

Information Technology Compliance Requirements
--

The Contractor agrees that all information accessed in the Department computer systems N-FOCUS and MMIS is the sole property of the Department; Contractor employees are granted access to this under the terms and conditions of this Contract. All information collected and compiled by the Contractor under the terms and conditions defined in this Contract is the sole property of the Department and subject to all privacy and security safeguards defined by the Department.

The Contractor agrees that under the terms of this contract the Department computer system access will only be granted to employees or subcontractors approved by the Department.

The Contractor agrees that under the terms of this contract they are responsible for insuring all Department approved subcontractors understand and agree to abide by the same terms and conditions defined in this contract.

The Contractor agrees that unique access logon accounts into the Department's N-FOCUS and/or MMIS data systems will be assigned to an individual and that logon account may only be used by the individual to which it is originally assigned.

The Contractor agrees to access the Department N-FOCUS and/or MMIS data systems only through Department supplied CITRIX access and encryption technology.

The Contractor is responsible for purchasing all hardware and software. The Contractor is responsible for upgrading equipment and software as necessary to continue to access required Department computer systems.

The Contractor agrees to meet compliance requirements for all applicable state and federal physical, administrative, and electronic safeguard standards (as per safeguard publications listed below) and abide by Department Information Technology Policies that govern the appropriate use of disclosure of privacy of and security of information provided by the Department under the terms and conditions defined in this Contract.

Safeguard publications:

- Health Information Portability Accountability Act of 1996 (HIPPA—privacy rule 45 CFR Part 160 and subparts A and B of Part 164)
- HIPPA – Security Rules 45 CFR Part 160 and subpart A and C Part 164
- Internal Revenue Service (IRS) Publication 1075
- Social Security Administration (SSA) – Computer Match Agreement
- DHHS Information Technology Policies

The Contractor agrees that the Department or any applicable state or federal agencies with jurisdiction (i.e., OCR, IRS, SSA, DHHS, or State Auditor's Office) may conduct unannounced compliance inspections related to the physical administrative and electronic safeguards defined in the publications listed above.

The Contractor understands that it will be held responsible for all criminal and civil penalties for actions of the subcontractor as defined in the publications listed above.

The Contractor agrees to immediately notify the Department's HIPPA privacy/security office of any suspected loss of, threat of, inappropriate disclosure of, unauthorized access of, or destruction of and/or corruption of Departmental information obtained from Departmental computer systems and agree to comply with incident reporting criteria as defined in their BAA and the publication listed above.

The Contractor agrees to immediately notify the Department of any lost or stolen computer hardware that may have been used to access, process, or store Department information or Department computer systems.

Contractor agrees to comply with State of Nebraska Breach Notification Law Revised Statute 87-802 any time there is a suspected loss of personal information as defined in the revised statute.

The Contractor agrees that no Department information will be stored on a personal device and all Department information stored, processed, or otherwise transmitted will be performed on Department resources accessed through CITRIX or through the State of Nebraska secure e-mail system.

The Contractor will appoint a coordinator as a primary contact between the Contractor and the Department to address IT related issues with duties and responsibilities to immediately:

1. Notify the Department Helpdesk when a Contract employee is terminated or leaves employment so the Helpdesk may terminate the employee's CITRIX and N-FOCUS access and the Contractor agrees not to allow any other Contract employee to use the logon access of a terminated employee.
2. Notify the Department Helpdesk when a new employee is hired including compiling and sending all necessary original documentation to the Department. All documentation and necessary information must be received before the request for a new user logon access will be accepted.

The Department will receive and route production support Help Desk calls regarding Department computer systems.

Information Technology Computer Requirements

External NFOCUS and MMIS Requirements

1. Verify Internet Explorer can accept all Cookies from the following:
 - a. <https://nfuse-dhhs.ne.gov>
 - b. <https://csg-dhhs.ne.gov>
2. Verify Internet Explorer is not blocking pop-ups for the following:
 - a. <https://nfuse-dhhs.ne.gov>
 - b. <https://csg-dhhs.ne.gov>
3. Proxy / Firewall setting will need to be verified. The Proxy/Firewall must be open for outbound traffic on ports 80 & 443 to the following:
 - a. <https://nfuse-dhhs.ne.gov>
 - b. <https://csg-dhhs.ne.gov>

Desktop Software Requirements:

- ❑ Operating System: Windows XP, Vista or Windows 7 (Strongly Recommended)
- ❑ Internet Explorer 8, Service Pack 2; or a later version of Internet Explorer

Desktop Hardware Requirements:

- ❑ Pentium II or later
- ❑ Direct Internet access connection

Internet Service Provider (ISP)

- ❑ The user will need to contract with a reliable ISP with a local number that can be used to access the Internet. Cable modem or DSL recommended.

Software Recommendations:

Citrix web clients are available at: <https://nfuse-dhhs.ne.gov/downloads/>

Windows XP: ICA Web Client 9.230

Windows Vista: ICA Web Client 10.1 (Vista)

Windows 7: ICA Web Client 11

Printing Requirements: Client printer must be PCL5e compatible

Contractor Responsibilities:

- The Contractor will be responsible for all Contractor owned computer hardware support at the Contractor site.
- The Contractor is responsible for all software installation, configuration and support at the Contractor site.
- The Contractor will be responsible for the movement of all computer equipment at the Contractor site.
- The Contractor will be responsible for all network support at the Contractor site.
- The Contractor will be responsible for all costs and support issues associated with accessing the Internet.
- The Contractor will provide a central contact point for all questions from Contractor users as a first point of contact if they encounter a problem.
- Reports and files will be made available to the Contractor through the use of Secure File Transfer Protocol (SFTP) service in the event there is an exchange of protected information and neither N-FUSE (Citrix) nor Secure e-mail will work.