For public information purposes only; not part of contract.

Request for Proposal Number 5208Z1
Proposal Opening: April 21, 2016

In accordance with Nebraska Revised Statutes §84.712.05(3), the following material(s) has not been included due to it being marked proprietary.

Eccovia Solutions

1. Banking Reference

Response to RFP 5208Z1 – SaaS Solution

Vocational Rehabilitation Client Management System

Nebraska Commission for the Blind and Visually Impaired (NCBVI)

Proposal Contact:

Eric Heaps, Account Executive
eheaps@EccoviaSolutions.com
801-305-4727

Proposer Headquarters:

Eccovia Solutions
545 E 4500 S, Suite E260
Salt Lake City, UT 84107

Table of Contents

Letter of Transmittal

April 21, 2016

Selection Team:

Eccovia Solutions is pleased to propose our web-based enterprise case management system, ClientTrack, to power Nebraska NCBVI Case Management. The ClientTrack platform was designed to meet the exact case management needs as they are elucidated in RFP 5195-Z1 and can be self-hosted or used as a SaaS. ClientTrack was one of the first case management systems to incorporate federal compliance features into their software and continues to support all of its clients with updates as programs change. **Hundreds of state agencies utilize ClientTrack Case Management and Reporting software to meet their compliance and case management needs.**

Our management, including pre-configured assessments, eligibility and rules automation, workflow, reporting, and analytics designed for at-risk populations. We have provided case management to programs as large the Social Security Administration BOND program--with over one million client records--to the Jenna Band of the Choctaw Indians with 250 client records.

ClientTrack assists caseworkers with **every aspect of case management**, including client intake and assessment, care plan development, compliance documentation, program enrollment, referrals to outside resources, and monitoring of compliance and outcomes, and the list goes on. Our flexible case management system is 508 compliant and designed specifically for interoperability to work with other systems. This provides our clients with the information and functionality that they need to expand and improve the services they offer.

NCBVI will benefit from **our unique knowledge and understanding of the intersection of disability services and Medicaid.** The Eccovia Solutions cloud-managed application is:

- 508 compliant—we work with many different types of disability services providers.
- Medicaid compliant—we facilitate ongoing adjustments as programs change. The system was designed in a flexible and modular manner, **encouraging alignment with Medicaid reporting requirements**.
- A unique leader in the market—combining purpose-built, configurable solutions for continuum of care initiatives that seek to drive down program costs while increasing transparency and ease of outcomes reporting.
- Interoperable—our solution was designed specifically to integrate with other functional systems that overall enhance our solution and the outcome for NCBVI.

Eccovia Solutions will assign a management team to NCBVI that will assist program managers in everything from migration and implementation, to training and ongoing customer service. These associates are among the most experienced in the field and were recently consulted by two western states to assist in developing requirements for Medicaid waiver-focused case management systems.

Consider how the following features will benefit NCBVI:

- ***Robust and comprehensive Client Record Management*** – By employing a web-based data and case management solution, NCBVI will leverage a centralized database that provides a holistic view of all interactions with clients, while maintaining user-level security, as well as Medicaid and HIPPA compliant infrastructure and applications.

- ***Robust reporting*** – NCBVI personnel will be able to tell the story of its efforts to State and Federal leadership, funding sources and stakeholders through sound data. The ClientTrack solution includes the robust reporting tool *Data Explorer*, which will enable program managers to aggregate statistics, analyze trends, visualize outcomes, and make data-driven decisions on NCBVI programs and services.
- ***Maximum flexibility*** – NCBVI personnel will benefit with a solution built on a specialized health services and proven platform. Leveraging powerful data management tools, the solution can evolve quickly and cost effectively as additional programs, service, or other requirements arise.
- ***Extensive configurability*** – ClientTrack is a full MOTS solution which includes the ability to configure as needed—allowing localization across the organization, personalization and real-time collaboration.
- ***Multiple levels of authority and accountability*** for system administrators, who can delegate common functions to appropriate users, in turn enabling organizations to manage ongoing functions and maintain improved security and data quality.
- ***A system built around ease-of-use*** – Eccovia Solutions empowers both technical and non-technical administrators to modify and create processes, data collection rules, and interfaces, as well as support the precise needs of stakeholders. The end result is a valuable tool that enables —personnel to save time that can be better spent with those they serve.

We look forward to partnering with the NCBVI to develop a tailored solution that will support program administration, performance measurement and evaluation and which can be adapted over the life of the system to changing program needs.

Eric Heaps

Account Executive
EHeaps@Eccovia Solutions.com
office: 801.305.4728
cell: 801.360.5436

Request for Proposal Form

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions unless otherwise agreed to (see Section III) and certifies that bidder maintains a drug free work place environment.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ **NEBRASKA CONTRACTOR AFFIDAVIT**: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

_____ I hereby certify that I am a **Resident disabled veteran or business located in a designated enterprise zone** in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

FIRM: Eccovia Solutions

COMPLETE ADDRESS: 545 E. 4500 S. Suite 260 Salt Lake City, UT 84107

TELEPHONE NUMBER: 801-305-4728 FAX NUMBER: 866-224-4506

SIGNATURE: ______________________ DATE: 4/21/16

TYPED NAME & TITLE OF SIGNER: Eric Heaps / Account Executive

ii SPB RFP Revised: 01/29/2016

Form A: Bidder Contact Sheet

Form A
Bidder Contact Sheet
Request for Proposal Number 5208Z1

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Eccovia Solutions
Bidder Address:	545 E. 4500 S. Suite 260 Salt Lake City, UT 84107
Contact Person & Title:	Eric Heaps / Account Executive
E-mail Address:	eheaps@eccoviasolutions.com
Telephone Number (Office):	801-305-4728
Telephone Number (Cellular):	801-360-5436
Fax Number:	866-224-4506

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Eccovia Solutions
Bidder Address:	545 E. 4500 S. Suite 260 Salt Lake City, UT 84107
Contact Person & Title:	Eric Heaps
E-mail Address:	eheaps@eccoviasolutions.com
Telephone Number (Office):	801-305-4728
Telephone Number (Cellular):	801-360-5436
Fax Number:	866-224-4506

Application for Certificate of Authority to Transact Business

NE Sec of State John A. Gale CORP - FA
9000213568 - Page 1 of 3
ECCOVIA, INC.
Filed: 04/08/2016 04:31:40 PM

APPLICATION FOR CERTIFICATE
OF AUTHORITY TO TRANSACT BUSINESS

John A. Gale, Secretary of State
Room 1301 State Capitol, P.O. Box 94608
Lincoln, NE 68509
http://www.sos.state.ne.us

Submit in Duplicate

Attach a certificate of good standing duly authenticated by the official having custody of the corporate records in the state or country under whose law the corporation is incorporated. Such certificate shall not be more than 60 days old. A certified copy of the articles of incorporation should not be submitted and is not acceptable in lieu of such certificate.

Name of Corporation EccoVia, Inc.

Fictitious Name of Corporation*
(to be used only if actual corporate name is unavailable for use or does not comply with Nebraska law)
*Must provide a resolution from the Board of Directors signed by the Secretary adopting this fictitious name. Note: Fictitious name must contain one of the words incorporated, corporation, limited or an abbreviation thereof.

Incorporated under the laws of Utah

Date of Incorporation July 14, 1983 Period of Duration Perpetuity

Address of Principal Office 545 E 4500 S # E260 Salt Lake City UT 84107
Street Address City State Zip

Registered Agent InCorp Services, Inc.

Registered Office 5601 S 59th St Ste C Lincoln NE 68516
Street Address and Post Office Box (if any) City Zip

Effective date if other than the date filed

Terry Johnson Secretary
Signature Printed Name/Title

NOTE: The Business Corporation Act requires that every filing be signed by the chairperson of the board of directors, the president, or one of the officers of the corporation. If the corporation has not yet been formed or directors have not yet been selected, the filing shall be signed by an incorporator. If the corporation is in the hands of a receiver, trustee, or other court appointed fiduciary, the filing shall be signed by that fiduciary.

NOTE: To complete this filing you must provide a list of officers and directors names and street addresses.

FILING FEE: $145.00 (please add $5.00 a page for each additional page)

Revised 12/2011 Neb. Rev. Stat. 21-20,170

Eccovia Solutions

Corporate Overview

Eccovia Solutions. has been serving health and human service organizations for **32 years**, holding true to our vision of enabling these organizations to achieve their missions more effectively through establishing and strengthening their efficiency, collaboration, compliance and outcomes. We nurture a collaborative learning organization, and continually improve our products, services, productivity and effectiveness for our more than 220 clients (Figure 1) representing 1,300+ different organizations—and more than 17,000 users.

Our ClientTrack product is a diverse solution. We serve organizations focused on health and human services, including aging/senior services, behavioral health, child, youth, and family services, community action organizations (including community development support as NCBVI provides), developmental disabilities, domestic violence, emergency services, faith-based services, financial counseling, food banks, immigration services, infectious diseases, homelessness, medical health care, , substance abuse, and prisoner re-entry—among others.

Figure 1: Eccovia Solutions Customers

Bidder Identification and Information

Data Systems International, DBA Eccovia Solutions. was incorporated as a private corporation in the State of Utah in 1983.

Eccovia Solutions is headquartered in Salt Lake City, Utah at 545 East 4600 South, Suite E-260.

Financial Statements

Please **see Appendix A** for financial statements and banking reference.

Eccovia Solutions is a private corporation, which qualifies as a certified small business, with 63 employees. We provide case management software to over 250 current clients, including three of the five Cities with the largest homeless populations in the U.S.

Incorporated in 1983, Eccovia Solutions is celebrating its 33rd anniversary this year.

Because we monitors both Medicaid and HUD legislation and update our software for compliance to these programs, it is the preferred choice of many agencies, which utilize Medicaid Waivers or provide housing programs. In addition, we provide case management to cities and counties across the U.S. who administer programs using other federal funding, such as SAMHSA. Our functionality is geared toward continuums of care, such as disability and vocational services.

ClientTrack software is a Modifiable-off-the-shelf product (MOTS) that can be used as a COTS (commercial off-the-shelf) product or used to configure unique functionality needed by specific agencies or changing program requirements. It is especially robust in the area of reporting and compliance.

There are no judgements pending against Eccovia Solutions

Change of Ownership

No change of ownership is anticipated in the next 12 months.

Office Location

The Main office at 545 East 4500 South in Salt Lake City will be the main office from which the State will receive support services.

Relationship with the State

Eccovia Solutions does not currently have a contract with any agency in the State of Nebraska.

Bidder's Employee Relations to the State

Eccovia Solutions has no employees who were previously employed by the State of Nebraska in the last two months.

Contract Performance

Eccovia Solutions has not lost any contracts due to performance.

Summary of Bidder's Corporate Experience

Our ClientTrack software was one of the first case management systems to integrate HUD and Medicaid compliance into its software and now pushes out updates to their clients whenever requirements change. We have now added several other federal funding programs to our compliance suite. **Our Software is used by over 250 different agencies to meet their federal, state and grant funding compliance needs.**

In each of the following references, Eccovia Solutions was the sole and prime contractor.

Reference 1

Current Date: 4/21/2016
Bidder's Legal Company Name: Eccovia Solutions (Previously DBA ClientTrack, Inc.)
Street Address: 545 East 4500 South, Suite E-260
City, State, Zip: Salt Lake City, Utah 84107
Company Phone: (801) 451-2885
Company Fax: (866) 224-4506

Reference Name:	AIDS Service Center of New York City
Reference Main Line of Business:	Non-profit organization, providing, legal, substance abuse, prescription, food delivery services and other community services to AIDS victims
Similar Requirements to Nebraska NCBVI:	Section 508 Compliance Needs, Compliance to federal and state funding sources, Use of Medicaid Waivers, Interoperability and compatibility with outside systems such as JAWS, billing and Revenue Cycle Management, integration needs, migration needs, required Modifiable-Off-the-Shelf Product
Time Period for the Project:	6 Months

***Scheduled and Actual Completion Dates for Implementation:**	Scheduled – July 2014 Implemented – June 2014
***Original Budget and Actual Budget and Reasons for Change if Applicable:**	Original Budget - $105,932.00 Actual Budget - $105,932.00
Contractor's Responsibilities	Eccovia Solutions, then doing business as ClientTrack, Inc. is the prime contractor with no sub-contractors. Configured a unique case management system that incorporated all requirements needed
Reference Contact Information	
Primary Contact Person's Name:	Ebony Ross
Title:	Director
Affiliation / Company employed by:	AIDS Service Center of New York City
Mailing Address:	64 West 35th Street, 3rd Floor, NYC 10001
Phone:	(212) 645-0876, ext 380
E-mail:	ebony@ascny.org
Provide a brief description of recent project	

Project Name: Electronic Health Record and Case Management System

Project Description:

AIDS Service Center NYC (ASC) is a multiservice community organization that carries out its mission of "helping many, one by one" by building community, connection and stability for New Yorkers living with and at risk for HIV/AIDS. ASC's comprehensive programs include state-of-the-art peer education and training, harm reduction, specialized women's services, HIV counseling and testing, mental health services, medical and holistic care, case management, support groups, substance abuse services under OASAS and many other innovative programs that help New York City's most vulnerable individuals and families to survive and thrive.

The primary drivers in looking for a solution included:

- Efficiency - Aids Service Center is looking for a solution that can bring efficiency to their case management and medical billing. ClientTrack's workflows streamline the step-by-step process and user friendly interface allows users to efficiently track and manage client data.
- Compliance Driven - Aids Service Center MET OASIS outpatient substance abuse program compliance requirements. ClientTrack is dedicated to ensure the solution meets all compliance requirements.
- Case Management and Medical Billing in a single solution - ClientTrack will provide a case management solution and medical billing capabilities in a single database to allow direct correlation between the case management services and billing details.

The ClientTrack solution for ASC includes meeting the needs of all the programs of the agency

The technical and functional requirements of scope that relate to OASAS are listed below

Intake Process - A ClientTrack workflow will allow users to collect streamlined, required information each time an intake is completed. The steps below represent information collected within the OASAS admissions assessment.

- Client Information - Will collect client demographic and contact information.
- Family Members - Will collect family member information.
- Presenting Problems - Will identify priority issues and any other patient identified priority issues.
- Alcohol and Drug Use History with treatment history
- Mental Health Screening and Modified Mini Screening
- Medical Assessment including communicable disease risk assessment
- Eligibility through Admission Decisions and LOCADTR
- Document Checklist - Will be used to identify the client received and/or signed required documentation prior to the first treatment visit, including rules and regulations, confidentiality requirements, voluntary admission and free to discharge information.
- Enrollment - Will track participation into specific programs. The primary counselor will be identified for each enrollment
- Initial treatment Goals - Will collect the identified goals for use within the treatment plan.
- Case Note / Encounters with Services - Recording the narrative for the visit or interaction along with encounter details and the service(s) provided. Signature will be documented and recorded for the case note and services recorded. Service Authorization features will be utilized to meet review and authorization needs.
- Referrals - Used for coordination of Off-Site services etc.

Case Management

- Treatment Plan/ Recovery Plan - Will allow for the tracking of Functional Areas to be addressed, objectives, and therapies used to meet the objective as well as referrals to off-site providers. Applicable diagnosis will be displayed within the treatment plan. Will allow for collecting required signatures from 3 different disciplines.
- Discharge Plan - The OASAS Discharge Plan will be captured within ClientTrack. Necessary signatures will be captured. This information will populate the Discharge Plan report included in the Reporting section.
- Diagnosis - Will capture applicable diagnosis information for each client.
- Comprehensive Psychosocial Evaluation - Will capture the full Psychosocial evaluation within ClientTrack.
- Case Notes - 3 templates will be created Individual Progress Notes, Group Progress Notes and Peer Support Note. Individual Counseling, Group Counseling, brief treatment notes, collateral visit notes, complex care coordination notes, medication administration and observation notes, medication management and peer support note types are anticipated to be tracked.

