bid response, referencing the section and item number and giving a complete explanation for the exception. Exceptions to the RFP may be grounds for rejection of the vendor's bid at the sole discretion of the University. A vendor must submit their contract terms in their bid response if they want it to be considered as part of this contract. The University reserves the right to accept, reject or negotiate any vendor terms submitted. Failure to submit terms with the proposal bars vendor from submitting terms after the proposals are opened.
RIGHT TO REJECT

The University reserves the right to reject any or all bids, wholly or in part, and to make the award in a manner deemed by the University to be in the best interest of the University.

CONFLICT OF INTEREST

No officer or employee of the Commonwealth shall participate in any decision relating to the Contract which affects his/her personal interest or the interest of any corporation, partnership, or association in which he/she is directly or indirectly interested.

POLITICAL ACTIVITY PROHIBITED

None of the services to be provided by the Contractor shall be used for partisan political activity, or to further the election or defeat of any candidate for public office.

ASSIGNMENT BY CONTRACTOR AND SUBCONTRACTING:

The Contractor shall not assign or in any way transfer any interest in the Contract without the prior written consent of the University, nor shall there be any subcontracting of services without the prior written approval of the University.

NON-DISCRIMINATION IN EMPLOYMENT & AFFIRMATIVE ACTION:

The Contractor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or physical or mental handicap. The Contractor agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws, Chapter 151B, Section 4 (1); and all relevant administrative orders and executive orders, including Executive Order 227 and Executive Order 246.

CHOICE OF LAW

The Contract shall be construed under and governed by the laws of the Commonwealth of Massachusetts. The Contractor agrees to bring any federal or state legal proceedings arising under the Contract in which the Commonwealth or the University is a party, in a court of competent jurisdiction within the Commonwealth of Massachusetts. This paragraph shall not be construed to limit any rights a party may have to intervene in any action, wherever pending, in which the other is a party.
SEVERABILITY

If any provision of the Contract is declared or found to be illegal, unenforceable, or void, then both parties shall be relieved of all obligations under that provision. The remainder of the Contract shall be enforced to the fullest extent permitted by law.

INDEMNIFICATION OF UNIVERSITY OF MASSACHUSETTS:

The Contractor shall indemnify and hold harmless, the University of Massachusetts, its staff, faculty and board of trustees against any and all liability, loss, damages, costs or expenses for personal injury or damage to real or tangible personal property which the University of Massachusetts may sustain, incur or be required to pay, arising out of or in connection with services performed under the Contract, by reason of any negligent Contractor, or any of its subcontractors providing that:

A. The Contractor is notified of any claims within a reasonable time after the University becomes aware of it; and

B. The Contractor is afforded an opportunity to participate in the defense of such claims. In such event, the Contractor shall have the right to disapprove any negotiated settlement.

WAIVERS

All conditions, covenants, duties and obligations contained in the Contract can be waived only by written agreement of both parties. Forbearance or indulgence in any form or manner by either party, shall not be construed as a waiver, nor in any way limit the legal or equitable remedies available to that party.

Addenda to RFP

If it becomes necessary to revise any part of this RFP or if additional data is necessary to clarify any of its provisions an addenda will be posted to the Procurement Department web site at http://www.umass.edu/procurement/bidsopen.htm.

Unless otherwise stated, bid responses will be firm for ninety (90) days from date of RFP opening.
CERTIFICATION

The Contractor must certify and warrant that, if it is a non-Massachusetts corporation, it has filed all reports required by State Law; that no other person has a financial interest in the Contract; and, that he/she has complied with all laws of the Commonwealth relating to taxes. The certification will be by the partner-in-charge of the audit and must be a part of the proposal from the Vendor. The language to use for this purpose is:

Pursuant to Massachusetts General Laws Chapter 62(c), Section 49A, each Vendor must certify under penalties of perjury that they have complied with all laws of the Commonwealth relating to taxes. I so certify."

_________________________     ______________________   ____________________
Social Security or                         Signature of Individual              Printed Name
Federal Identification Number

Section IV. INFORMATION REGARDING UNIVERSITY HEALTH SERVICES

University of Massachusetts’ Eye Care Services department is located within University Health Services in Amherst, Massachusetts. Our organization has approximately 5-6 employees who provide a wide variety of outpatient services. Our staff includes approximately 1 Optometrist, 2 Opticians, and 2 Optometric Technicians.

