Attachment A Revised
Option 1: SaaS Solution

Requirements Traceability Matrix (RTM)
Request for Proposal Number 5208Z1

Each of the items in the Detailed Technical Requirement Matrix in the table below requires a response of one of the following options: “Yes”, “Customization Required“, “No”, and “Alternate”. Bidders must respond to the Detailed Requirements Matrix using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non-responsive. **The narrative should provide NCBVI with sufficient information to differentiate the bidder’s technical solution from other bidders’ solutions. Explain each response and describe how the proposed solution meets each requirement and enhances or improves on the current system.**

Check as many boxes as appropriate per requirement, providing pertinent information for each sub-requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, you may be asked to demonstrate each item marked as “Yes”, “Customization Required “, or “Alternate”.

The Bidder Response box should be completed if the response to the requirement is “Yes”, “Customization Required”, or “Alternate”. Bidders may also use it with “No” responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.** Below is a brief definition of each response option. Bidders should carefully read the response definitions as these responses, as well as the entire response to this RFP, will become part of any resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder’s response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specifics that will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of “No” to a requirement does not eliminate the bidder’s proposal from consideration. All proposals meeting the mandatory requirements set forth in Section II.N will be evaluated and scored by the evaluation committee.
Alternate	The “Alternate” option is appropriate when a requirement can be met through a separate module or if the module is not included in the fixed price cost proposal. In such a case, it is recommended that the bidder note this in the cost on the Optional Cost Proposal.

General Statement of Requirements					
NCBVI intends to award to a single contractor to provide, operate, and support a customized web-based SaaS CMS that accepts and processes client information in real-time and provides cutting edge technology that is accessible, easy to understand, and provides history. The system should be able to create various reports and to provide features that allow ease of use.					
RTM #	**System Architecture and Features**	**Yes**	**Customization Required**	**No**	**Alternate**
SAF-1	Bidder should provide a high-level description (and optional diagram) of their proposed system to provide a centralized CMS				
Bidder Response:					
SAF-2	Bidder should describe how their system allows • Archiving and purging of records based on retention schedules • Retrieval of archived records • Real-time electronic signature capability • Easy passing of information to calendars and emails • Easy access to general documents (e.g., NCBVI Policies and Guidelines) • Allows work on multiple open documents, multiple clients, and/or multiple forms at the same time • Provides spellcheck for documents and free-form data entry fields • Interface with postal address verification software to validate postal addresses • Interface with SSA to automate verification of SSNs and SSI/ SSDI recipients				
Bidder Response:					

Project Requirements					
The awarded contractor must, at a minimum, continue to provide the current services to clients and NCBVI staff.					
RTM #	**Case Management**	**Yes**	**Customization Required**	**No**	**Alternate**

CM-1	Bidder should describe, and provide diagrams and/or screen shots to show, their system's workflow set up and processing, particularly as used to
	• Assign unique, sequential case #
	• Require unique SSN (or assignment of a 'proxy' SSN)
	• Enter various client information (e.g., demographic, eligibility, closure)
	• Manage an Order of Selection process which includes:
	  ○ assignment of clients to established priority groups
	  ○ system edits related to restricting movement of clients beyond eligibility status when in a closed priority group
	  ○ notification to clients concerning priority group assignment and resulting service restrictions
	• Assign and advance status of a case
	• Create authorizations only at appropriate stages in the case management process
	• Apply restrictions for case closure
	• Apply requirements at time of closure (e.g., identification of no-cost services)				

Bidder Response:					