• Events Management - Events management will be utilized to track group sessions. The ability to sign a group note and within events will be available. Each client's note record will indicate if the note was signed electronically on the Event group note. Management Tools • Evaluations Tracking - Search capabilities will display all clients that require the psychosocial evaluation (initial, 30 day, 45 day, or 90 day) and treatment/recovery plans (within 45 days) • Approval Management - Approval management tools will allow for applicable individuals to review and approve necessary documentation. This will include medical director approval of treatment plan within 10 days Link to video reference: https://www.youtube.com/watch?v=iAYnTrhYRPg **Project Dollar Amount:** $900,000

Reference 2

Current Date: 4/21/2016
Bidder's Legal Company Name: Eccovia Solutions (Previously DBA ClientTrack, Inc.)
Street Address: 545 East 4500 South, Suite E-260
City, State, Zip: Salt Lake City, Utah 84107
Company Phone: (801) 451-2885
Company Fax: (866) 224-4506

Reference Name:	City of Houston Health Department
Reference Main Line of Business:	Municipality
Similar Requirements to Nebraska NCBVI:	Section 508 Compliance Needs, Compliance to federal and state funding sources, Use of Medicaid Waivers, Interoperability and compatibility with outside systems such as JAWS, billing and payment tracking, integration needs, migration needs, required Modifiable-Off-the-Shelf Product
Time Period for the Project:	8 months
***Scheduled and Actual Completion Dates for Implementation:**	Scheduled –October 2014 Completed – August 2014
***Original Budget and Actual Budget and Reasons for Change if Applicable:**	Original Budget – $147,008 Actual Budget - $147,008
Contractor's Responsibilities	Eccovia Solutions, then doing business as ClientTrack, Inc. is the prime contractor with no sub-contractors. Configured a unique

	case management system that incorporated all requirements needed
Reference Contact Information	
Primary Contact Person's Name:	Adria Jackson
Title:	Director
Affiliation / Company employed by:	City of Houston
Mailing Address:	1115 South Braeswood Blvd, Houston, TX 77030
Phone:	(832) 393-4964
E-mail:	Adria.Jackson@houstontx.gov
Provide a brief description of recent project	

Project Name: 1115 Federal Medicaid Waiver Pilot Program

Project Description:
The City of Houston Health and Human Services (HHS) Department seeks to use innovative methods to meet the community's present and future needs by working in partnership with the community to promote and protect the health and social well-being of all Houstonians. The HHS Department strives for self-sufficient families and individuals in safe and healthy communities. Primary goals include:

- Protect the community from disease
- Prepare for, respond to and recover from disease
- Increase opportunities for healthy living
- Give children a healthy start
- Align services with national mandates and standards
- Demonstrate organizational excellence
- Reduce health disparities

Challenges
In 2011 Texas was approved to participate in the 1115 Waiver project through Centers for Medicare and Medicaid Services (CMS). This program is designed to foster changes to the healthcare delivery system, compensating programs based on performance measurement targets. In 2012 the application for Houston was submitted, and in 2013 project implementation plans were developed.
To qualify as an 1115 waiver program project must:

- Be new
- Be an expansion of an existing program
- Establish specific, measurable performance metrics which will lead to short and long term health care cost reductions

Incentive payments through the 1115 waiver program are used for public health services based on the Texas Health and Safety Code. Program planning identified the metrics and processes for Houston programs including the follow City of Houston HHS Department programs:

- Care Houston Links

- Program to reduce the frequency of non-urgent ambulance runs and emergency room visits
- Diabetes Awareness and Wellness Network (DAWN) Center
  - Project to establish health and wellness centers in neighborhoods at risk of poor health outcomes due to chronic disease
- Healthy Homes Fall Prevention
  - Program to provide education relating to fall prevention and safety for seniors
- Colorectal Cancer Awareness and Screening
  - Increase colorectal cancer screening rate in high risk zip codes among 50-75 year olds.
- Care Transitions Expansion
  - Expansion of the existing program to improve transitions of patients with heart failure conditions from the inpatient hospital to other care settings.
- Houston Sobering Center
  - Public Inebriants place in less restrictive environment with link to medical and treatment services

Data collection, management and outcome reporting in conjunction with a user-friendly solution providing case management capabilities was identified as a critical component to success within the 1115 waiver programs..

Solution

The City of Houston identified a phased approach to implement a ClientTrack solution configured to meet each program's needs and goals. Built upon ClientTrack Baseline Case Management structure, each phase focused on individual program needs. Overall goals for the projects included:

- A self-contained system that promotes less reliance on paper systems
- The ability to adapt to changes and new requirements
- The ability to collaborate internally and externally
- Assist in policy and procedure compliance
- Understand and impact community health through program outcome reporting

Each program configuration was planned through extensive analysis with the solution engineer and consultant to define the scope of the project, allowing ClientTrack to align program metrics with daily case management needs. Below is a brief description of each program:

- DAWN – Using a consistence member record the DAWN team utilizes a streamlined intake process to accurate collect required data for all members participating in the program, track appointments, contact history, point-in-time assessments including diabetes, self-management, etc., event attendance, health plans and goals, **referrals/ linkage to care**, and service provisions
- COCAS – Using the building blocks of the first program configuration, COCAS configured it's unique intake and screening process, adding insurance assessments and lab test functionality

- Healthy Homes Fall Prevention – Once again building upon the existing configuration HHFP added fall prevention and knowledge assessments, home inspection assessments and improvement plans in addition to their unique intake process.
- Care Transitions – The addition of an application process to allow tracking of clients prior to program participation was critical as the coaches worked closely with the hospital staff prior to discharge. Quality of life, knowledge, and educational assessments were created in addition to their unique intake process
- Care Houston Links – Further expansion of the configuration allows for specific progress and outcome tracking and needs assessments in addition to their unique intake process
- Houston Recovery Center – The configuration for the recovery center required a completely new set of configuration to coordinate with jail diversion and law enforcement, substance abuse history and treatment tracking, mental health and medical health (including vitals, etc) tracking.

The City of Houston participated in ClientTrack Administrator Training, providing the technical staff at the City of Houston with the skills to use ClientTrack's robust toolset to continue to enhance the solution. ClientTrack Report Training was also utilized to allow the team to use ClientTrack's Data Explorer ad-hoc reporting tool, Query Designer and Report Designer tools in addition to custom reports built with Microsoft Reporting Services to benefit from the internal technical skills already within the City of Houston.

Results

The City of Houston has implemented the DAWN and COCAS programs, which actively utilize ClientTrack daily. Care Transition and Healthy Homes Fall Prevention have just completed configuration and end user training is being scheduled, with expected live deployment at the beginning of November. Care Houston Links and Houston Recovery Center will follow with completion of the current phases by the end of the year.

Houston Recovery Center expanded their programming in relation to the 1115 waiver program, creating a PART program to assist with care coordination as clients leave the recovery center and receive treatment and support related to their addiction. Additional analysis was completed and the scope for this project was expanded to meet this need. Medical Billing capabilities within ClientTrack has prompted additional conversations to implement additional programming needs within ClientTrack in the future.

Project Dollar Amount: $990,000

Reference 3

Current Date: 4/21/2016
Bidder's Legal Company Name: Eccovia Solutions (Previously DBA ClientTrack, Inc.)
Street Address: 545 East 4500 South, Suite E-260
City, State, Zip: Salt Lake City, Utah 84107
Company Phone: (801) 451-2885
Company Fax: (866) 224-4506

Reference Name:	Commonwealth of Pennsylvania
Reference Main Line of Business:	State Government
Similar Requirements to Nebraska NCBVI:	Section 508 Compliance Needs, Compliance to federal and state funding sources, Use of Medicaid Waivers, Interoperability and compatibility with outside systems such as JAWS, billing and payment tracking, integration needs, migration needs, required Modifiable-Off-the-Shelf Product
Time Period for the Project:	5 months
***Scheduled and Actual Completion Dates for Implementation:**	Scheduled – December 17 2014 Actual – December 12 2014
***Original Budget and Actual Budget and Reasons for Change if Applicable:**	Original Budget - $231,740 Actual Budget - $231,740
Contractor's Responsibilities	Eccovia Solutions, then doing business as ClientTrack, Inc. is the prime contractor with no sub-contractors. Configured a unique case management system that incorporated all requirements needed
Reference Contact Information	
Primary Contact Person's Name:	Mary Jane Smith
Title:	
Affiliation / Company employed by:	Commonwealth of Pennsylvania
Mailing Address:	625 Forster Street, Harrisburg, PA 17120
Phone:	(717) 214-9754
E-mail:	majsmith@pa.gov
Provide a brief description of recent project	
Project Name: Homeless Management Information System and Department of Community and Economic Development **Project Description:** The project consists of the implementation and ongoing support of an HMIS solution within the PA HMIS Collaborative. The intent of this solution is to provide case management functionality while recording a wide range of data in a user friendly way that complies with federal HMIS regulations. This enables the PA HMIS Collaborative and other community,	

state, and federal stakeholders to obtain a comprehensive picture of the services provided within its geography, inform decisions for making changes to current homeless systems, and increase collaboration. The PA HMIS Collaborative consists of a variety of homeless and non-homeless projects with many different funding requirements related to data collection. ClientTrack carried out this project in two phases:

1. Planning and initial implementation: included systems analysis, configuration, data conversion, system testing, and user training. ClientTrack worked directly with the System Administrator, and any necessary HMIS Lead Agencies to implement this phase of the project.
2. Ongoing support and maintenance: technical support as needed, hosting, regular system maintenance and upgrades, and subsequent training.

Data Conversion, Hosting, Security Model, Geographic Concerns, Change Management, Training, and Communications Management were all core aspects of the project and carried out successfully.

Milestone Deliverables

- Requirements management plan
- High-level functional requirements
- As-is assessment
- To-be assessment
- Finalized requirements document
- Requirements Traceability Matrix
- Data conversion plan, which specifies all data to be converted to the proposed solution, the procedures that will be used to ensure the data conversion effort is successful, the timing and sequence of the conversions, and the proposed conversion schedule
- Operational test, training, and production environments.
- The Contractor's recommended solution configuration in the form of a detailed design document
- Detailed designs of the data interfaces required for implementation
- Development of all proposed functionality required for implementation
- Test plans and scenarios, covering all aspects of system testing.
- Successful migration and conversion of PA HMIS data
- Successful migration and conversion of Westmoreland County HMIS data.
- Implementation of any required data interfaces.
- Configuration of the solution for implementation.
- Test documentation showing the successful results of all testing procedures, including all errors retested, and mitigation procedures.
- A finalized training plan and schedule to address the needs of the project
- Training documents for each category designated end-users, geared specifically toward the solution functions of each end-user. Include materials such as workbooks, exercises, and examples as well as handouts and aides.

The Commonwealth manages federal funding distributed from HUD:

- Supportive Housing Program
- Shelter Plus Care (S+C)
- Single Room Occupancy (SRO)
- Emergency Shelter Grant
- Emergency Solutions Grant
- Homeless Prevention & Rapid Re-housing Program
- Housing Opportunities for Persons with AIDS (HOPWA)
- Veterans Affairs Supportive Housing (HUD - VASH)
- PATH - Projects for Assistance in Transition from Homelessness (SAMHSA)
- SSVF - Supportive Services for Veteran Families
- PA state funded - Homeless Assistance Program (HAP)

These funds are then distributed to 5 core counties and continuums of care spread throughout the Commonwealth of PA. Funding is performance based, and outcome based. Each county and continuum of care is responsible for maintaining individual compliance and reporting data upwards to the Commonwealth. The security model to maintain distributed funding, grants, compliance, individual programs is complex, but highly manageable though ClientTrack.

We are intimately familiar with the role out of a state based system with multiple stakeholders involved.

Project Dollar Amount: $1,200,000

* Scheduled date and budget estimates were completed to the best of our knowledge on the original scope of work. As is common with most projects of this scope there were changes to the scopes and deliverables needed by the Client. In every case we were able to work with them to meet their needs. Usually this prolongs the delivery dates and increases the budgets, however our clients are aware of this and appreciate that we were able to meet their evolving needs.

Case Study: ClientTrack Facilitates Texas 1115 Medicaid Waiver Program

CLIENT: Houston Health Department

NEED: Cloud-based Medicaid Waiver Program Solution

The Texas 1115 Medicaid Waivers are meant to transform how care is provided to Medicaid and uninsured populations by improving population health, enhancing the patient experience, and reducing costs of care.

The Houston Health Department is located in the fourth largest city in the country and has fifteen Texas 1115 Waiver Medicaid Waiver programs that work to reduce the number of uninsured, low-income individuals and help them obtain access to the services they need. In 2011, the Houston Health Department and 25 other participating providers in Region 3 of the Texas 1115 Medicaid Waiver program were approved by the Centers for Medicare and Medicaid Service (CMS) to receive Medicaid Waiver funding in order to increase and improve the delivery of care to individuals.

According to Division Manager, Adria Jackson, PhD, MSIS, MBA, RN-BC, “each participating provider is required to report specific milestones and metrics, making data capture needs and tracking of client information significant. This would have been difficult to achieve due to some of our programs use of spreadsheets or paper to track their clients.”

ClientTrack SOLUTION:

- Deep understanding of program needs
- Collaborative effort to meet compliance reporting
- Rapid implementation
- Interfaced with multiple systems
- Adapted training and end-user acceptance testing

With deep expertise in case management technology solutions, healthcare, and the social determinants of health, ClientTrack is the case management system of choice for Medicaid Waiver programs seeking to better coordinate patient care and improve outcomes.

Jackson continued, “The ClientTrack reporting suite and dashboard functionality gives us an at-a-glance view of client history for programs and services offered through our 1115 Waiver programs. This improves the efficiency of day-to-day operations and ensures we have accurate data for our required biannual reporting.”

Summary of Management Approach

Eccovia Solutions performs all of its ClientTrack software development, quality assurance and maintenance in house and does not sub-contract development tasks. Eccovia Solutions is an R&D software-as-a-service (SaaS) company and invests heavily in ongoing and continuous updates, upgrades and new modules. Our large customer base collectively benefits from this model.

Software Development

Eccovia Solutions utilizes SCRUM strategy and processes for ongoing software development and lifecycle management.

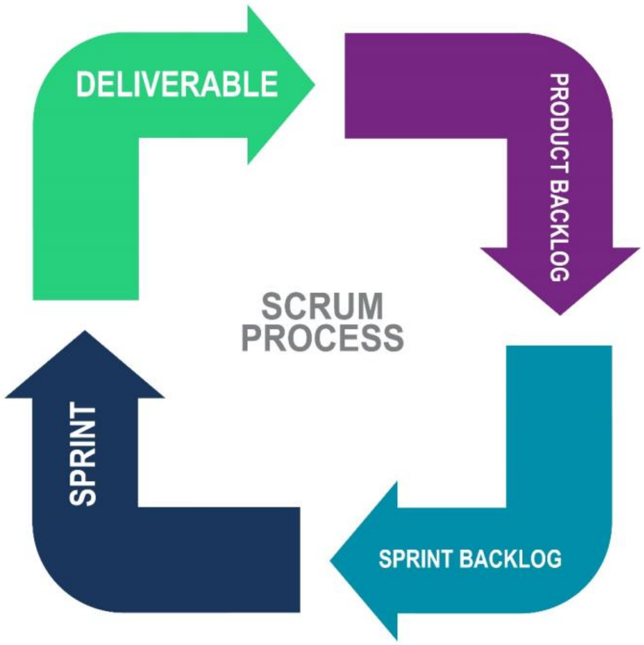


Figure 2: Eccovia Project Management Process

We utilize industry standard quality management concepts and principles to ensure we deliver the highest quality of software, services and support. We maintain policies and standard operating procedures, based on an agile approach and methodology—ensuring that we can produce high quality software in a lean and expeditious manner, while providing compelling economic options for our customers. We maintain documentation including:

1. System Architecture/Technical Specifications
2. Functional Requirements Specifications and
3. Application Configuration Specifications (Solution Descriptions).

The latter (3) is utilized to trace to our customers' User Requirements Specification which are typically leveraged for final User Acceptance Testing in the validation process (we have included a diagram below highlighting our test and validation process).

We will install three databases for implementation for NCBVI. These environments will include: 1) Development 2) Test/ Train, and 3) Production." The relationship between the three environments is described in the figure below. As part of our managed cloud offering, we also include a standard disaster recovery environment—located 500+ miles from production database, in a secure SOC 2 and HIPAA compliant data center.