The current financial system is G.E. Healthcare Centricity Business V4.3 and is hosted.

The current clinical system is G.E. Healthcare Centricity Practice EMR V9.5 which is also hosted.

The data communication network consists of Ethernet, CAT5e, 100mb in building wiring, fiber between buildings. User workstations running Win7 Enterprise, SP1. Systems include Orchard Harvest Lab v8.5 and SRS Pharmacy v9.337.
**Section V. SELECTION CRITERIA**

Vendors must meet the following five required criteria fully to be considered a qualified Vendor.

**REQUIRED CRITERIA**

- Offers will be considered from vendors with a demonstrated history of successfully providing similar hosted services to other Optometry & Optical Practices. The University will reject any offer and void any award resulting from this solicitation to a vendor who makes any material misrepresentation of their submittal.

- Product must be designed as an all in one product for both optometry and optical, be HL7, ICD10, and CPT compliant. Vendor must provide a list of their most recent installations (up to 10)

- Product demonstrations must be provided to Eye Care Services by vendors who qualify as defined by the Required Criteria above

- Product must be a web based solution

- Patient Portal functionality is required. Functionality includes patient data entry and document submission with chart integration

**OTHER EVALUATION CRITERIA:**

Proposals will also be evaluated on the following criteria. It is the vendor’s responsibility to detail and demonstrate how their product/software can fulfill these needs. Information should include but not be limited to the following:

**GENERAL:**

It is the vendor’s responsibility to provide detailed information on what the product provides.

Information should include but not be limited to the following:

**FUNCTIONALITY**

1) **PATIENT REGISTRATION**
   - Environments provided, for example, production, test, and training
   - Customization – i.e. Provide ability to have gender menus for both biological and gender identity, student/employee status
- Provide ability to bring demographic information into system via interface from UHS EMR
- Audit trails and length of time on file in audit trails
- Provide ability to store Umass and non-Umass workers compensation information including dates of accidents and if possible multiple accidents.

2) INSURANCE INFORMATION MANAGEMENT
   - Student, non-student, and other designations insurance data
   - Methods/media to which data can be populated, scanning insurance cards
   - Audit trails and length of time on file in audit trails
   - Insurance data fields and insurance data stored
   - Customizations
   - Non-third party insurance data
   - Provide ability to store information of terminated insurances for patient.

3) ENTER CHARGES
   - Review and editing of charges/coding prior to finalizing
   - Data fields/storage -what is captured
   - Methods/media for charge entry and corrections
   - Non-third party, i.e company accounts
   - Reporting field (time limits), how far back can you access batches and reports
   - Charge reconciliation to be sure all charges have been processed
   - Customization
   - Provide ability to do split billing if different transactions need to go to different FSC’s for transactions on one encounter.
   - Provide ability to enter charges to Company Accounts/Departments at time of service as well as after processed.

4) ENTER PAYMENTS/ADJUSTMENTS
   - Data fields/storage – what is captured
   - Methods/media for payment posting and corrections
   - Upfront adjustments via enrollment benefit plans, i.e Davis Vision and Eyemed
   - Upfront adjustments, i.e. write offs
   - Copayment reconciliation
   - Reasons for Adjustments
   - Support EDI
   - Cash Management
- Provide ability to manually post payments, adjustments, FSC changes
- Provide ability to post FSC changes for multiple invoices simultaneously for same patient

5) REPORTING
- Types of reports
- Data captured for each type of report
- Data storage/length of time
- Methods/media for report production
- Provider productivity
- Open Data Base Connectivity
- Provide samples of types of reports
- Cash Management Reporting
- Provide ability to click on live data and see the actual charge ticket appearing on report output.
- Patient reporting by Medications, Contacts Lenses, and Solutions
- Ability to track and manage referrals - planned vs completed
- Provide ability to capture and report on ‘discharge’ time as part of wait time report

6) CLAIMS, ELIGIBILITY, REMITTANCES
- Data capture/storage
- Methods/media
- Reporting
- User access to claim logic
- Clearinghouse
- Process paper claims and electronic claims for same payer
- Provide ability to have a real time electronic insurance eligibility check including Davis and Eyemed
- Embedded claim submission for Davis/Eyemed

7) PATIENT BILLING (DUNNING, STATEMENTS, CREDIT LETTERS, BUDGET PLANS)
- Dunning, customization of dunning letters
- Statement-format/media
- Budget plans
- Reporting on statements
- Statement-data capture/data storage
- Bad Debt
- Accounts Receivable reporting and management functions
- Provide ability to view and store listing of statements/dunning letters produced showing run number, run date, patient name.