RTM #	Case Management (cont.)	Yes	Customization Required	No	Alternate

CM-2	Bidder should describe, and provide diagrams and/or screen shots to show, the structure, functions, configurability, and processes of their system to handle client information, to include
	• Providing flexible search (e.g., partial name, status, case #, address book #, alias, SSN) for clients
	• Allowing summary view of a case, with essential information and links to additional detail for each item of information
	• Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record
	• Providing successful completion and informative error messages
	• Providing help screens and dropdown menus with valid codes and descriptions
	• Allowing generation of letters or documents that are compatible with MS Office and customizable
	• Allowing the ability to link to the State's ECM for emails and/or electronic documents associated with a case
	• Storing and retrieving all documents associated with a case – these will be read-only
	• Retaining case history for a client, including
	  ○ All counselors and transfer information
	  ○ Maintenance of multiple cases for a client as separate records
	  ○ Tracking employment services provided by staff
	  ○ Tracking assistive technology service outcomes
	  ○ Contact information and notes – including for closed cases
	• Allowing user to set up their own reminders/ticklers
	• Displaying search results for clients/cases				

Bidder Response:					

RTM #	Case Management (cont.)	Yes	Customization Required	No	Alternate
CM-3	Bidder should describe, and provide screen shots of, their system's workflow set up and processing of caseloads, particularly as used to • Organize and manage client caseload for rehabilitation professionals throughout various office organizational structures • Accommodate transfer of clients between authorized staff • Ability to use selected client information for a new case • Display caseload and case status				
Bidder Response:					

RTM #	Case Management (cont.)	Yes	Customization Required	No	Alternate

CM-4	Bidder should describe, and provide screen shots to show, the functions, configurability, and processes of their system to allow
	• Creation of a case with minimal information, assigning next sequential case # and appropriate status
	• Flagging of cases for various situations (e.g., over age 80, significant disability, receiving SSI/SSDI)
	• Notification/alert (ticklers)
	  ○ Prior to upcoming deadlines for actions
	  ○ Prior to upcoming client milestones (e.g., client turns 19)
	  ○ With prompt to send inquiry or follow-up when information has not been submitted
	  ○ When certain closed or extended employment cases need review
	  ○ When case has had no activity for a predetermined length of time
	  ○ When creating a medical authorization for a client with medical coverage
	• Entry of new information or results of reviews
	• Generation of letters of eligibility determination
	• Creation and retention of individualized plans for employment (IPE)
	• Creation and retention of multiple amendments to IPEs				

Bidder Response:					

RTM #	Case Management (cont.)	Yes	Customization Required	No	Alternate

CM-5	Bidder should describe, and provide diagrams and/or screen shots to show, the structure, functions, configurability, and processes of their system to handle vendors and services, allowing
	• Retention of historical vendor data
	• Flexible search (e.g., partial name, within parameter-limited area) for vendors, with display of all contact information and addresses
	• Generation of authorizations/purchase orders for services, to include:
	• Provision of dropdown lists of service options to be selected
	• Addition and retention of description to supplement system's dropdown lists of service options
	• Selection of the correct fee to assign to an authorization, depending on the vendor, service type, and date(s) of service.
	• Ability to enter multiple line items
	• Completion of authorizations/purchase orders
	• Allow voiding of authorizations/purchase orders
	• Grouped authorizations to purchase items/services for multiple clients and associate those costs with multiple caseloads and clients covered by the grouped authorization
	• Generation of notifications to administrator
	  ○ For delivered services
	  ○ For authorizations/purchase orders more than a predetermined # of days old
	• Display of search results for authorizations/purchase orders
	• Set status of backdated authorization to 'on hold' until approved or denied				

Bidder Response:					

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate

AS-1	Bidder should describe, and provide screen shots to show: the administrative functions and processes of their system, to include allowing the NCBVI Administrator to
	• Define role profiles to designate specific permissions for staff member access
	• Configure:
	  ○ Which screens are visible to staff based on role profile
	  ○ Which fields (including vendor address book number) can be modified, based on role profile
	  ○ Which reports can be requested by staff based on role profile
	  ○ Session time out feature
	  ○ Data validation criteria
	• Add, modify, and remove individual users or user profile security levels
	• Add, modify, and remove commonly used dropdown text items (e.g., for services), help narratives, and data elements on screens/forms
	• Set or modify business processes/rules by program
	• Prevent or limit back dating of selected items (e.g., status change, eligibility)
	• Randomly select a portion of a counselor's caseload for review, based on selected parameters (e.g., status, date range)				