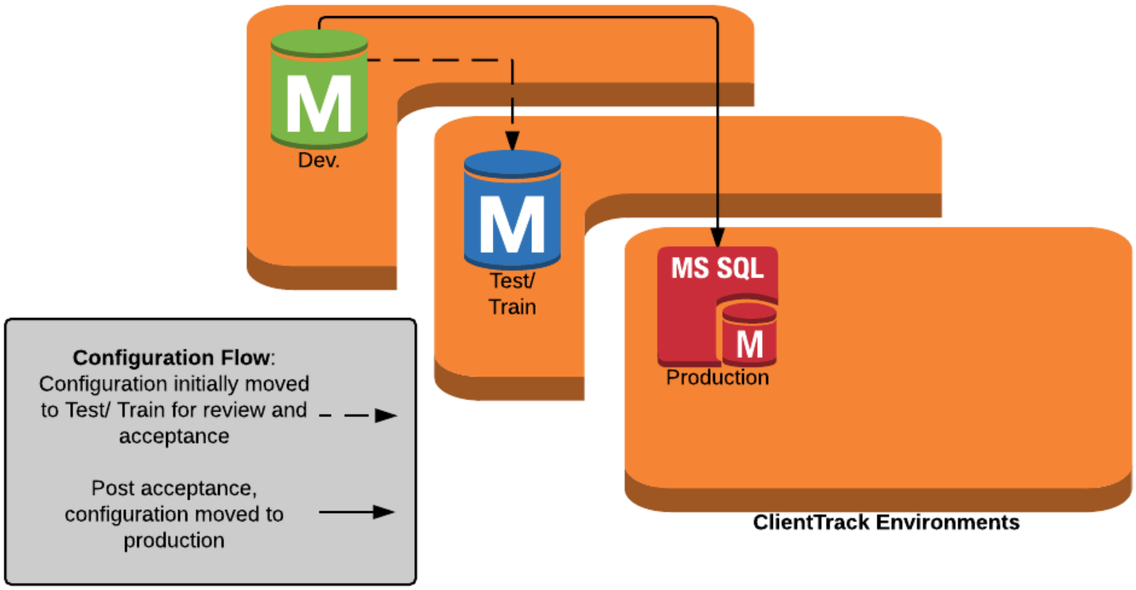


Figure 3: Eccovia Solutions Environmental Relationships

ClientTrack configuration occurs in the Development environment. Once deemed complete and fit for acceptance testing, a DBA will perform an operation called a database synchronization. This process moves configuration from one Eccovia Solutions environment to another. The configuration will be reviewed and tested by NCBVI and once accepted will be synchronized to Production from Development. Testing in the pilot and implementation phase will be conducted before releasing the software to production. The diagram below depicts the activities, deliverables & exit criteria for each testing phase.

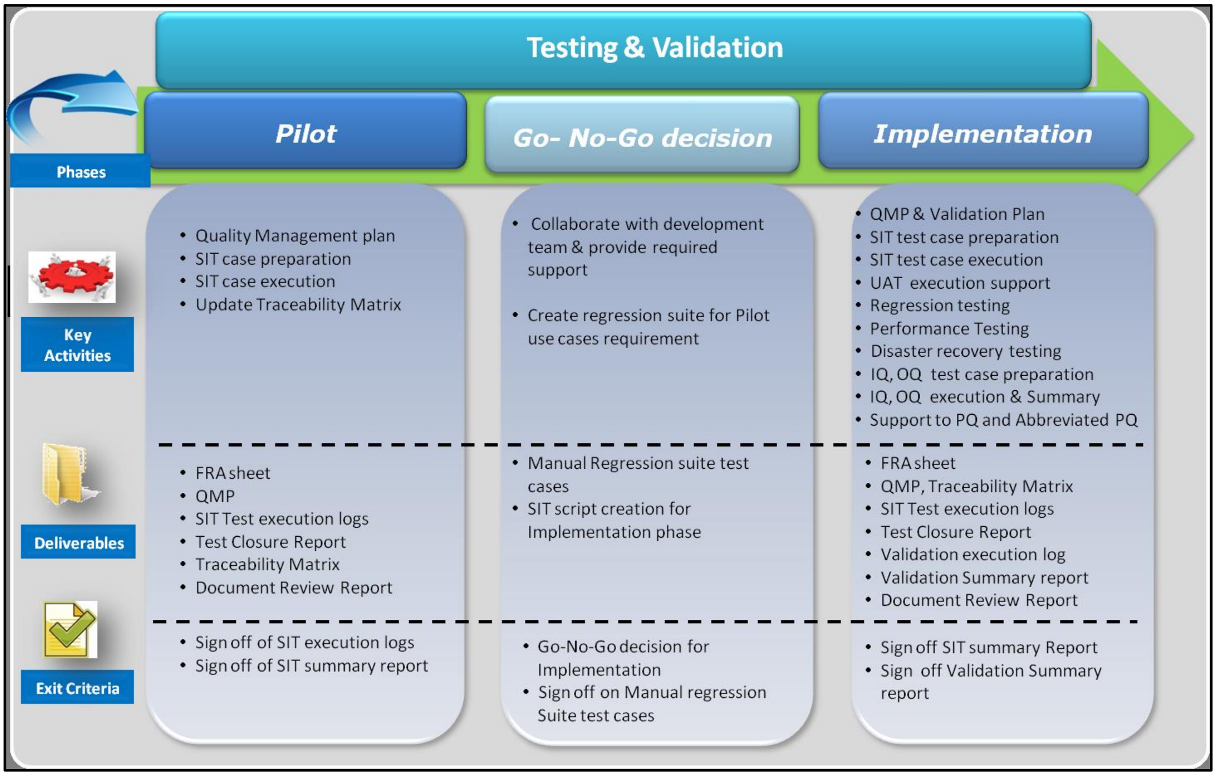


Figure 4: Eccovia Solutions' Pilot and Testing Phase of Implementation

Quality Control

As mentioned previously Eccovia Solutions maintains a quality management system within the R&D/development organization. Based on agile and lean principles, we seek to balance the need for rapid R&D innovation for our HHS customers with the need for quality-driven processes. Within our software development lifecycle (SDLC) we manage and maintain critical documentation required for traceability adherence to industry standard testing principles.

We implement quality at the project level as well. For NCBVI this means that we will provide you a **full quality-assurance project lifecycle**, including comprehensive requirements elicitation process, analysis, and design, implementation, and test phases for each NCBVI work packet and deliverable. Upon full implementation, our standard service level agreement takes effect (see discussion below entitled, "Service Levels and Remedies").

ClientTrack Data Management Tools enhance the Modifiable-Off-The-Shelf (MOTS) solution and is implemented in phases to ensure the foundation is verified prior to adding functionality. Each phase is fully configured, quality assurance tested, and then released to NCBVI via live web-based demo for detailed review. Data collection features are completed first to allow security, reporting, migration, etc. to be completed on the solid foundation allowing for aligned expectations and timelines.

Data Upload, Conversion and Testing. Migration files are requested early to provide the time needed during and upon completion of the functional deliverable phase to create a conversion plan, identifying the mapping of all applicable fields to the new data structure. The migration includes the analysis and mapping, writing and testing of scripts, including complete quality assurance testing and release to NCBVI for verification. A final production testing run will be completed upon creation of the production database with an updated file with the most recent data set.

Develop Test Plan. Once the Analysis and Design phase is completed and a Solution Description has been created, the Project Manager will engage the Quality Assurance team to create a test plan for the project. The test plan covers each functional deliverable. As an Implementation Engineer completes each deliverable, a QA Engineer will test that deliverable and utilize the ClientTrack internal ticket system to indicate if a deliverable has failed QA. Deliverables which have failed QA will be assigned to the Implementation Engineer responsible for the deliverable for correction.

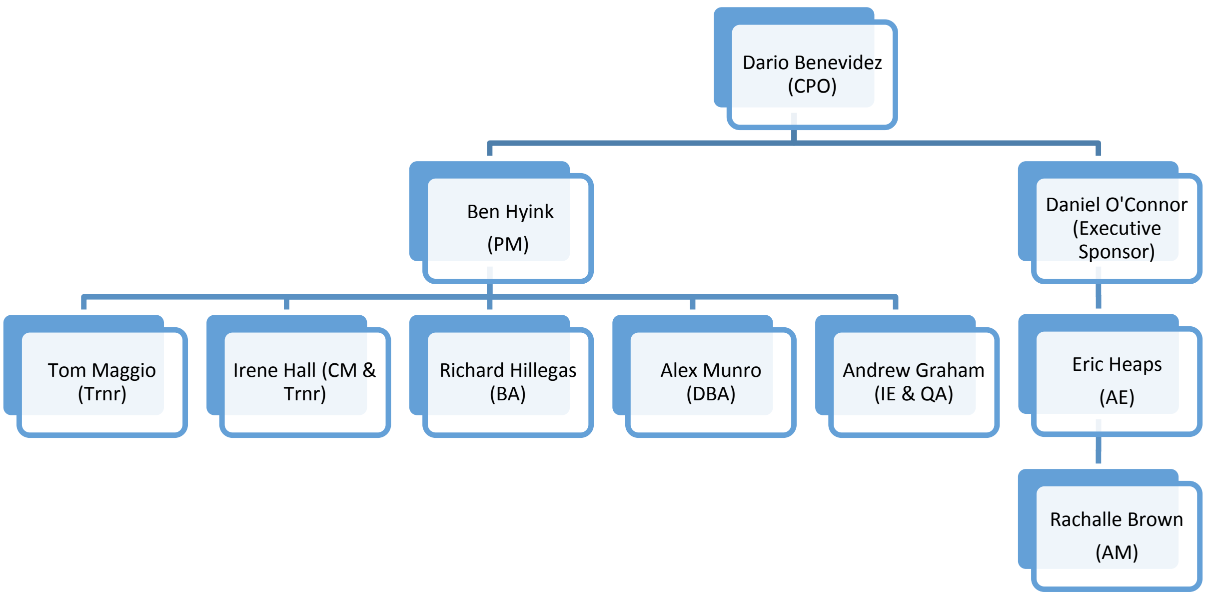
Perform User Acceptance Testing. Each deliverable goes through quality assurance testing by the Eccovia Solutions team prior to a live, web-based, demonstration of the completed deliverable to NCBVI. At this time, NCBVI personnel have a set period of time for review against identified success/acceptance criteria outlined during the analysis and design phase of implementation. During acceptance review, the internal ticket system is utilized to submit questions to the project team. Timely review and submission allows the implementation team to quickly adjust where needed to achieve acceptance.

Perform Regression Testing. Once an issue is identified an Implementation Engineer is assigned to correct the issue. If the issue involves a major piece of functionality, such as a change to the database schema or complex business logic, the Quality Assurance team will retest all related functionality which may be impacted by that change. Once regression testing is completed, the functionality will be released for user acceptance testing as outlined above.

Perform Load Testing. Eccovia Solutions leverages a multi-tenant environment which is architected to support thousands of users concurrently or simultaneously. We regularly implement solutions which are used by hundreds to thousands of users concurrently with no performance degradation. Part of the Test Plan will include stress testing the configuration based upon known and established best practices.

Summary of Bidder's Proposed Personnel

The Eccovia Solutions implementation team will include the following roles:



We will assign Ben Hyink as dedicated Project Manager for the NCBVI implementation. He would be accompanied by a team of individuals with over 150 years of combined experience in software implementation projects in the Health and Human Services industry.

Title		Role	Responsibilities
Ben Hyink	**Project Manager**	Develops, w/the Project Sponsor, the project charter. Ensures on time, on budget, to-standard delivery.	• Manages and leads team. • Manages coordination of the partners and working groups. • Maintains project plan.
Ben Hyink	**Business Analyst (BA)**	Reviews business processes, gathers & confirms requirements, architects solution to accomplish organization goals, creates work packets, ensures delivery on schedule.	• Creates architecture document • Confirms requirements • Develops work packets • Coordinates technical resources

Title	Role	Responsibilities
Alex Munro, **Data Base Analyst**	Systems design, database development and data migration	• Develop custom code • Develop migration scripts • Develop integration scripts
Andrew Graham, **Implementation Engineer / Quality Assurance**	Responsible for all in-application configuration using the toolset. Most of the implementation work will be done by these team members. Level 2 testing of all configuration and development against the test cases and requirements. Returns rework to the appropriate resource and logs correction issues.	• Configures functionality inside the application using toolset • Coordinates w/BA and /QA • Builds test case deliverables • Validates test case results • Tests all deliverables • Returns rework as necessary • Produces final test case
Richard Hillegas, **Business Analyst (BA)**	Work with project manager to ensure project deliverables are delivered on time and in budget. Responsible for all configuration occurring through the ClientTrack toolset. (Forms, workflows, assessments, business rules and security).	• Will provide initial consultation and present options for the best solution. • Configure system to meet project architecture • Will coordinate enhancements to the DDAP's system
Tom Maggio, **CES Manager**	Point of contact for any questions or needs NCBVI has for its Continual Education Services program.	• Solution expert who provides virtual "office hours" to answer questions and provide guidance and assistance. • Conducts Quarterly CES Training.
Rachelle Brown, **Solutions Consultant**	NCBVI's day-to-day contact for questions regarding ClientTrack.	• Provides consultation and solutions. • Offers advice on ClientTrack Enterprise Data Management Tools and Platform.

Title	Role	Responsibilities
Irene Hall, Change Management & Training	Provides both training for the end users and materials to help make the learning process easier.	• Will conduct end-user training on-site and remotely, as needed, for the ClientTrack users.

Dario Benavidez, MBA, PMP: Senior Project Manager / Vice President Client Services

Education

- B.S., Business Administration, (University of Alaska Anchorage)
- Executive MBA, (University of Utah – David Eccles School of Business)
- Certified Project Management Institute Project Management Professional (PMP)

Expertise

Project Management: All phases of Program and Project Management. Expert in all five process areas; initiating, planning, executing, monitor and control, and closure. In depth knowledge of Agile and Waterfall project methodologies. Thorough understanding of the software development life cycle (SDLC). Advanced application of resource allocation, release management, development and delivery of complex projects with aggressive schedules.

Client Delight: In depth understanding of services and subscription based operations and the customer life cycle. Proven success in designing and deploying customer centric metrics and systems to enhance customer retention.

Leadership: Enthusiastic leader with strong presentation and organizational skills. Managing teams abroad, managing multiple teams with competing priorities, resource and capacity planning, metric development, measurement, and reporting. Strategic planning, key performance indicator development, tactical team coaching and mentoring.

Technical: MS Project, MS SQL, MS Access, MS Visio, Relational Databases. Strong technical background; systems design and applications implementations; system deployments; data conversions, developing web projects; management and delivery of hardware and software. Possesses excellent analytic, verbal and written communication skills; routinely interfacing with senior management, customers and vendors. Highly diverse skills that contribute to both strategic and tactical objectives.

Eccovia Solutions Experience as Project Manager

Seven years with Eccovia Solutions

Dario ensures client delight through collaboration, requirements elicitation and management. Develops use cases, which results in process efficiencies and ease of use.

Infuses change leadership into project implementation for successful transition for software users.

Leads a portfolio of projects that improve outcomes, efficiency, collaboration and compliance. Focus is on health and human services sectors which include health data, HMIS, homelessness prevention, child and family services, food programs, self-sufficiency supports, housing, and HIV/AIDS services.

Portfolio projects range in scope from $20k - $750K. Strives for projects that are within scope, on time, and within budget. Dario is responsible for planning, execution of deliverables, monitoring and controlling configuration progress, managing client expectations and closing project. Elicit requirements and develop use cases with clients to capture essential processes. Consult on change management to prepare their team for improved data collection and reporting. Ensure that our solutions support their strategic objectives.

Relevant Project Management work includes:

- Abt Associates: Managed implementation of the largest social experiment project in US History. Directly oversaw the development of scope and all phases of implementation and deployment for the Social Security Administration's Beneficiary Offset National Demonstration BOND Project. The BOND Project includes one million SSDI beneficiary participants across the United States, over eight years. Delivered a nationally used solution within extreme budget and schedule constraints while working in conjunction with 12 global partner stakeholders. Total project budget of 120 million dollars.
- City of Baltimore: Led project team in the implementation of a citywide HMIS solution. Integrated work process and data to help the City enhance collaboration and outcomes for diverse stakeholders. Led the team in deploying a solution directly in line with the proposed solution for City of Philadelphia with an aggressive schedule. Successfully delivered the completed functional scope to City stakeholders on time. A direct result of this project has led to a number of additional City stakeholders using ClientTrack to further increase collaboration and centralized data.
- Directly implemented as well as acted as Executive sponsor on literally dozens of other projects that range in complexity and size.

Andrew Graham: Implementation Engineer

Education

- B.S., University of Utah

Relevant Experience

Implementation Engineer
Eccovia Solutions, 2013 - present

- Configures web forms for users to interact with data
- Collaborates with project managers to provide best solution for clients
- Builds customized reports using SQL Reporting Services
- Tailor existing solutions with enhanced features and data collection methods
- Projects include: City of Baltimore, Nashville Rescue Mission, Women Against Abuse, City of Irvine, City of Spokane

Data Conversion Analyst
Select Portfolio Servicing, Sept. 2007 – July 2013

- Communicated with key clients on transfer of data according to servicing agreements
- Managed project on Visual Basic programming for departmental application and report creation
- Wrote Visual Basic programming code for input, storage, and retrieval from SQL databases to automate daily tasks.
- Created complex SQL queries for reports and analysis
- Collaborated with senior management on projects for company growth
- Prepared data for ETL processing to data warehouse.