8) **FORM LETTERS**
- Methods – physical/electronic
- Types
- Customizations
- Linked to query results

9) **FEE SCHEDULES**
- Design
- User Access
- Methods/media
- Provide ability to have multiple fee schedules that can be based on multiple parameters?
- Provide ability to make global changes to fee schedule based on per cent or dollar value of increase/decrease to all procedures or to procedure codes in particular procedure code category

10) **SYSTEM PROCESS OF DATA**
- Accounting periods – structure
- Viewing and Reporting of processed data (date of service vs date of entry)

11) **SCHEDULING**
- Methods/media
- Walk-in, recurring, blocking time
- Patient preferences
- Reporting
- Warning/ticklers – ie when patient is eligible for exam, overbooking
- Time durations
- Patient Pictures
- Non-patient appointment,
- Patient flow, exam to optical
- Date of last exam visible
- Provide ability to produce a wait list.
- Automatically display timely reminders of scheduling milestones that are not met (Referrals/Meds not picked up/follow up visits/missed appointments) to facilitate communication.
- Ability to use automated text/email reminders for appointments etc.

12) INSURANCE REFERRALS/AUTHORIZATIONS
- Types
- Tracking/Compliance
- Provide ability to store a patient’s PC and PCP NPI number.

13) PATIENT PORTAL
- Forms
- Scheduling
- Communication/documentation
- Is there capability for patient to pay on their account via patient portal? If so, the UMASS credit card requirements must be met prior to implementation.
- Patient Portal with data form transfers and customization
- Patient portal allows patient to order contact lenses
- Authentication methods
- Minimum use

14) REMOTE ACCESS
- Provide ability to have remote access from home

15) ELECTRONIC PRESCRIBING
- Formularies
- Drug interactions/incompatibilities
- Medication exchange connectivity
- Preferred pharmacies stored

16) CUSTOMIZATIONS
- Customizable Data Entry forms for Patient clinical information - data density.
- Default values on template/form fields and have data checking.
- Fully customizable Banners and Summaries.
- Provide tools and ease of use features so that systems admin can tailor views, notes, forms, and templates without needed vendor assistance.
- Provide ability for users to change their own viewing parameters.
- Patient Education materials maintained internally to system to keep most recent documentation as one used (up to date) for Medications, problems, and procedures.

17) SCANNING
- Method/media
- Annotation of scanned documents
- Indexing

18) FAXING
- Faxing capabilities from EMR to managed service providers list

19) OTHER
- Codes standards supported – including V codes
- Methods for patient searching - details
- Demographics information contained
- Duplicate patient information merging
- Chart documentation methods, i.e drop downs, free text, etc
- Internal medical spell check
- Multi-user environment
- Track and manage RISKS (alcohol, drugs, smoking).
- View historical glasses rx, contact lens rx, and IOP from within the exam form
- File in error All or Part of a chart note (ADMIN).
- Scrub coding in system
- Inventory system, how are items entered
- Direct ordering of contact lenses from within the EMR
- Direct ordering lenses/frames from within the EMR
- Direct ordering of Davis vision eyeware from the EMR
- Frames DATA embedded

NETWORKING/CABLE

The data communication network currently consists of Ethernet, CAT5e, 100mb building wiring, fiber between buildings. User workstations running Win7 Enterprise, SP1. Systems Orchard Harvest Lab v8.5, SRS Pharmacy v9.337

- Vendor must line item the networking/cabling necessary for UHS’ needs.
- Please provide your network configuration diagram.
- What protocol is used to connect to your hosted solution?
- What local PC operating system is required?
- Compatibility with EyeCare equipment (Reichert 7CR, Topcon KR1, Oculus Easyfield)
- How do your kiosks connect?
- If hosted, what connections are supported (Internet, T1, T3, etc.)
- If T1/T3’s are to be implemented, how many will be required for proper bandwidth? What will be required for redundancy and/or failover?
- Will any/all hardware (VPN appliances, routers, MUXes, etc.) be vendor owned or purchased by UHS? If purchased by UHS, what are the required/supported vendors and equipment?