Bidder Response:					

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate
AS-2	Bidder should describe, and provide screen shots to show the administrative functions and processes of their system, to include • User authentication • Application security features and levels • Searchable audit trail of user actions • Retention of historical profile information (i.e., a record in the system of who and when changes and updates to client files are made) • Maintenance of district office contact information • Filtering and sorting of authorization lists by various parameters				
Bidder Response:					
AS-3	Bidder should describe their system's ability to comply with amended Rehabilitation Act of 1973 to maintain confidentiality of client information.				
Bidder Response:					
AS-4	Bidder should describe their system's ability to allow • user to exit a session and elect to save or discard all previously unsaved entries • global updating of select demographic information • simultaneous access to multiple clients and/or forms				
Bidder Response:					

RTM #	Financial	Yes	Customization Required	No	Alternate
FIN-1	Bidder should describe, and provide examples of, their • Budget tracking by program, by various fiscal periods, by location/district • Rolling of remaining budget balances from previous period to current period • Authorization/purchase order for services/payments by role for view/distribution of funds to caseload or district office • Alerts/restrictions to prevent exceeding budget for authorizations and payments				
Bidder Response:					
FIN-2	Bidder should describe, and provide examples of, their • Audit trails for expenditures and tracking against budget • Reconciliation reporting • Ability to trace a payment back to the original transaction • Ability to provide specific details of a transaction and associating it with authorizations/purchase orders and case/caseload				
Bidder Response:					
FIN-3	Bidder should describe how their system can be configured to reflect business rules to allow or restrict • Modification to unpaid authorizations/purchase orders • Voiding/deleting/modifying paid authorizations/purchase orders • Authorization or payment on closed cases Describe how the system documents authorization/purchase order revisions.				
Bidder Response:					

RTM #	Financial (cont.)	Yes	Customization Required	No	Alternate
FIN-4	Bidder should describe their system's ability to roll up agency-defined service category financial data into RSA-2 Service Codes for federal required reports.				
Bidder Response:					
FIN-5	Bidder should describe how their system encumbers the dollar amount of authorizations/purchase orders.				
Bidder Response:					
FIN-6	Bidder should describe how their system allows for policy requiring client participation in the cost of specified services.				
Bidder Response:					

RTM #	Payment Processing	Yes	Customization Required	No	Alternate
PMT-1	Bidder should describe their system's • Ability to generate .csv transaction files of financial items to be sent to the State's accounting system • Ability to accept .csv files with information from the State's accounting system • Maintain an audit trail of transactions sent to the State's PFC				
Bidder Response:					
PMT-2	Bidder should describe their system's • Handling of payments to clients or vendors based on authorizations or purchase orders • Creation and handling of vouchers • Generation of financial transaction records • Creation of invoices for service suppliers • Handling of refunds from suppliers				
Bidder Response:					
PMT-3	Bidder should describe their system's • Authorization of vendors as active and eligible for payment, by role permissions • Retention of historical vendor data • Approval or payment for delivered service • Ability to restrict payment to only active vendors (verified at time of authorization and payment) • Allow full or partial payment to vendor				
Bidder Response:					

RTM #	Reports, Statements, and Printing	Yes	Customization Required	No	Alternate

RS-1	Bidder should describe their ability to provide reports (see detail in Appendix A), to include
	• Processing necessary to produce all Federal required reports
	  ○ RSA 911 Report
	  ○ RSA 7-OB Independent Living Services
	  ○ RSA 2 Program Cost Report
	  ○ RSA 113 Status Tracking
	• Online availability and on screen manipulation (e.g., sorting, reordering of columns)
	• Acceptance and use of date, program, and location parameters
	• Ad hoc reporting capability
	• Saving new/ad hoc reports for future use
	• Exporting
	• Accounting/revenue breakdown
	• Properly formatted printing
	• Reports to be read-only				