Rachelle Brown: Solutions Consultant and Client Advocate

Rachelle's primary responsibility is to ensure our clients are happy with all elements of the ClientTrack™ suite of products. Rachelle has a comprehensive understanding of all potential and existing clients within their assigned region, their organizations, challenges, and value in using ClientTrack. She works with multiple contacts within each client's organization to build and maintain relationships, provide consultation, and solutions. Rachelle is a contributor to our entire value chain and the cornerstone of continuity throughout. She serves as the client's primary point of contact with Eccovia Solutions and has technical knowledge sufficient to master it's Data Management Tools and Platform. Her focus is expanding solutions for our clients.

Relevant Experience

Client Advocate/Solutions consultant
Eccovia Solutions, 2013 – Present

With Eccovia Solutions, her Client Advocacy customers have included:

- Snohomish County (WA)
  Human Services
- City of Spokane, Washington
- Solid Ground (Seattle, WA)
- Hopelink (Redmond, WA)
- Housing Hope (Everett, WA)
- Coachella Rescue Mission
- Families Forward
- Hope Services Hawaii, Inc.
- Kern County, California
- Kings United Way
- Mendocino County HHS
- Riverside County (CA) DPSS
- Stanislaus County (CA)
  Housing Authority
- Shelter From the Storm
- West Hollywood Community
  Housing Corporation

- King County (WA) Developmental Disabilities
- YMCA of Greater Seattle
- Seattle Union's Gospel Mission
- Consumer Voices are Born (Vancouver, WA)
- Centerstone (Seattle, WA)
- 1736 Family Crisis Center
- AIDS Services Foundation of Orange County
- Always Best Case Management
- Burbank Temporary Aid Center
- Cities of Albuquerque (NM), Irvine (CA), Richmond (CA), and Spokane (WA)
- Community Action Partnership of San Luis Obispo County (CA)
- Goodwill Industries of San Francisco
- Goodwill Industries of Southern Oregon

System Administrator
Utah Homeless Management Information System (HMIS), State of Utah, April 2007 – September 2013, Salt Lake City, Utah
As the System Administrator of Utah HMIS, Rachelle's responsibilities included:

- Providing technical assistance on agency issues, program(s), grant(s), reports and software.
- Facilitating the use of data to improve existing programs and utilization of resources.
- Clarifying, explaining, and applying policies and procedures for federal and state programs within HMIS.
- Kept up-to-date on the HMIS Data Standards.
- Facilitated the Shelter and Housing part of the Utah Annual Homeless Point-In-Time Count.
- Developed and implementing procedures in response to Continuum of Care (CoC) policy, as well as state and federal laws.
- Monitored data quality in HMIS by program and reporting requirements.
- Facilitated quarterly Utah HMIS user group meetings.

From May 2007 to June 2009, Rachelle was the user support/trainer for HMIS and data quality.
Her responsibilities included:

- Trained all HMIS users on the MetSYS HMIS system.
- Created all training material for Utah HMIS including, training manuals, checklists, forms, training videos.

- On-call for any problems that might occur with MetSYS during and after business hours.
- Monitored 45 agencies in Utah, which expands 3 Continuum of Cares.
- Monitor agency compliance with HUD and State regulations.
- Monitored requirements for Annual Progress Report (APR)

Eligibility Counselor
Utah Department of Workforce Services, September 2006 – April 2007, Davis County, Utah

- Counsel families and individuals about state and federal programs: Temporary Assistance for Needy Families (TANF), child care, food stamps and Medicaid.
- Determined eligibility for these programs through interviews, statements and online verification databases.
- Gave families and individuals a list of outside resources (in addition to these programs).
- Assisted individuals in applying for jobs and putting together resumes.

Eligibility Counselor
Intermountain Healthcare, April 2004 – October 2006, Primary Children's Hospital

- Counseled and assisted families and patients.
- Monitored high dollar accounts, working with commercial and state and federal insurance companies.
- Monitored for compliance with federal and state regulations, especially for the Health Insurance Portability and Accountability Act (HIPPA).

Tom J. Maggio: Continuous Education Trainer

Education:

- MBA, Western Governors University (Planning and Strategy)
- BA, Trevecca Nazarene University, Religion and Greek

Relevant Experience

Eccovia Solutions Technical Platform Instructor (CES Manager) 2015 - Present
Tom focus is on Data Management Tools and the Reporting Tools Series.
Tom is currently developing new training content on the various toolsets (Data Management Tools and Reporting Tools) for implementers of ClientTrack. The new

content will consist of short video tutorials that explain and demonstrate important concepts for successful implementations.

Some of Tom's client engagements include the Seminole Tribe of Florida, City of Houston Health Department, and the Town of Greenwich.

Database Developer / Administrator

Primary Residential Mortgage, Inc. January 2013 - 2015

- Maintained databases for loan origination system (DataTrac and Encompass systems)
- Wrote database code for various internally developed systems as automation tools for the LOS.
- Maintained environment for SSRS 2012
- Migrated databases from SQL 2008r2 to SQL 2012 BI Edition
- Maintained a complex transactional replication implementation
- Responsible for release of database code during our bi-weekly release cycles
- Developed ETL tools for servicing arm of the business in SSIS.

Report Writer

Healthcare Insights, December 2010 – December 2012

- Wrote financial reports for HCI clients of varying levels of complexity, e.g. income statements, labor budget reporting, balance sheets, departmental income statements using SSRS 2008
- Supported HCI's implementation of Microsoft Operations Management Server 2007
- Taught a seminar on report writing in the HCI environment
- Developed written training content for report writing in the HCI environment

Contractor - Project Support

University of Utah Medical Center, December 2006 – May 2007

- Short-term contract supporting the University of Utah Medical Center's move to Microsoft Outlook 2007 from Novell GroupWise
- Assisted in implementation of wireless networking project at the Moran Eye Center

Application Support and Database Administrator

Franklin Capital, a division of Franklin Templeton Investments, May 2007 – August 2010

- Provided 24x7 support on the back-end loan servicing system in a FoxPro 5 environment.
- Supported the back-office loan origination and credit reporting systems
- Assisted in the release process for new code

- Supported the user community with front end mission critical system problems
- Performed database administration duties consisting of data synchronization via WAN Sync, backups, and performance monitoring

Accounts Payable Supervisor

Rio Tinto, August 2005 – November 2006

- Managed a team of 18 accounts payable processors as part of a migration to a shared-services corporate model Rio Tinto was undertaking. The team processed about 2500 invoices and 2500 payments per month
- Managed the departmental annual budget of approximately $1.2 million
- Managed and evaluated team performance and reported to stakeholders each month
- Migrated several mine sites from paper checks to Wells Fargo ACH system
- Migrated the accounts payable processes of the following mine sites to Rio Tinto's SLC shared services center:
    - Diavik Diamonds
    - Greens Creek Mining Company
    - US Borax
    - Kennecott Utah Copper
    - Resolution Copper

Server Support and Database Administrator

Rio Tinto, December 1998 – August 2005

- Database Administrator for multiple Rio Tinto applications:
    - LabWorks
    - Project Portal
    - Great Plains Accounting (for Kennecott Exploration)
    - Industrial Hygiene (Health and Safety database)
    - Document control systems (e.g. Documentum, SharePoint, Motiva)
    - Auction Site for selling fully depreciated and scrap equipment
    - Change management system
    - KEX / RT Exploration GIS system
- Managed the anti-virus software for North American Rio Tinto systems
- Maintained tape backup systems for Kennecott Utah Copper, Kennecott Exploration, Kennecott Energy, and Resolution Copper
- Server support
- Active Directory support
  Migration from Novell Netware 4.1 to Windows 2000 Active Directory environment

Richard T. Hillegas: Continuous Improvement Account Representative

Education

CCNA Certified

- Cisco Certified Network Administrator

M.C.S.E.

- Microsoft Certified Systems Engineer / In Process of updating and adding additional certifications (Exchange, DBA, Server 2008)

Tarrant County College

- Associate degree in Business Management

Relevant Experience

Application Developer

A result driven IT professional with extensive experience in network and database administration. Possess diversified technical background in multiple network environments from database, application, and routing. Extensive experience implementing, modifying and maintaining in-house applications. Demonstrate abilities on implementing technology to increase performance and efficiency. Contribute strong leadership and team personality.

Systems: Server 2003, 2008, Windows XP, Vista, 7 workstations, MAC/OS

Hardware: Routers – Switches – Firewalls – Servers – Desktops: Cisco, Adtran, Nortel, Ascend, Linksys, Watchguard, Dell, NAS, Backups, HP, Fortigate, Netgear, Print Servers

Software: Server 2003, 2008, SQL 2005, 2008, Exchange 2003, 2007, SMS, Office 2007, 2010, Arcserve, Symantec Security & Backup, AVG, Quickbooks, Creative Solutions, Ultra Tax, Watchguard, Trend Micro, Cisco Secure, SafeBackup, Crystal Reports, SPSS, Active Reports, Remote Desktop, Terminal Server, IIS, .NET

Networking: Active Directory, DNS, WINS, DHCP, TCP/IP, SNMP, SMTP, POP3, VPN, FTP, SSL, NAT, T1, DSL, PPTP,

Professional Experience

CIS Account Rep, Eccovia Solutions

Continual Improvement Services account representative with callings for increasing the value of the application for all organizational needs. Responsible for modifying software application from custom tables, forms and business logic to improve the applications ability to serve the organizations current and future needs.

Accomplishments:

- Developed organizational processes and customized workflows to walk users through the process step by step to answer all reporting requirements.
- Use SQL or Java scripting to create adaptive forms for data collection that responds to client inputs.
- Have worked with clients ranging from Women Against Abuse, No Aids Task Force, Commonwealth of Pennsylvania, Youth on Their Own, and Los Angeles Mission, Texas Balance of State, South Dakota

Operations Manager, Union Gospel Mission: Fort Worth based non-profit organization to aid in providing spiritual, physical, and emotional services of those that are in need in Tarrant County over the last 125 years. Responsibilities include managing information technology, warehouse, and maintenance departments for the mission. This consists of expanding the IT networks and current processes, planning for future campus expansion, maintaining the upkeep and services of 5 building facilities, coordinating drivers for the residents of the mission and corporate donation pickups, along with staffing for these positions.

Network and Database Engineer, Tarrant County ACCESS: 15 year not for profit agency supplying software application for Tarrant, Denton and Dallas counties HUD Homeless Management Information System (HMIS) application needs. Leading provider in delivering technology and communication needs to the local non-profit agencies.

With my current position of Network / Database Administrator, I have great opportunities to plan, purchase, implement, and train on a wide variety of technology. The company's main purpose is to support a WAN database throughout Tarrant, Denton and Dallas County. Accomplishing multi fastest of my current position from training, development, implementation and troubleshooting is my specialty

Accomplishments:

- Managed multiple software and hardware upgrades for trouble free performance.
- Customize application to fit agencies needs and increase performance.
- Integrated technology to automate data input in order to increase data collection and accuracy by 100%.
- Train over 200 users on Database applications, Microsoft Office Suites, and basic computer usage

- Maintained Servers for peak performance and implacable 97% up time.
- Oversaw implementation of fiber network across agencies campus.

Irene Hall, PMP – Change Initiatives Manager

Education

- B.S., Business Administration, Babson College

Certifications

2014	Change Leadership Certificate, Cornell University
2013	Project Management Professional (PMP) Certification, Project Management Institute
2001	Certificate in Non Profit Management, Duke University
1999	HUD Certified Housing Counselor, US Housing and Urban Development
1998	NFCC Certified Credit Counselor, National Foundation for Credit Counseling
1997	Accredited Financial Counselor, Association for Financial Counseling and Planning Education

Relevant Experience

During her 20-year career, Irene been committed to enhancing the value of Health and Human Services agencies. She had developed and directed programs addressing children with special needs, mental health care, employment, financial self-sufficiency, homelessness and Veterans issues. This includes over 15 years of writing and managing federal grants. Irene has successfully transitioned staff to new program management software in 4 organizations as a Program Director before joining Eccovia Solutions. She received her Project Management Professional credential from her work with health and human service agencies.

In 2013, Irene joined us as project manager and business analyst, Irene was responsible for the planning, execution, and closing of software implementation projects. She worked with project stakeholders to understand the structure, policies, and operations of our clients' organizations. She then recommended solutions that allow our clients' organizations to achieve their goals. She is expert at developing use cases, which lead to process efficiencies.

Irene has been instrumental in bringing online dozens of clients with a specific emphasis on change management. She earned her Change Leadership Certificate from Cornell University in 2014.

Qualifications for Project Role

Works with Non-Profit and government agencies to present innovative approaches to lead and manage the adoption of the ClientTrack solution. Relevant project work includes dozens of successful implementations. 15 years of experience with large-scale organizations change efforts.

ClientTrack Projects

Coalicion de Apoyo Continuo A Personal Sing Hagar En San Juan, Inc.: 09/04/2014 – 1/2/2015; HMIS Setup and migration (HUD XML 3.0), Spanish Language, 100+ users.

Commonwealth of Pennsylvania, DCED: Successful migration and conversion of PA; 8/15/2014 – 12/17/2015; HMIS data (including development of data conversion plan), detailed design of data interfaces, end-user training, and development of all functionality.

Room In the Inn: 6/30/2014 – 10/24/2014; Analysis and design, deployment support and training of HMIS system.

Baltimore Community Foundation: 2/27/2014 – 2/26/2016; Analysis and design of solution to improve efficiency of data collection across multiple agencies, centralized intake and case management.

International Medical Corps: 6/01/2014 – 6/23/2014; Instituted a management system that includes 360 programs with operations occurring in 40 different countries.

Physicians Care Connection: 12/1/2014 – 5/18/2014; Client-centric data tracking, report-ready data.

Alex Munro

Education

- B.S., Computer Science, University of Utah

Relevant Experience

Alex has designed and developed countless solutions used by many agencies in collecting and reporting data.
He has successfully migrated data from multiple, differing data structures into ClientTrack data structures, and has created hundreds of data reports in a variety of formats and layouts. Alex has created Import and export for CSV XML leveraging different schemas including HUD XML 2.7 and HUD XML 3.0.
Has worked with non-profit and government agencies designing, developing, and implementing solutions to allow for accurate and dependable data collection and retrieval though multiple options (reports and exports).

ClientTrack Projects
Eastern Band of Cherokee Indians, 2/15-10/15. Family safety including child and adult welfare.

Commonwealth of Pennsylvania, DCED: Successful migration and conversion of PA; 8/15/2014 – 12/17/2015; HMIS data (including development of data conversion plan), detailed design of data interfaces, end-user training, and development of all functionality;

AIDS Foundation of Chicago: 04/30/2014 – 8/01/2015: Provided Business Analysis and Project Management towards the implementation of Community Links Initiative where AIDS Foundation of Chicago provides managed care on behalf of two Illinois Insurance companies to clients with HIV/AIDS.

Incorporation of NCBVI Personnel into the project team and interaction with NCBVI subject matter experts as needed

The ClientTrack implementation will require participation from NCBVI. During the initial planning phase, the assigned Project Manager from your team will determine which resources will be required and in what phase. Subject matter experts in the areas of reporting and other specific programmatic requirements will typically be involved during the implementation of their functional area and during functional and user acceptance testing. All staff in the following table is expected to have an “expert” level of knowledge.

State Staff Needed	Description of Required Duties
Project Manager	Responsible for developing, in conjunction with the Project Sponsor, the project charter. The PM also: • Ensures that the project is delivered on time, within budget, and to the required quality standards. • Manages and lead the project team • Coordinate NCBVI resources
Change Manager	Responsible for developing, planning and executing the organizational change management plan. The Change Manager also: • Prepares stakeholders at all levels for the change. • Identifies key change agents. • Facilitates the adoption of the system State-wide. • Provides key messaging about the change and conveying understanding of ClientTrack's benefits to users. • Develops key relationships with senior NCBVI staff to ensure success. • Manages and leads all change related activities • Ensures broad acceptance and adoption • Identifies and mitigate change risks
Functional/User Acceptance Testing Team	Responsible for: • Reviewing, testing, and accepting all functional items released in conjunction with various phases. • Testing and accepting all released functionality
Executive Sponsor	The final decision-making authority that will: • Review and approve all change orders • Formally sign acceptance documentation. • Be the ultimate authority and the primary point of escalation within the project team. • Review and approve all project artifacts. • Act as final approving authority for all project-related items.

Subcontractors

Eccovia Solutions would not be employing any subcontractors if awarded this contract.

Technical Approach

Attachment A

RTM #	System Architecture and Features	Yes	Cstmz Req'd	No	Alt
SAF-1	*Bidder should provide a high-level description (and optional diagram) of their proposed system to provide a centralized CMS*	X			

Bidder Response:

Multi-Tenant Relational Database

ClientTrack is a multi-tenant relational database with the logical and physical data models of the system and the associated data dictionary.
We will provide Nebraska stakeholders with logical and physical data models of the system and the associated data dictionary upon contract execution.