**SECURITY:**

- User rights management
- Audit trail logging
- Industry standards compliance

**WEB-BASED ARCHITECTURE**

- Vendors need to address the following in their response:

  a) Thin client/browser-based workstation

  b) The system must be compatible with both Macintosh and Windows operating systems. It shall also be compatible with all current versions of Internet Explorer, Mozilla Firefox, and other current versions of popular Internet browsing software.

  c) Describe how Macintosh computer users will access and use the system and any additional components that may be necessary.

**SOFTWARE AND SYSTEM SECURITY**

Not all entities on campus can have direct or unlimited access to the application and its databases.

  a) Describe how your system delivers security by role/group, by organization and/or geography, and the level of data detail to which security can be set (i.e. table, form, form section, field).

  b) The system shall provide effective security controls to users and/or user groups granted unique access to users and/or user groups according to their role/login.

  c) The system shall interface with Shibboleth to manage login accounts. The system shall provide effective security controls to granted unique access to users and/or user groups according to their role/login.

  d) The Vendor shall provide physical and cyber security features, including but not limited to authentication, encryption, access control, event and communication
logging, monitoring, and alarming to protect the system from unauthorized modification or use.

e) Does not require user to be an administrator or power user.
f) Compatible with automatic MS updates.
g) Compatible with automatic updates for all dependent software (Java, .Net, MSXML, etc.)
h) Functions within high security IE environment – if low security is required, please define trusted sites and/or other IE settings.
i) If data represents PII, HIPAA, FERPA, (including and not limited to), the vendor must provide expertise and the system must be able to meet all requirements within their application.
j) No generic accounts (ids/passwords) will be required for running the application.
k) The Vendor shall provide appropriate software and service updates and/or workarounds to mitigate all vulnerabilities associated with the product and to maintain the established level of system security.
l) The Vendor shall follow secure coding practices and reporting for all Web-based interface software. This requirement includes both Web applications and Web servers.
m) The Vendor shall provide an independent third-party security code validation of all Web-based interface software.
n) The Vendor shall provide a system whereby account activity is logged and is auditable both from a management (policy) and operational (account use activity) perspective.
o) The Vendor shall not permit user credentials to be transmitted in clear text.

**SYSTEM ADMINISTRATION/MAINTENANCE**

Please describe how your system successfully addresses the following:

a) File recovery
b) Customer service/Technical support
c) Updates
d) Updates affecting customized elements
e) Frequency of patches/fixes
f) Frequency of major upgrades
g) Archiving
**INTERFACES:**

- Describe how interfacing will be a combination of live feeds and manual, flat file uploads?

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<thead>
<tr>
<th>FROM</th>
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<th>DETAILS</th>
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<tbody>
<tr>
<td>EYE</td>
<td>LAB</td>
<td>Requests for Lab Tests</td>
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<tr>
<td>EYE</td>
<td>LAB</td>
<td>Demographics</td>
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<tr>
<td>LAB</td>
<td>EYE</td>
<td>Charges for LAB services rendered – what is the process</td>
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<td>LAB</td>
<td>EYE</td>
<td>Results/Reports</td>
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<tr>
<td>PM</td>
<td>EYE</td>
<td>Demographics and other possibilities</td>
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<td>Reichert7</td>
<td>EYE</td>
<td>NCT</td>
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<td>Topcon KR1</td>
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<td>Autorefraction/Keratometry</td>
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<td>Oculus Easyfield</td>
<td>EYE</td>
<td>Visual Field</td>
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<tr>
<td>EYE</td>
<td>Medicat</td>
<td>EMR, Demographics, Billing</td>
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**ABBREVIATION**

**KEY**

<table>
<thead>
<tr>
<th>LAB</th>
<th>Orchard-Harvest</th>
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<tr>
<td>PM</td>
<td>Practice Management – UHS EMR Medicat</td>
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<tr>
<td>EYE</td>
<td>Eye Care EMR</td>
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**HARDWARE:**

- Will any/all hardware (VPN appliances, routers, MUXes, etc.) be vendor owned or purchased by UHS?
- If purchased by UHS, what are required/supported vendors and equipment?