Bidder Response:					

RS-2	Bidder should provide samples that show the formats of the following major reports (at minimum)
	• Client Caseload Info
	• Payment and obligation ledger
	• Daily general ledger
	  ○ Obligation
	  ○ Payments
	  ○ Grant info
	• Reconciliation of payments				

Bidder Response:					

RTM #	Reports, Statements, and Printing (cont.)	Yes	Customization Required	No	Alternate
RS-3	Bidder should describe their system's ability to • Allow a user to create and store customized documents (templates) that can be populated with data from the database, and auto filled when possible • Auto fill district office address on letterhead • Create a mailing list • Print envelopes and labels • Print reports in large font or Braille				
Bidder Response:					
RS-4	Bidder should describe their system's ability to • Allow a user to print or extract a complete case record or case summary to common formats (accessible PDF, RTF, HTML, Word) • Allow a user to print an entire IPE or selected amendments • Allow a user to print an authorization • Prevent printing of SSN on reports or remittance notices that are sent to external entities				
Bidder Response:					

RTM #	Accessibility	Yes	Customization Required	No	Alternate
ACC-1	Bidder should describe their system's • Non-visual accessibility profile (e.g., JAWS, Zoom Text versions) to comply with Section 508 • GUI technology for data entry.				
Bidder Response:					
ACC-2	Bidder should describe their system's • Navigation • Operating controls • Error and informational messages				
Bidder Response:					

Technical Requirements					
The contractor must meet the technical specifications as described in Section IV.F. of the RFP.					
RTM #	**Technical**	**Yes**	**Customization Required**	**No**	**Alternate**
TECH-1	Bidder should describe their Business Continuity and Disaster Recovery Plan, which should include • Provision of 2 sites with Tier III or above classification • An annual test of backup, failover, and disaster recovery procedures				
Bidder Response:					
TECH-2	Bidder should • Acknowledge that the State is, and will remain, the owner of all data maintained on the database • Describe their ability and plan to retain data per Federal regulations and maintain its integrity and accessibility to the State • Provide a high level data recovery plan emphasizing data and system recovery timeline				
Bidder Response:					
TECH-3	Bidder should describe their data storage, replication, and backup services, which • Must be located in the United States • Should use leading technologies, to include a high-speed SAN fabric, secure file transfer process, and a minimum monthly backup of all databases				
Bidder Response:					

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
TECH-4	Bidder should describe, and provide a diagram of, the architecture of their hosted environment, to include • 3 separate environments - development, CAT/T, and production; if an alternative environment structure is proposed, bidder should explain how a stable CAT/T environment can be maintained while development work might be continuing; • Software and hardware components • Integration with Nebraska Directory Services (NDS) • Website • Browser compatibility Bidder should include a list of additional software (e.g., Adobe Reader, software plugins) and supplemental/specialized hardware required to use their system.				
Bidder Response:					
TECH-5	Bidder should describe their maintenance plan, including • Scheduling for updating, enhancing, and modifying their system in response to technological advances and the need for additional features, at no additional cost, to improve efficiency and ability to meet the NCBVI's requirements • Monitoring for availability of upgrades offered by the hardware and software vendors • Error trapping for the diagnosis and resolution of system and application errors • User transaction logging				
Bidder Response:					

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
TECH-6	Bidder should describe their security safeguards • For protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used • Addressing server security, access control • Compliance with NITC's information security policy • For protection of Personal Identifying Information (PII)				
Bidder Response:					
TECH-7	Bidder should describe their ability to • Provide sub-second response time to the State's firewall 95% of the time • Provide a performance report on a quarterly basis, or as requested • Use redundant network connections • Provide backup power via redundant power sources • Protect the physical security of the facility				
Bidder Response:					

RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate
The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the proposed system and shall provide a completed Project Management Plan within fifteen (15) business days of contract award /contractor start date and shall be subject to NCBVI's approval.					
PPM-1	Bidder should provide an Initial Project Plan, which includes • Identification of Project Manager • A design of the proposed system • Development schedule and staff • Coordination/communication with the NCBVI Administrator • Installation logistics and schedule				
Bidder Response:					
PPM-2	Bidder should describe their Data Migration/Conversion Plan, to include: • Approach and timing of data mapping • Approach and strategy for migration of database information to the contractor's system				
Bidder Response:					
PPM-3	Bidder should provide a Test Plan which includes: • Unit testing • User acceptance testing • System performance testing • A methodology for correcting problems identified during implementation/testing				
Bidder Response:					

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
PPM-4	Bidder should describe their approach to Risk Assessment and Management.				
Bidder Response:					
PPM-5	Bidder should describe the Implementation Plan, with a list of specific functional and technical activities required for a successful implementation (i.e., to ensure a seamless transition and installation).				
Bidder Response:					
PPM-6	Bidder should describe an Ongoing Support Plan for • Post-implementation handling of problems and change requests • Helpdesk support, to describe the location, hours, and services of their helpdesk, to include logging calls and tracking problems				
Bidder Response:					

RTM #	Training	Yes	Customization Required	No	Alternate
TRN-1	Bidder should provide a Training Plan, including schedule, which includes: • End user training for staff and administrators geared toward the duties and access levels associated with the roles of the groups being trained to be provided in 2 locations (see schedule in RFP, Section I. TRAINING REQUIREMENTS) • Provision of a User Manual • Additional training for the NCBVI Administrator and designee when services are enhanced or modified				
Bidder Response:					

RTM #	Transition	Yes	Customization Required	No	Alternate
EC-1	Bidder should provide a transition plan that can apply at the end of the contract to: • Convert CMS data, including data mapping • Identify roles and responsibilities as they relate to the transition • Identify point of contact and procedures for managing problems or issues during the transition period				
Bidder Response:					

OPTIONAL ENHANCEMENTS					
RTM #	**Business Enterprise Program**	**Yes**	**Customization Required**	**No**	**Alternate**

BEP-1	Bidder should describe, and provide diagrams and/or screen shots to show, their system's ability to collect data elements for vending facility programs, to include and track:
	• Location
	• Inventory and supplies at location
	• New or closed properties
	• Facilities open to bid
	• Current insurance coverage
	• Facility operator
	• Equipment
	  ○ Purchases
	  ○ State-owned, provided for use in facility
	  ○ In warehouse
	  ○ Surplus
	  ○ Maintenance
	  ○ Repair costs
	• Necessary documents (e.g., contracts, licenses) and expiration/renewal date
	• Commission rates and frequency of payments
	• Operator/host requests and fulfillment progress information
	• Retain operators' Profit & Loss Statement information
	• Number of disabled employees during fiscal year
	• New locations proposed and status				

Bidder Response:					

RTM #	Business Enterprise Program (cont.)	Yes	Customization Required	No	Alternate
BEP-2	Bidder should describe, and provide screen shots to show, the functions, configurability, and processes of their system to allow: • Notification/alert (ticklers) ○ prior to upcoming deadlines for insurance payments or renewals, reports (e.g., P&L Statement) • Generation of notices of past due rent, meetings, minutes, and mail ballots				
Bidder Response:					
BEP-3	Bidder should describe, and provide diagrams and/or screen shots to show, their system's ability to produce reports for the following • RSA 15 Randolph-Sheppard				
Bidder Response:					

RTM #	J Morrow Consulting Vocational Rehabilitation (VR) Ticket to Work/Reimbursement Tracker	Yes	Customization Required	No	Alternate
TTW-1	Bidder should describe how the J Morrow Consulting Vocational Rehabilitation (VR) Ticket to Work/Reimbursement Tracker can be integrated with the bidder's system.				
Bidder Response:					