Application Structure

The structure of our application is shown in the Figure listed below. It is important to understand that the ClientTrack solution:

- Is designed using Microsoft Visual Studio®.NET on the Microsoft.NET Framework to run via Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Apple's Safari, etc..
- Is Internet-capable and runs entirely in a browser. Because the developmental concept concerning all screens is ease-of-use, end users are able to use this application intuitively, allowing them to focus the majority of their attention on issues other than the application, especially their clients.
- Harnesses the power of SQL Server 2012® as the database platform that supports the robust capabilities and features in all ClientTrack solutions. Microsoft® SQL Server and related technologies provide the foundation necessary for scalable, secure, fast, and highly available data processing.

RTM #	System Architecture and Features	Yes	Cstmz Req'd	No	Alt

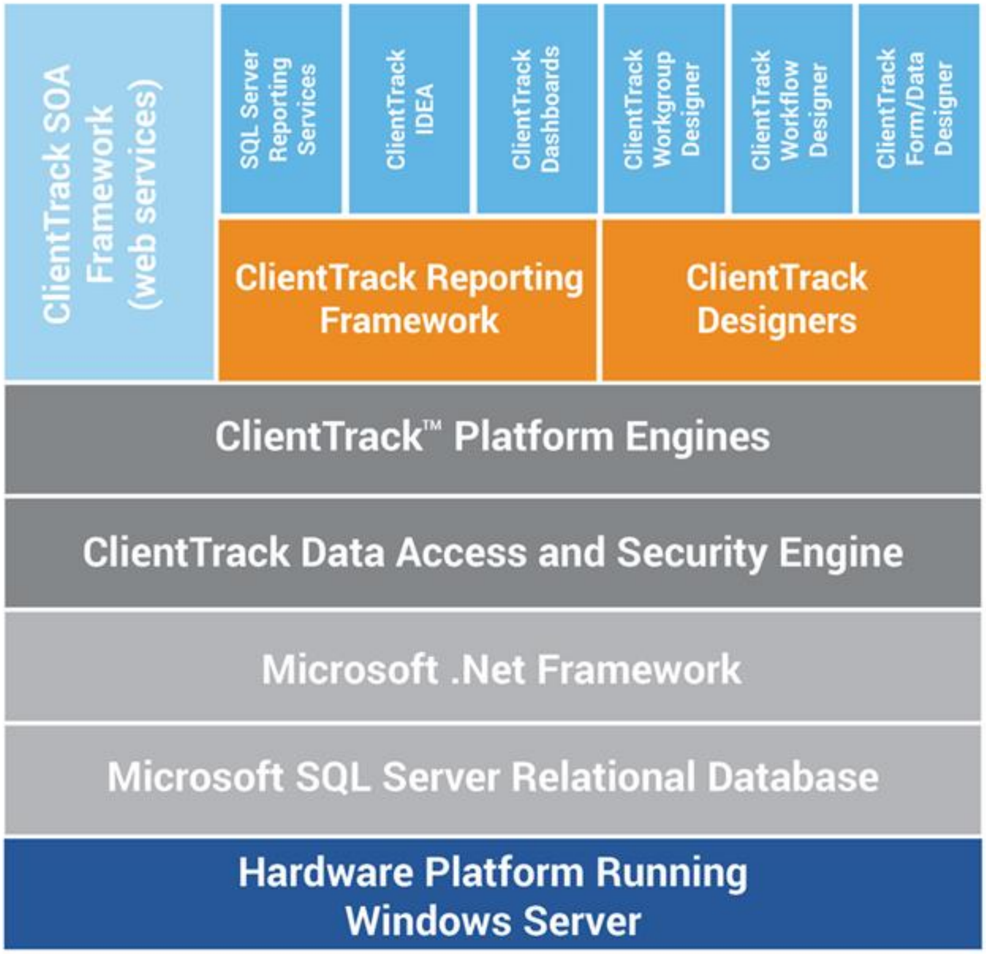


Figure 5: ClientTrack's System Architecture

RTM #	Case Management	Yes	Cstmz Req'd	No	Alt
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*	X X X X X X X X X	X		

Bidder Response:

- *Archiving and purging of records based on retention schedules*
    - The ClientTrack solution enables administrators the ability to define which users have the rights to "delete" records. Implementation managers can determine, through form configuration, whether users will be required to confirm their intent once the delete button is pushed. The process of deleting a record merely changes the status of the record from "Active" to "Deleted" and maintains all related information. Users are also presented with a message that the record has been deleted and, if they choose, they can click to restore a record (if accidentally deleted). Users with the appropriate permission can review deleted records and restore the record, if necessary.
    - The design decisions related to this topic were made with the intent to balance the needs of end users to retract mistakes with the need to maintain simple audit trails and accountability. Ultimately, we determined that implementations would benefit from the maximum flexibility in this regard.
- *Retrieval of archived records*
    - Users can view archived and historical transactions through archive search forms available at the location in which they were archived as well as through Query Designer advanced query tool. Users with the appropriate permissions will be able to retrieve archived records.
- *Real-time electronic signature capability*
    - ClientTrack forms include real-time electronic signature capability.
- *Easy passing of information to calendars and emails*

RTM #	Case Management	Yes	Cstmz Req'd	No	Alt
	○ Email triggers are utilized in the ClientTrack solution. The email notifications are intended to be informative messages that do not share sensitive information to ensure security standards are met. ○ Calendars/Appointments and Tasks along with Events and Groups are leveraged for scheduling. Each user and client has an individual calendar, appointment, task, and event list to review individual tasks. Calendars can be viewed in the day, week, or month mode—and a list of all appointments for a selected time frame is available. Appointments can be scheduled from the client file or from the scheduling view, allowing the selection of one or more client and staff member as participants. • *Easy access to general documents (e.g., NCBVI Policies and Guidelines)* ○ NCBVI Policies and Guidelines will be viewable as a Help resource. The policy can be accessed through a help menu. Help text for particular data elements will specify NCBVI guidelines. • *Allows work on multiple open documents, multiple clients, and/or multiple forms at the same time* ○ ClientTrack organizes the user workspace to easily record information for multiple clients at any one time. ○ Multiple documents can be uploaded and downloaded from client files. ○ All information within the ClientTrack solution is saved and can be easily resumed at the users convenience. • *Provides spellcheck for documents and free-form data entry fields* ○ Spellcheck is provided in free-form data entry fields. • *Interface with postal address verification software to validate postal addresses* ○ ClientTrack validates zip codes without the need for an additional software interface. • *Interface with SSA to automate verification of SSNs and SSI/ SSDI recipients* ○ Interface with SSA to automate verification of SSNs and SSI/SSDI recipients is not currently available and would require enhancements, including integration components with third-party software. Eccovia Solutions is confident in its ability to provide this interface.				

RTM #	Case Management	Yes	Cstmz Req'd	No	Alt
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:* o *assignment of clients to established priority groups* o *system edits related to restricting movement of clients beyond eligibility status when in a closed priority group* o *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)*	X X X X X X X X			

Bidder Response:

- *Assign unique, sequential case #*
  - Each client is provided a unique, sequential client identifier which is associated will all client transactions.
- *Require unique SSN (or assignment of a 'proxy' SSN)*
  - Within ClientTrack, unique SSN element and a SSN data quality elements are required.
- *Enter various client information (e.g., demographic, eligibility, closure)*
  - ClientTrack records all client demographic, assessment, eligibility, enrollment, service, referral and closure information.
- *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*
    - ClientTrack leverages an Eligibility Rules Engine which configures rules for referral, assignment to established priority groups (enrollment), and services. These rules ensure that clients are placed according to NCBVI guidelines. Users are not permitted to provide enrollment or services for which a client is not eligible.
    - The screenshot below indicates services that a client is eligible for. By clicking the green circle icon, the service can be rendered. Note that users cannot select services for which the client is not eligible.

RTM #	Case Management	Yes	Cstmz Req'd	No	Alt

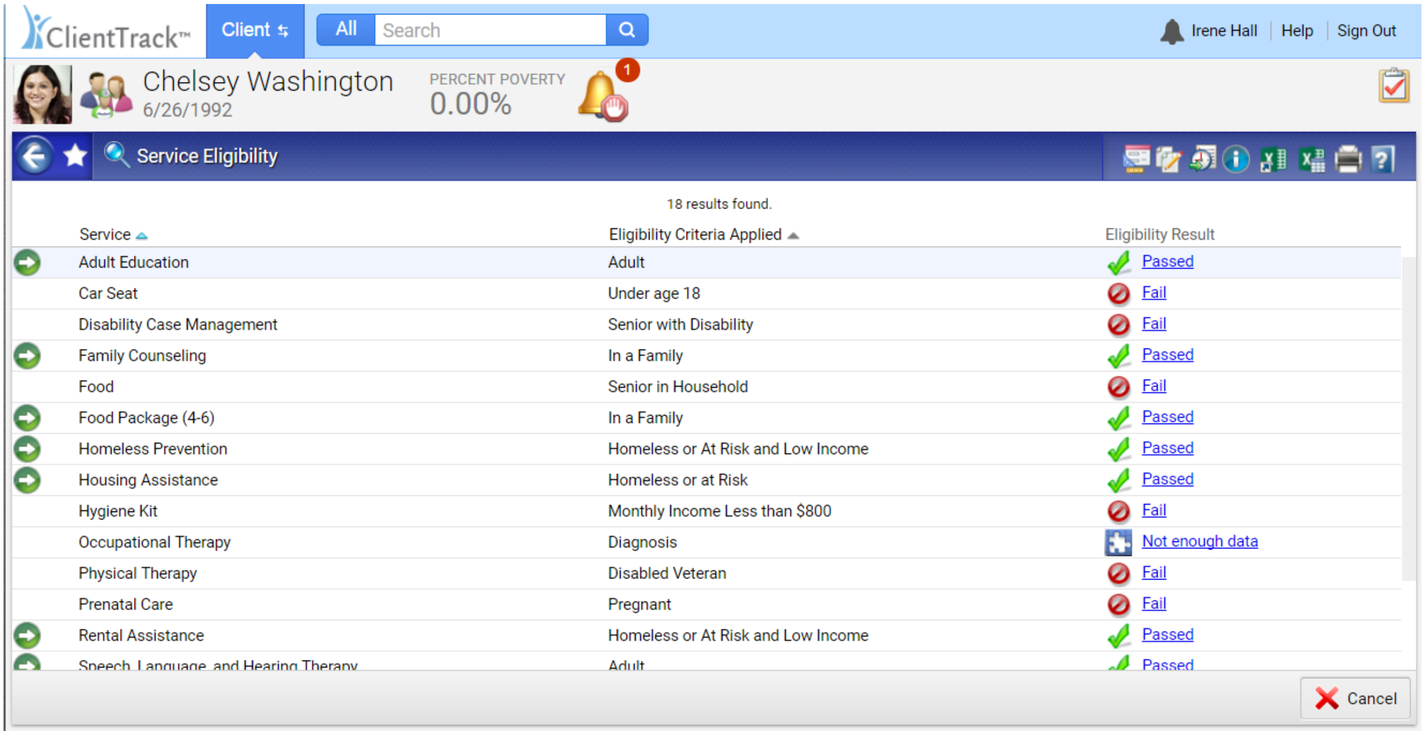


Figure 6: Screenshot of ClientTrack Eligibility user interface

- *Assign and advance status of a case*
  - Each client is assigned a status, which can be managed by users with correct permissions. Procedures and rules can be configured to advance the status of a case.
- *Create authorizations only at appropriate stages in the case management process*
  - ClientTrack can support NCBVI procedures for authorizations by leveraging stored procedures and eligibility rules.
- *Apply restrictions for case closure*
  - ClientTrack allows for case closure restrictions with stored procedures decided upon by NCBVI.
- *Apply requirements at time of closure (e.g., identification of no-cost services)*
  - Closure workflows ensure compliance with NCBVI case closure data collection requirements. Below is a screenshot of an exit workflow which walks the user through each set of information to review before exiting the client from a program. These exit workflows will be configured for NCBVI needs.

RTM #	Case Management	Yes	Cstmz Req'd	No	Alt

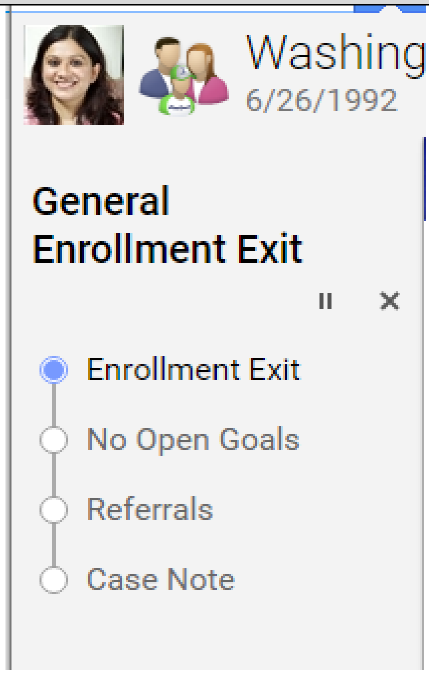


Figure 7: Screenshot of ClientTrack Closure Workflow Interface

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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	X			
	• Allowing summary view of a case, with essential information and links to additional detail for each item of information	X			
	• Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record	X			
	• Providing successful completion and informative error messages	X			
	• Providing help screens and dropdown menus with valid codes and descriptions	X			
	• Allowing generation of letters or documents that are compatible with MS Office and customizable	X			
	• 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	X	X		
	• 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	X			
	• Allowing user to set up their own reminders/ticklers	X			
	• Displaying search results for clients/cases	X			

Bidder Response:

- *Providing flexible search (e.g., partial name, status, case #, address book #, alias, SSN) for clients*
  - ClientTrack's Form Designer allows case managers to set any field as a search field on a search form, and create additional data collection fields, and merge client records. In addition, ClientTrack's Global Search enables users to search for any type of entity (a client, provider, employer, funding source, etc.) or any available menu option from a single place. Global Search is readily available no matter where you are within the solution.

- *Allowing summary view of a case, with essential information and links to additional detail for each item of information*

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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	X			
	• Allowing summary view of a case, with essential information and links to additional detail for each item of information	X			
	• Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record	X			
	• Providing successful completion and informative error messages	X			
	• Providing help screens and dropdown menus with valid codes and descriptions	X			
	• Allowing generation of letters or documents that are compatible with MS Office and customizable	X			
	• 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	X	X		
	• 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	X			
	• Allowing user to set up their own reminders/ticklers	X			
	• Displaying search results for clients/cases	X			

○ Client dashboards allow users to quickly view essential information. Dashboard elements link to additional detail.