Vendor must line item the hardware necessary to UHS needs listed in scope
Below are a few examples:

- Printers (laser and prescription)
- Scanners
- Kiosks
- Bar Coding
- Reichert7, Topcon KR1, Oculus Easyfield
- Signature Pads
- Consider connections for Pharmacy, Lab
- Card swipes
COSTS:

Vendors will be evaluated based on overall cost and potential for add-on-costs. Vendor must provide a detailed cost breakdown for any of the following costs/additional costs to purchase that may apply.

- Purchase – Line item the purchase costs
- Installation – Line item the installation costs
- Hardware – Line item the hardware necessary and estimated costs.
- Software – Line item the software necessary and estimated costs
- Customer Support – Line item the customer support costs include design, build, install, etc.
  Telephone support vs. client submitted tickets.
- Customizations – Line item the customization costs per hour rate when applicable
- Upgrades – Line item the upgrade costs.
- Training – Line item the training costs.
- Travel – Line item the travel costs.
- Data Conversion – Line item the data conversion costs
- Maintenance – Line item the maintenance costs
- Licenses – Line item the cost of licenses
- Remote access – Line item the cost of remote access
- Interfaces – Line item the cost of interface work
- Other – Must state what the cost is for as well as the cost.

TRAINING:

- Provide a description of your training for design and build and installation on site or via virtual means
- Duration (i.e. hours or number of work days)
- Is the training done by vendor to be ‘train the trainer’?
- Is training by the vendor an additional cost to purchase or installation price? If so what is the cost?
- What formats of training material do you provide? Manuals, virtual web?
- Do you provide a template that can be used to track staff that need to be trained, what they need to be trained on, and when they are scheduled to be trained?

CUSTOMER SUPPORT:

- Ability to provide support 7-7 ET week days with an escalation mechanism to receive immediate support for issues which have high impact on operations.
- Ability to support UHS staff with product functionality questions, problems.
- Ability to track UHS questions and problems into some type of issue reporting/tracking system.
- Ability for UHS to enter and track questions and problems.
- Ability to supply a detailed description of support model.
- Ability to provide a customer support team to UHS that is dedicated to and/or knowledgeable of UHS system set up is Preferred.
- Ability for UHS to contact vendor customer support on specific phone line for critical issues.
- Ability to access product documentation (e.g., user, operations, technical). Please provide media in which documentation is available.
- Is there an organized national and/or regional user group?
- Ability to access a published list of known software problems (e.g., bugs, errors).
- Is there the ability to have a guaranteed personal response time for answering UHS problem calls? If yes, what is the response time that can be expected with a personal acknowledgement of the problem?
- Ability to customize on-line help screens and other vendor documentation.
- Ability to provide custom programming and custom programming support to UHS.

**DATA CONVERSION: Responses must address the following:**

Prior conversions and what systems have successfully been converted from.

- Have you successfully converted charge data diagnoses from system using only ICD-9 and no ICD10? (i.e., Problems, Meds, Allergies)
- Have you successfully converted patient demographic or insurance information, current and deleted still on file.
- Have you successfully converted active patient records and associated attached PDFs.
- Describe other data and information that can and has been successfully converted.
Vendor must provide a contact listing of up to ten clients where the most recent implementations were performed. This list should include the company name, contact person, telephone number and years of service with the organization. By submitting this information, the bidder authorizes members of the selection committee to contact these clients for purposes consistent with the review of this bid.

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<tr>
<th>Company Name</th>
<th>Contact Person</th>
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I certify that I am authorized to sign on behalf of the organization I represent for this offer, and agree to all terms and conditions described herein.

______________________________________________________
(Company Name)

______________________________________________________
(Address)

______________________________________________________
(Signature)

______________________________________________________
(Print or Type Name)

______________________________________________________
(Title)

______________________________________________________
(Phone Number)  (Fax Number)

SCHEDULE 1 - COMPANY/REPRESENTATIVE IDENTIFICATION

Please fill in the information below:

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<thead>
<tr>
<th>Vendor Name:</th>
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<th>Representative:</th>
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Customer Service Contact Name: ____________________________
Toll Free telephone number for orders & questions (   ) ________