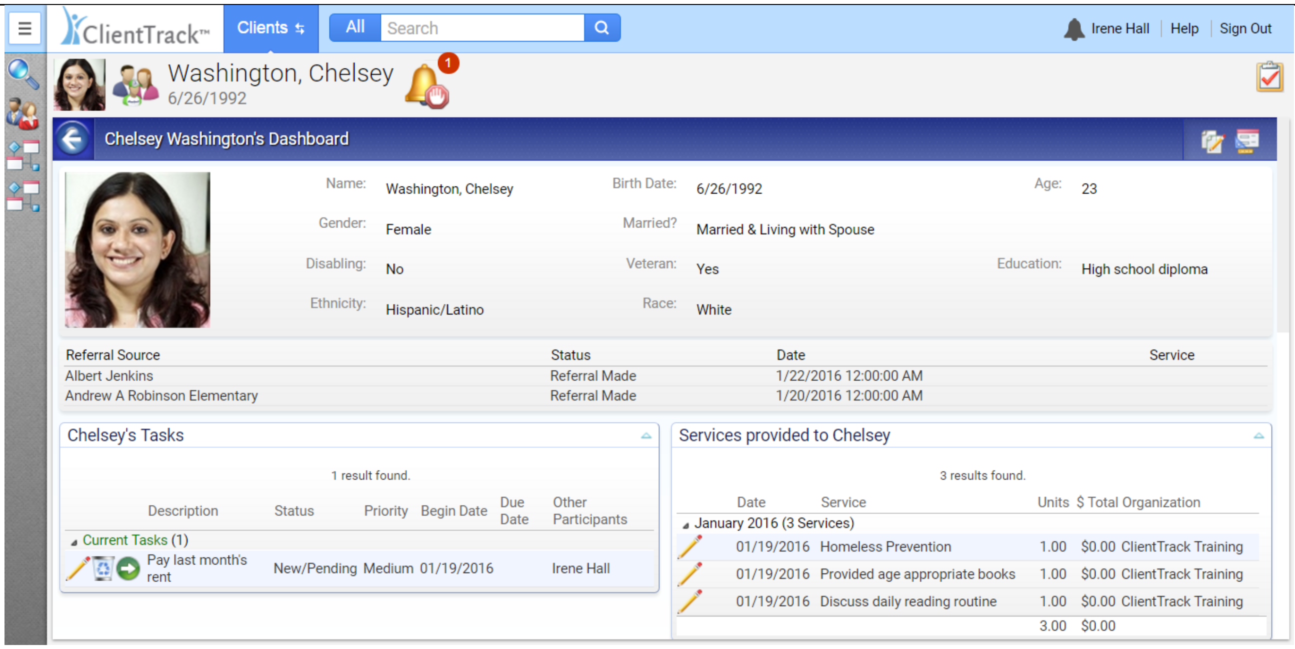


Figure 8: Screenshot of Sample Client Dashboard

- *Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record*
    - ClientTrack creates forms which show a list of selected client items. For example, a form will display a list of services a client has received. The user can select the item(s) to view in more detail if needed.
- *Providing successful completion and informative error messages*
    - Fields within ClientTrack can be configured with rules to check for data entry requirements including the inability to enter incorrect data types (i.e., letters in a numeric field), error messages, or possible corrective action. Error messages direct the user to the field that needs attention. Until the data is corrected the user will be unable to proceed.
- *Providing help screens and dropdown menus with valid codes and descriptions*
    - ClientTrack's Form Designer tool allows dropdown lists to be configured to NCBVI requirements. Help text is added to the top of each form. Each data element can include help text containing NCBVI guidelines.
- *Allowing generation of letters or documents that are compatible with MS Office and customizable*
    - ClientTrack includes letter generation functionality.
- *Allowing the ability to link to the State's ECM for emails and/or electronic documents associated with a case*
    - Interface with the State's ECM for emails and/or electronic documents associated with a case is not currently available and would require enhancements, including integration components with third-party software. Eccovia Solutions is confident int its ability to provide this functionality for NCBVI.
- *Storing and retrieving all documents associated with a case – these will be read-only*

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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	X			
	• Allowing summary view of a case, with essential information and links to additional detail for each item of information	X			
	• Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record	X			
	• Providing successful completion and informative error messages	X			
	• Providing help screens and dropdown menus with valid codes and descriptions	X			
	• Allowing generation of letters or documents that are compatible with MS Office and customizable	X			
	• 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	X	X		
	• 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	X			
	• Allowing user to set up their own reminders/ticklers	X			
	• Displaying search results for clients/cases	X			

- ClientTrack allows documents to be uploaded and attached to the client record. Permissions can be assigned within the ClientTrack solution giving NCBVI the ability to decide who has access to edit these documents.

- *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

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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	X			
	• Allowing summary view of a case, with essential information and links to additional detail for each item of information	X			
	• Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record	X			
	• Providing successful completion and informative error messages	X			
	• Providing help screens and dropdown menus with valid codes and descriptions	X			
	• Allowing generation of letters or documents that are compatible with MS Office and customizable	X			
	• 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	X			
	– these will be read-only		X		
	• 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	X			
	• Allowing user to set up their own reminders/ticklers	X			
	• Displaying search results for clients/cases	X			

- The client case history is accessed through the client's workspace. Complete histories of all work completed for a client including contact information, address history, cases, services, outcomes, and case notes are maintained and easily viewable.

- *Allowing user to set up their own reminders/ticklers*
  - Users can set up tasks for themselves within ClientTrack. A user may also set up a task that would include another staff member.
- *Displaying search results for clients/cases*
  - Data Management Tools allow for flexible searches. Results are easily viewable.

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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*	X X X X			

Bidder Response:

ClientTrack provides several functions for managing client caseloads. Multiple rehabilitation professionals can be assigned to a client case. Authorized staff can transfer an individual client case from one staff to another. Authorized staff can also shift one staff member's entire caseload. In the screenshot below is a view of one case manager's workload. A new case manager can be assigned. Selecting the blue person icon redirects the user to the client's workspace.

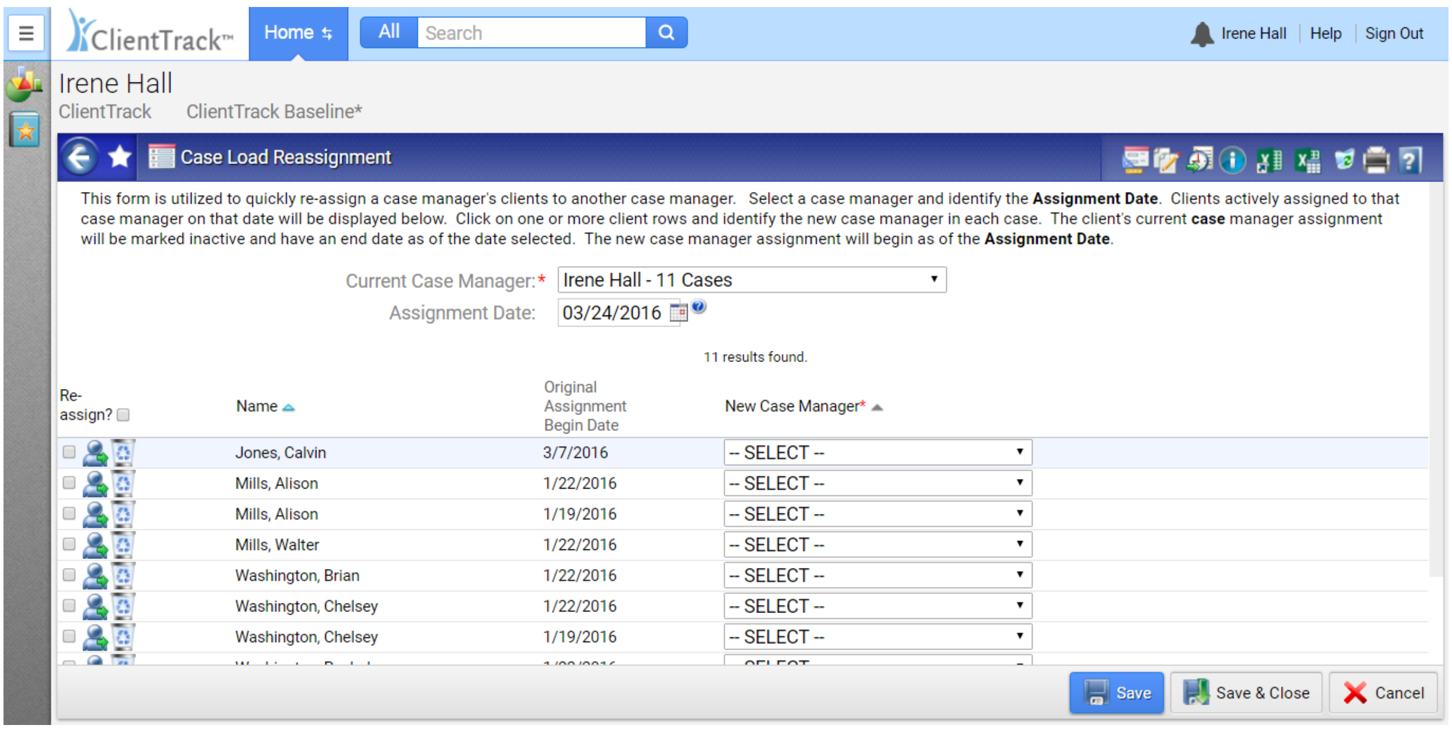


Figure 9: Screenshot of Multiple Rehabilitation Professionals Assigned to One Case

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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*	X X X X X X X			

Bidder Response:

- *Creation of a case with minimal information, assigning next sequential case # and appropriate status*
    - ClientTrack will utilize NCBVI guidelines to enable data collection for the minimal information needed to enter a client, create a case, and designate an appropriate status. Each case number will have a unique identification number automatically associated with it. Each case identification number is associated with the unique client identifier.
- *Flagging of cases for various situations (e.g., over age 80, significant disability, receiving SSI/SSDI)*
    - A flag for a specific attribute can easily configured and automatically appear on the client dashboard.
- *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*

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt

▪ ClientTrack's Form Designer enables notifications/alerts to be triggered from data collected on forms. For example, a reminder for case follow up. Ticklers can be easily set up for all of the events mentioned in the bullets.

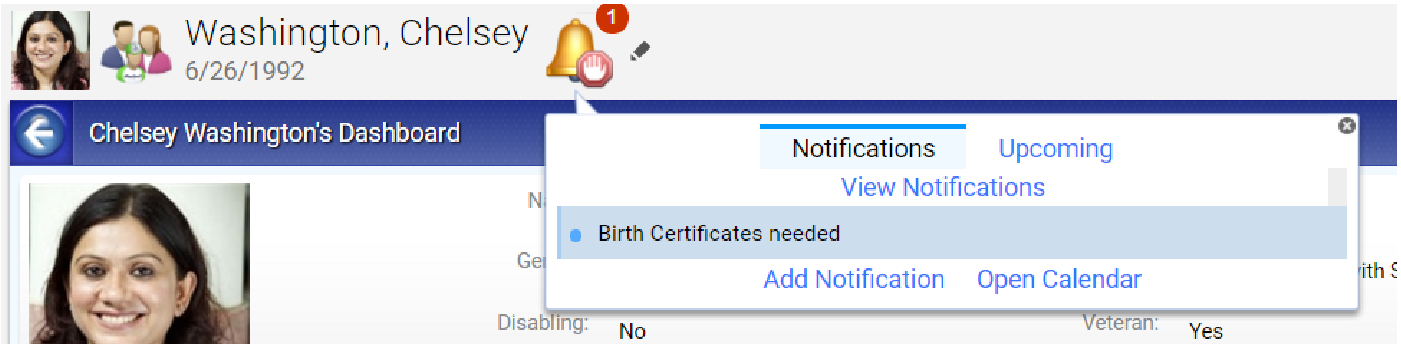


Figure 10: Screenshot of Dashboard showing Notifications Pending

- *Entry of new information or results of reviews*
  - ClientTrack's Form Designer can set permissions for which groups of users can update new information and/or results of review.
- *Generation of letters of eligibility determination*
  - ClientTrack includes functionality to generate form letters, such as letters of eligibility, to clients.
- *Creation and retention of individualized plans for employment (IPE)*
  - Individualized Plans for employment information are collected within a workflow. A history of each IPE will be maintained. Actions related to each IPE, such as services, progress notes, will be associated with the IPE and easily viewable.
- *Creation and retention of multiple amendments to IPEs*
  - Amendments to an IPE can be created and history maintained.

Below is a snapshot of an Individual Education Plan workflow. The steps are listed on the left. The Plan Basics form includes the meeting date, plan begin and end dates, and follow up notifications for staff.

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt

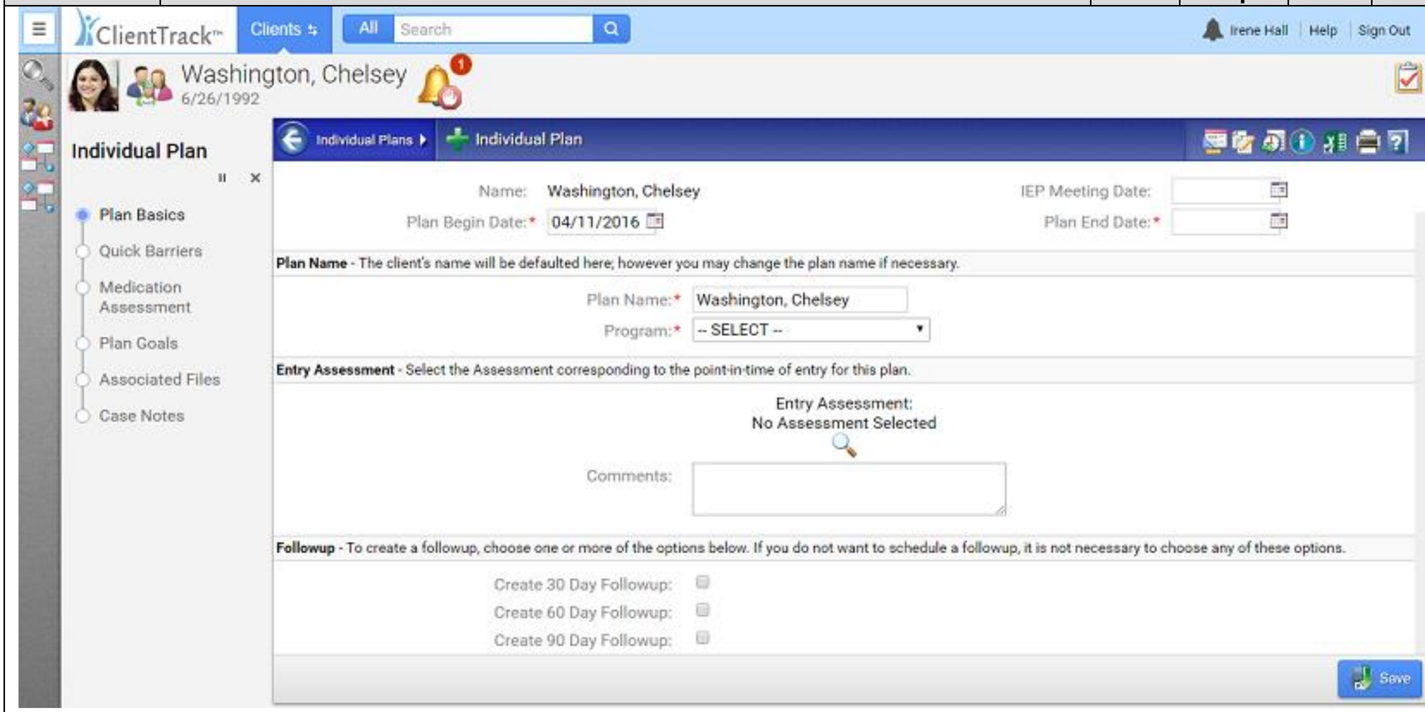


Figure 11: Screenshot showing how Amendments to an IPE can be created

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt
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*	X			
	• *Flexible search (e.g., partial name, within parameter-limited area) for vendors, with display of all contact information and addresses*	X			
	• *Generation of authorizations/purchase orders for services, to include:*	X			
	• *Provision of dropdown lists of service options to be selected*	X			
	• *Addition and retention of description to supplement system's dropdown lists of service options*	X			
	• *Selection of the correct fee to assign to an authorization, depending on the vendor, service type, and date(s) of service.*	X			
	• *Ability to enter multiple line items*	X			
	• *Completion of authorizations/purchase orders*	X			
	• *Allow voiding of authorizations/purchase orders*	X			
	• *Grouped authorizations to purchase items/services for multiple clients and associate those costs with multiple caseloads and clients covered by the grouped authorization*		X		
	• *Generation of notifications to administrator*				
	○ *For delivered services*	X			
	○ *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*	X X			

Bidder Response:

- *Retention of historical vendor data:*
  ClientTrack automatically stores all data for as many years as specified in the contract.
- *Flexible search (e.g., partial name, within parameter-limited area) for vendors, with display of all contact information and addresses*
  - A provider workspace organizes all vendors and agencies for referrals for services. Users can search by partial name, city, zip code, or county. The result of the search will display all contact information and addresses. The user can select the vendor they wish to work with.
- *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.*

RTM #	Case Management (cont.)	Yes	Cstmz Req'd	No	Alt

- *Ability to enter multiple line items*
  - As seen in the screen shot below ClientTrack dedicates and entire section to service authorizations and the functionality surrounding it.
  - System administrators will use Set Up Data Management tools to add service information (service unit, cost, per unit, billing, etc.
  - System administrators use the Vendor workspace to associate the service to the vendor.
  - Users enter information to the Service authorization form, which will default the parameters set for the service by the System Administrator.

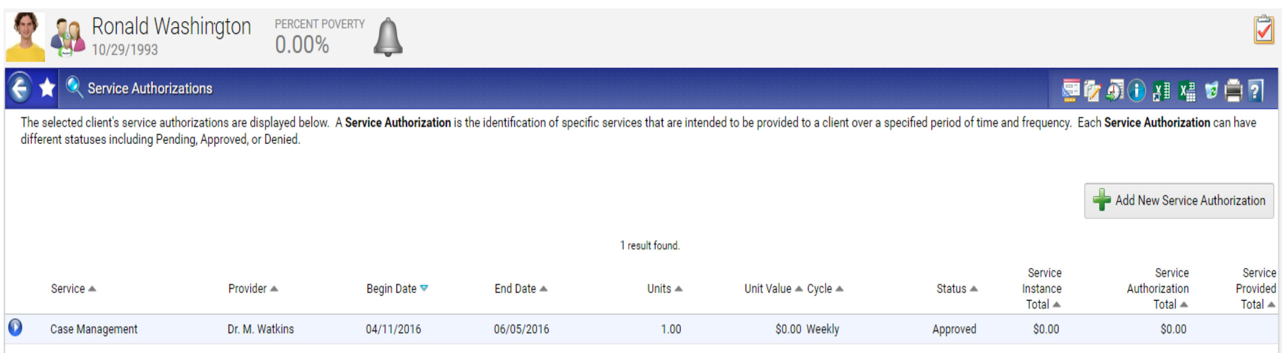


Figure 12: Screenshot showing Multiple Line Items

- *Completion of authorizations/purchase orders*
  - Authorized users can generate authorizations/purchase orders.
- *Allow voiding of authorizations/purchase orders*
  - Users with the correct permissions will be allow to void authorizations.
- *Grouped authorizations to purchase items/services for multiple clients and associate those costs with multiple caseloads and clients covered by the grouped authorization*
  - ClientTrack includes recording a service for multiple clients. Group authorizations would require a simple configurations to allow for group billing for services.
- *Generation of notifications to administrator*
  - *For delivered services*
  - *For authorizations/purchase orders more than a predetermined # of days old*
    - ClientTrack Form Designer enables notifications/alerts to be triggered from data collected on forms. For example, a notification that services have been provided. Ticklers can be set up for authorization/purchase order # of days old.
- *Display of search results for authorizations/purchase orders*
  - Users can view services authorizations by client. Authorized users can search vendor records to view bills (authorized services provided), payments, and invoices.
- *Set status of backdated authorization to 'on hold' until approved or denied*
  - Billing rules will be configured to allow for a NCBVI service authorization approval process.

RTM #	Application Security and Administrative Functions	Yes	Cstmz Req'd	No	Alt
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)*	X X X X X X X			

Bidder Response:

- *Define role profiles to designate specific permissions for staff member access*
  - Users are organized into workgroups. Workgroups control what a group of staff members can access. For example, an administrative workgroup would be able to view more information and complete more functionality than staff members belonging to a receptionist workgroup.

RTM #	Application Security and Administrative Functions	Yes	Cstmz Req'd	No	Alt

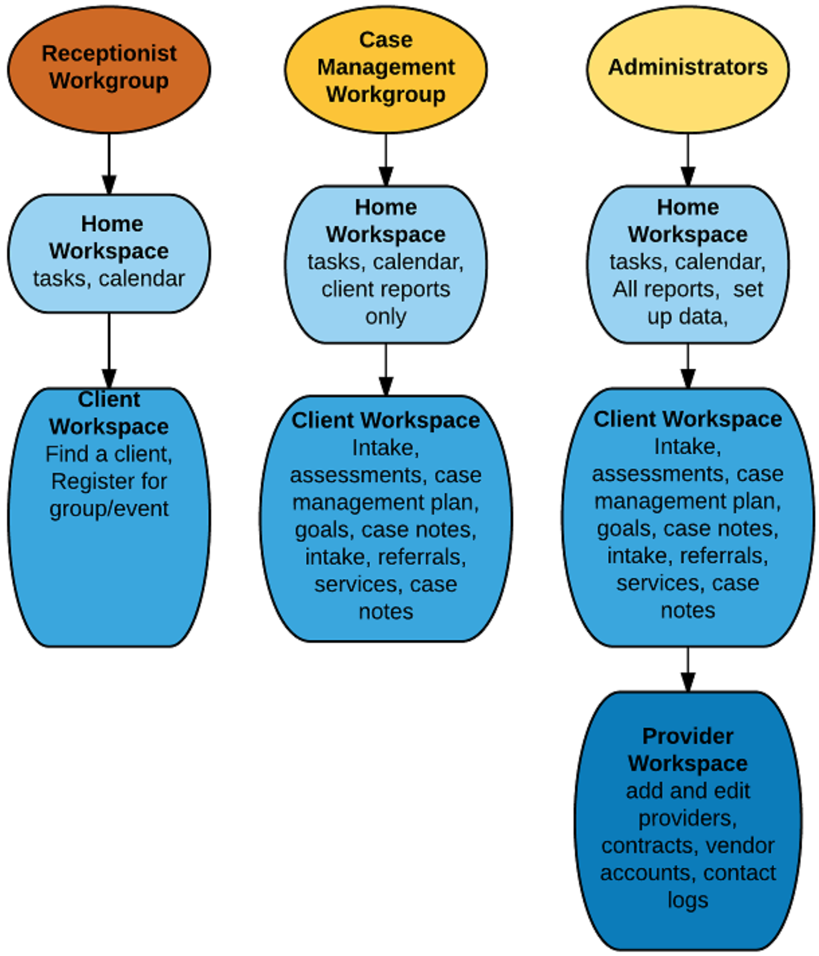


Figure 13: Flowchart showing Role Profiles and Access

- *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*
    - Workgroups set parameters for menu options/functions and reports available to view or edit.
    - Workgroups determine a view of a form. For example, a receptionist workgroup may see 5 data elements on a client intake form. While, the administrative workgroup may see 20 data elements on a client intake form.
    - Auto-Logout minutes is set by the workgroup.

- *Add, modify, and remove individual users or user profile security levels*
  - System Administrators set up users and determine their permissions to define security levels.

RTM #	Application Security and Administrative Functions	Yes	Cstmz Req'd	No	Alt

- *Add, modify, and remove commonly used dropdown text items (e.g., for services), help narratives, and data elements on screens/forms*
    - System Administrators use Set Up Data Management tools to add, modify, remove commonly used dropdown text items. This includes service codes, evaluation groups and codes.
- *Set or modify business processes/rules by program*
    - Business rules, such as eligibility, are configured using ClientTrack's Eligibility Rules Engine. ClientTrack's Form Designer Tool can be utilized to create stored procedures set to NCBVI business rules.
- *Prevent or limit back dating of selected items (e.g., status change, eligibility)*
    - Limiting back dating of a status change or case enrollment date can be set with stored procedures.
- *Randomly select a portion of a counselor's caseload for review, based on selected parameters (e.g., status, date range)*
    - ClientTrack's Form Management tool will be used to add parameters for filtering caseload for reviews.

RTM #	Application Security and Administrative Functions (cont.)	Yes	Cstmz Req'd	No	Alt
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*	 X X X X X X			

Bidder Response:

- *User authentication*
    - Password and UserID authentication is the default authentication method within ClientTrack. ClientTrack requires all passwords to have strong guidelines:
        - Must be 8 or more characters
        - Must have at least one number
        - Must have at least one non-letter, non-numeric character
        - Must contain at least one capital letter
        - Cannot be any of the previous six passwords you have used
- *Application security features and levels*
    - ClientTrack employs:
        - Security for files in transit with no less than 128-bit encryption during transit and 256-bit encryption for data at rest.

<table>
<tr><th>RTM #</th><th>Application Security and Administrative Functions (cont.)</th><th>Yes</th><th>Cstmz Req'd</th><th>No</th><th>Alt</th></tr>
<tr><td colspan="6">▪ SSL/TLS protocols for client authentication, authorization & file transfers.
▪ Keyed hashed message authentication code (HMAC) to authenticate and ensure the integrity of intra-system communications. ClientTrack verifies file size and file hash to ensure integrity.
• *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)*
o This bullet is responding to both the searchable audit trail and historical profile information. With ClientTrack, your administrator can determine what information and access privileges are granted to each user or group. ClientTrack has a comprehensive, automated "audit trail": an administrative report section which allows a NCBVI administrator to view any created or modified information (and who changed it). This audit data is automatically recorded as users interact with the system.
• *Maintenance of district office contact information*
o District office contact information will be maintained by the NCBVI System Administrators as information in the organization set up.
• *Filtering and sorting of authorization lists by various parameters*
o ClientTrack's Form Designer tool allows configuration to review service authorizations by various parameters needed by NCBVI.</td></tr>
<tr><td>*AS-3*</td><td>*Bidder should describe their system's ability to comply with amended Rehabilitation Act of 1973 to maintain confidentiality of client information.*</td><td>X</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">**Bidder Response:**

ClientTrack fulfills all HIPAA Technical Safeguard Standards and enables organizations to maintain full adherence with all Administrative Safeguards and provisions within the Security and the Privacy Rules of HIPAA. Working in different areas of human services give us a keen insight into secure information exchange required by the individual agencies that we serve—and the local, state, and Federal agencies they report to (such as HHS-required standards for HIPAA and HUD-required guidelines for HOPWA).</td></tr>
<tr><td>*AS-4*</td><td>*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*</td><td>
X

X
X</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">**Bidder Response:**
• *user to exit a session and elect to save or discard all previously unsaved entries*
o Within ClientTrack data entry forms include a "Save" button. Users may elect to cancel a form without saving, thus discarding all previously unsaved entries. Users may also pause a workflow, which a saves all information completed, and resume the workflow later.
• *global updating of select demographic information*</td></tr>
</table>

RTM #	Application Security and Administrative Functions (cont.)	Yes	Cstmz Req'd	No	Alt
◦ Security rules will allow for global updating of select demographic information, such as date of birth. • *simultaneous access to multiple clients and/or forms* ◦ ClientTrack has forms which allow viewing records for multiple clients, such as case enrollments and services. Further analysis will determine configuration modifications that may be needed to suit the specific needs of NCBVI.					

RTM #	Financial	Yes	Cstmz Req'd	No	Alt
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*	 X X	 X X		
Bidder Response: • *Budget tracking by program, by various fiscal periods, by location/district* And • *Rolling of remaining budget balances from previous period to current period* ◦ While ClientTrack solutions focus on case management, including service authorization, billing functions, and funds tracking. ClientTrack does not track program budgets within the Application. However, ClientTrack is capable of integrating with third party accounting software to accomplish this. • *Authorization/purchase order for services/payments by role for view/distribution of funds to caseload or district office* ◦ ClientTrack will leverage workgroups to designate roles for authorization/purchase order for services. • *Alerts/restrictions to prevent exceeding budget for authorizations and payments.* ◦ System Administrators will use Set Up Data Management tools to set up funds, associate them with services, and establish service limitations.					
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*	 X X	 X X		

RTM #	Financial	Yes	Cstmz Req'd	No	Alt

Bidder Response:
• *Audit trails for expenditures and tracking against budget*
and
• *Reconciliation reporting*
  ○ While ClientTrack solutions focus on case management, including service authorization, billing functions, and funds tracking. ClientTrack does not track program budgets within the application. However, ClientTrack is capable of integrating with third party accounting software to meet this need.
• *Ability to trace a payment back to the original transaction*
  ○ Payments are associated with individual service transactions. Each provided service is assigned a unique service transaction number.
• *Ability to provide specific details of a transaction and associating it with authorizations/purchase orders and case/caseload*
  ○ Invoices and bills for service authorizations are associated with individual service transactions. Each provided service is assigned a unique service transaction number and associated with the unique client identification number.					

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.*		 X X X		
Bidder Response: ClientTrack leverages a DirectPay process to manage client billing. Authorized staff assigned to a billing workgroup will have access to a Manage Billing workgroup, which is located on the vendor's workspace. In this menu group you can access essential features for managing a client's billing data and performing essential tasks for managing a client's bills. Bills are generated when services are provide under a service authorization. Invoicing, receipts and refunds are managed from the menu group. This can be seen in the image below.					

RTM #	Financial	Yes	Cstmz Req'd	No	Alt

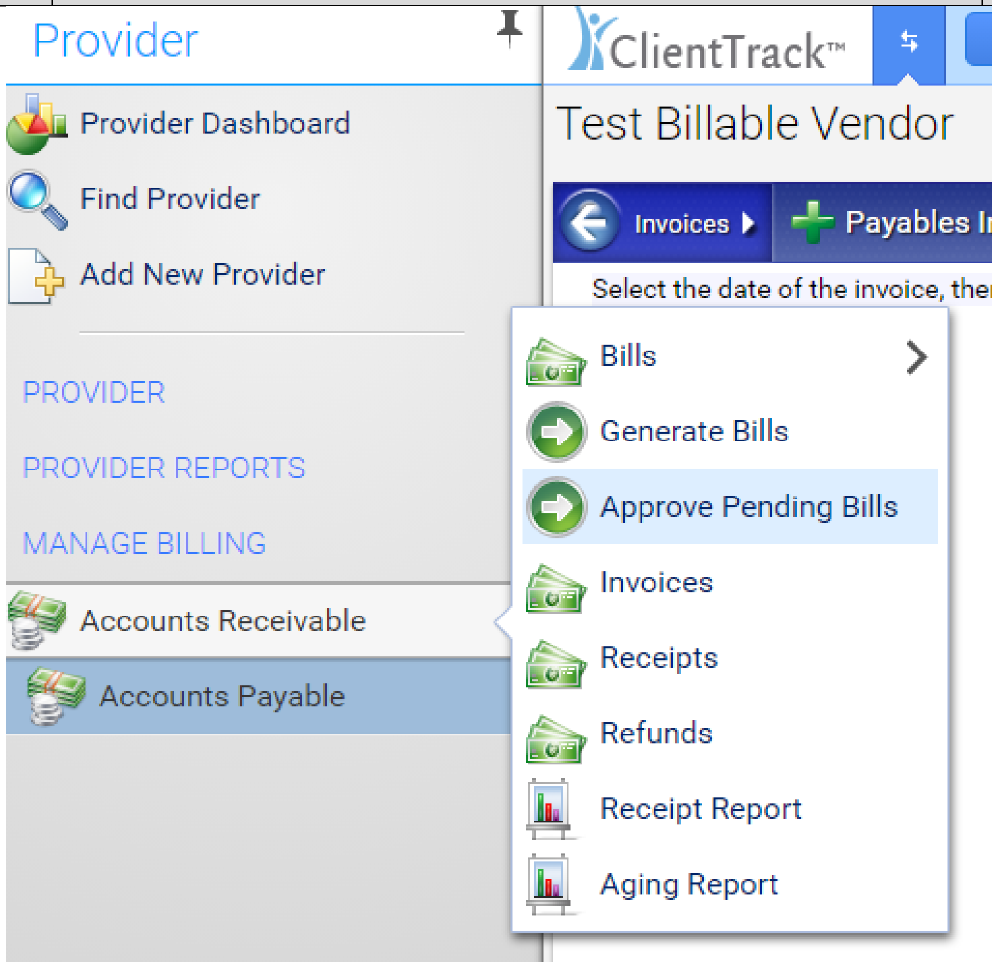


Figure 14: Screenshot showing of Direct Pay Process

RTM #	Financial (cont.)	Yes	Cstmz Req'd	No	Alt
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.*		X		
Bidder Response: The RSA-2 report entails administrative expenditures and a breakdown of staff employed by the VR agencies, which will not be tracked in the ClientTrack solution. However, ClientTrack is capable of exporting service information to third party software for generation of the RSA-2 report.					
FIN-5	*Bidder should describe how their system encumbers the dollar amount of authorizations/purchase orders.*	X			
Bidder Response: 1. The system administrator first sets up services, their cost, and other parameters that can be authorized and billed to a client. The vendor is then associated with the billable service.					

RTM #	Financial (cont.)	Yes	Cstmz Req'd	No	Alt
2. Staff create service authorizations for individual clients. The service authorization set up includes parameters such as service, vendor begin/end dates, the number of services authorized, cost per service. Services are provided according to the service authorization, until the authorization is completed. 3. Authorized staff use Manage Billing menu to generate service bills for vendors. These bills include multiple clients billed to a vendor for an authorized services.					
FIN-6	*Bidder should describe how their system allows for policy requiring client participation in the cost of specified services.*		X		

Bidder Response:
Co-pays functionality used for medical insurance can be leveraged to configure service cost sharing for NCBVI.

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt
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*	X			
	• *Ability to accept .csv files with information from the State's accounting system*	X			
	• *Maintain an audit trail of transactions sent to the State's PFC*	X			

Bidder Response:

- *Ability to generate .csv transaction files of financial items to be sent to the State's accounting system*
    - ClientTrack includes the ability to configure any number of defined CSV Export routines. Routines can be created based upon the configuration of a stored procedure that can create multiple CSV files that may include relationships. Furthermore, such CSV exports can be scheduled to occur on a regular basis with the ability to place a file in a determined location (i.e. a specified FTP server).
- *Ability to accept .csv files with information from the State's accounting system*
    - ClientTrack allows for the import of data from external systems. Per the use cases associated with these requirements. It is assumed that each of these imports would be in a standardized CSV format (i.e. all imports, regardless of source, match the same file field structure).
    - Data uploaded from source systems should be saved after import in temporary tables, until validations are all compliant. Then data can be saved to case management system tables.
- *Maintain an audit trail of transactions sent to the State's PFC*
    - The ClientTrack solution will save all data imported through CSV imports into temporary tables for validation and correction before saving the data to the main tables of the system.

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt
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*	 X X X X X			

Bidder Response:

ClientTrack leverages Account structures for each entity type, including Clients and Vendors to track charges and credits (including payments) toward an account. Services Authorizations can be leveraged to identify authorized services for a client related to a specific provider and or vendor. Such authorizations may be required on file for a service to be provided and/or order to be fulfilled to trigger to recording of payment and/or voucher for services.

Vouchers are created in association with referrals for service and/or service authorizations including the unique identifier, the units, value, and amount of services by service category authorized and may include duration and provider of service. ClientTrack's design tools provide a flexible structure to align voucher processes with your individual needs.

- Funds will be leveraged to manage County funds and each allocation account. Funds will track the payment or disbursement of financial assistance for client services.
  - Allocation Accounts will be utilized within each fund to identify the amount available for identified fund services. The ability to make balance adjustments to the account will allow to add, remove or move balances between accounts. Fund balances will be updated for the total approved service amount, voids and allocation adjustments made.
  - Within each allocation account the ability to review Approved, Pending, Paid, or Denied services will be available.
    - Approved - Approved services will be listed with the date, client name, service, vendor, total approved and identification if a current W9 on file for the vendor. Access to the Service Intake form will be available. The fiscal staff will have the ability to issue payment from this list, editing the status to paid and printing the check. They will also have the ability to route the approved service back to the case manager for additional review, providing details on the additional requirements.
    - Pending - Pending services will list all services pending approval by the case manager or their supervisor.
    - Paid - Paid services will be listed with the request date, payment date, service, client, amount and vendor
    - Denied - Denied Services will be listed with the request date, service, client, amount and vendor as well as the reason denied.
    - Invoices are generated for any or all accounts or account types and can include only those accounts with balances and identify which dates charges and credits are displayed.

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt
	▪ Refunds are noted on account as credits toward charges on record, displaying on the account ledger and applicable invoices				
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*	X X X X X			

Bidder Response:

Authorized users will be assigned to a workgroup which contains the Provider Workspace and the Manage Billing menu group. Vendor account information is recorded and approved services are associated with the vendor in the Provider Workspace. . All vendor historical data is maintained in their workspace. The solution will set parameters that client service authorizations can only be created for an eligible vendor and service. The menu below includes the functions for managing bills for services provided to multiple clients for one vendor.

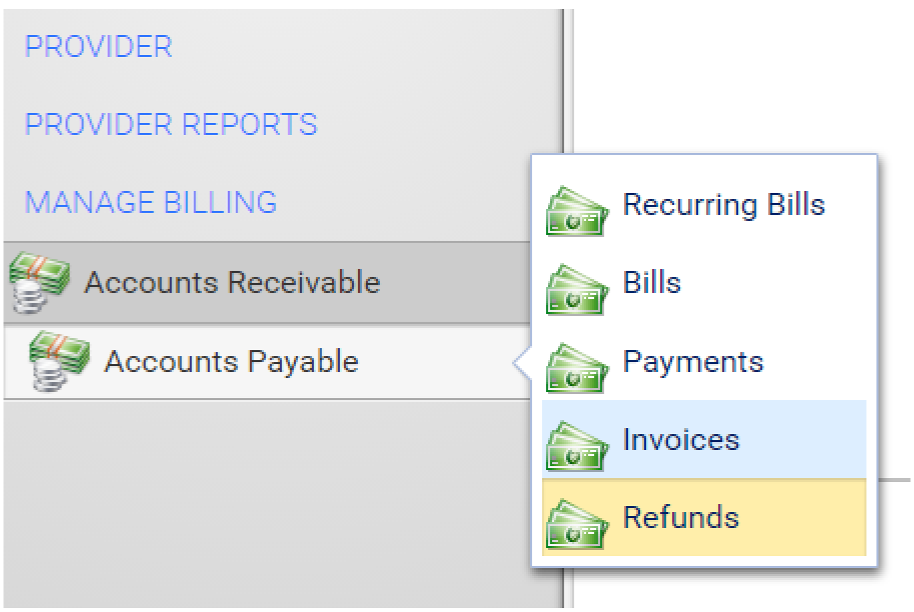


Figure 15: Screenshot showing Billing Management

As shown in the diagram below, payment can be recorded as partial or full payments.

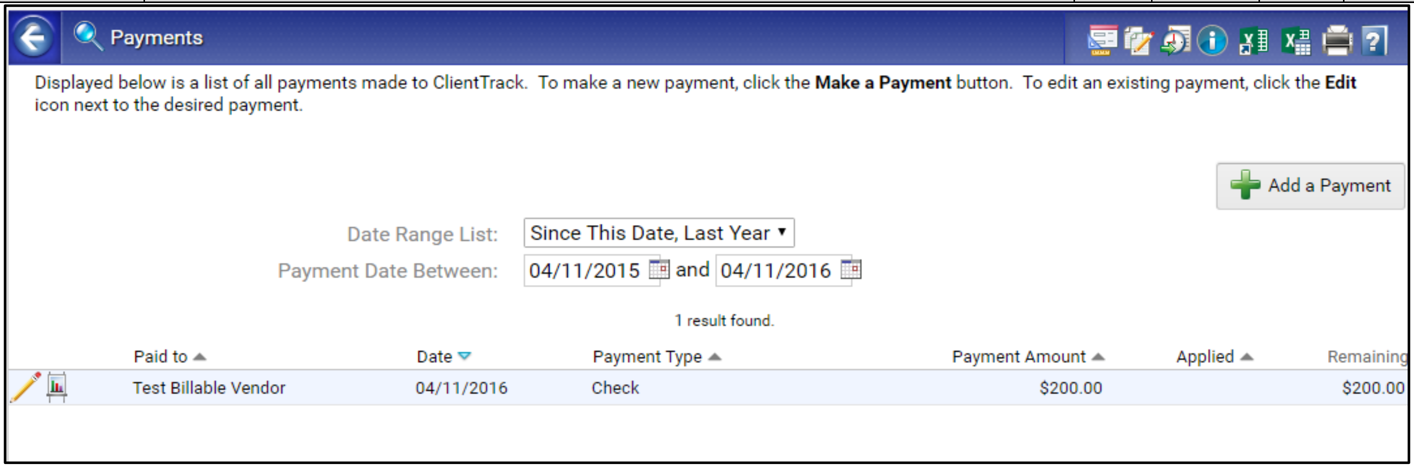
RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt
					

Figure 16: Screenshot showing Payment Recorded as Partial or Full

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt
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*	X			
	○ *RSA 7-OB Independent Living Services*		X		
	○ *RSA 2 Program Cost Report*				
	○ *RSA 113 Status Tracking*				
	• *Online availability and on screen manipulation (e.g., sorting,*	XX			
	reordering of columns)	XX			
	• *Acceptance and use of date, program, and location parameters*	X			
	• *Ad hoc reporting capability*				
	• *Saving new/ad hoc reports for future use*	X			
	• *Exporting*	X			
	• *Accounting/revenue breakdown*	X	X		
	• *Properly formatted printing*				
	• *Reports to be read-only*				

Bidder Response:

- *Processing necessary to produce all Federal required reports. ClientTrack can produce most of the Federal required reports. However, some data will be collected outside ClientTrack in accounting software.*
  - *RSA 911 Report –*
    1. Although ClientTrack includes over a dozen service reports, the RSA 911 federal report is not a stock ClientTrack report. This Case Service Report can be configured per federal guidelines.
  - *RSA 7-OB Independent Living Services*
    1. The RSA 7 – OB federal report can be partially completed from ClientTrack data. Much of the data will be recorded with in ClientTrack:
       - Part III: Data on individuals served
       - Part IV: Types of services provided and resources allocated

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt

- Part V: Comparison of prior year activities to current report year
- Part IV Program outcomes/Performance Measures

2. Some of the data will be collected outside of ClientTrack.
    - Part I: Funding Sources for expenditures and encumbrances – Funding sources associated with authorized services will be recorded in ClientTrack. Some funds may not be tied to services and would be tracked in accounting software.
    - Part II – Staffing - ClientTrack is not an employee tracking software and does not collect this employee data.

- *RSA 2 Program Cost Report*
    1. The RSA 2 Program Cost Report can be partially completed from ClientTrack data.
        - Administrative expenditures - ClientTrack is a client case management system and does not track administration personnel costs, direct administration costs and indirect costs. The data required for the report would be extracted from an accounting software system.
        - Service Expenditures – ClientTrack can report on services provided and purchased
        - Services to Groups Expenditures – ClientTrack does not track construction of facilities.
        - Total Agency Expenditures - ClientTrack is not an accounting system.
        - Labor Hours – ClientTrack is not a staff time tracking system.
        - Number of Individuals Served and Purchases Service Expenditures by Service – ClientTrack can extract this for reporting purposes
- *RSA 113 Status Tracking*
    1. The RSA 113 Status Tracking report can be configured for NCBVI. The client information below will be collected within ClientTrack:
        - Applications and Eligibility
        - Development of Individualized Plan for Employment (IPE)
        - Service Implementation
        - Outcomes of Individuals Exiting the Program

    ClientTrack produces formatted reports through Microsoft Reporting Services. During the Analysis and Design phase, details for the needed reports will be evaluated. It is anticipated that some reporting needs will be accounted for within the Data Explorer ad hoc reporting capability included in this proposal. Those reporting needs would best be handled through Microsoft Reporting Services will be scoped and estimated, with the associated cost being drawn from this allocation.

- *Online availability and on screen manipulation (e.g., sorting, reordering of columns)*
    - ClientTrack Data Explorer allows users to sorting and reordering columns of data. Please see the ClientTrack Data Explorer description below.
- *Acceptance and use of date, program, and location parameters*
    - Formatted reports created with Microsoft Reporting Services include report launch forms with multiple filters to select date, date ranges, one or many programs, one or many locations.
- *Ad hoc reporting capability*
    - Please see the ClientTrack Data Explorer description below.

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt

- *Saving new/ad hoc reports for future use*
  - All Data Explorer queries can be save for future use.
- *Exporting*
  - Both formatted reports and Data Explorer reports can be exported to an Excel file.
- *Accounting/revenue breakdown*
  - ClientTrack does not produce accounting/revenue reporting and would need to pull this data from another source to configure the reports.
- *Properly formatted printing*
  - Microsoft Reporting Services formats reports for printing.
- *Reports to be read-only*
  - Formatted reports configured using Microsoft Reporting Services are read only.

ClientTrack Data Explorer™, Ad Hoc Reports and Queries

ClientTrack's powerful ad hoc reporting tool, **Data Explorer,** allows users of all levels, without any prior knowledge of how databases work, to create ad hoc reports.

With the ClientTrack Data Explorer Tool and the in-browser ClientTrack Query Designer, you can quickly build custom reports to assess client outcomes, evaluate program effectiveness, and showcase results with stunning charts and graphs.

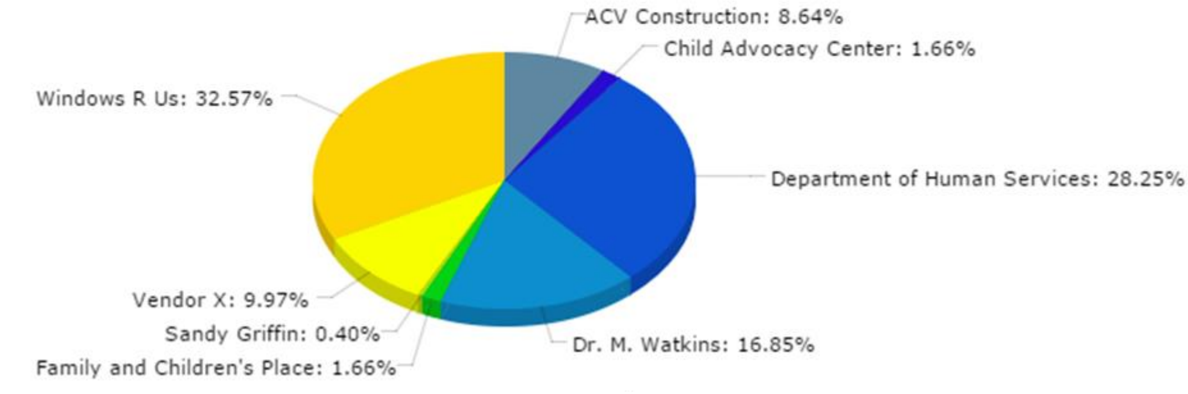
ClientTrack software improves data quality through efficient data import and export that also reduces duplicated participant counts. Building on the outputs of the Query Designer, Data Explorer uses pre-defined data domains as the building blocks for ad hoc user queries.

ClientTrack Data Explorer domains provide users with data that can be used in Data Explorer. The setup of these domains will make data available for queries. Any data in a domain can be utilized in the results or used for filtering. Up to twelve (12) domains will be configured/created as part of this deliverable. Domains will be defined during detailed analysis and detailed within the solution description.

Users can choose which data they want to analyze by simply clicking a few buttons; it already knows how these domains relate to each other to ensure that users will not make a mistake. By dragging and dropping, users can analyze millions of different combinations of data. These queries or reports can be saved and shared in a number of ways by users across the system.

The sample report below illustrates how ClientTrack Data Explorer can be used for account breakdowns

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt



Provider		Dollars Spent
ACV Construction	$	130.00
Child Advocacy Center	$	25.00
Department of Human Services	$	425.00
Dr. M. Watkins	$	253.50
Family and Children's Place	$	25.00
Sandy Griffin	$	6.00
Vendor X	$	150.00
Windows R Us	$	490.00

Figure 17: Sample of ClientTrack's Capability to illustrate Data, such as Pie Charts

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*		 X X X X		

Bidder Response:

- *Client Caseload Info* - Below is a sample of the ClientTrack stock Case Manager Assignments report. During the Analysis and Design phase, details for the needed Client Caseload Report will be evaluated. Modifications to this report will be scoped and estimated.
- *Client Caseload Info*
- *Payment and obligation ledger*
- *Daily general ledger*
  - *Obligation*
  - *Payments*
  - *Grant info*
- *Reconciliation of payments*
  -

RTM #	Payment Processing	Yes	Cstmz Req'd	No	Alt

- As mentioned previously, ClientTrack is target to case management. Accounting ledgers and reconciliation are not provided within the ClientTrack solutions. However, ClientTrack has the capacity to export service data to accounting software.

RTM #	Reports, Statements, and Printing (cont.)	Yes	Cstmz Req'd	No	Alt
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*	X X X X* X*			

Bidder Response:

- *Allow a user to create and store customized documents (templates) that can be populated with data from the database, and auto filled when possible*
  - System Administrators will have the capacity to create case note templates, which can be configure to populate with data, such as client name or birthdate.
- *Auto fill district office address on letterhead*
  - This would be incorporated into the letter set up.
- *Create a mailing list*
  - Mailing lists can be set up.
- *Print envelopes and labels**
  - ClientTrack formats mailing labels and is compatible with printers. ClientTrack does not provide printing hardware.
- *Print reports in large font or Braille**
  - ClientTrack formats are compatible with printers that convert to Braille formatting.

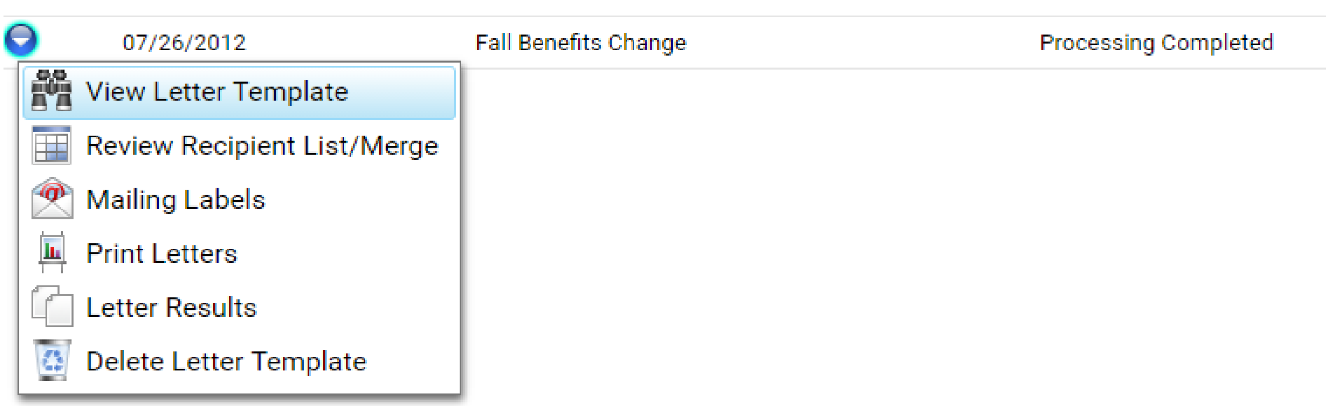


Figure 18: Screenshot showing how ClientTrack Formats are compatible with Printers

RTM #	Reports, Statements, and Printing (cont.)	Yes	Cstmz Req'd	No	Alt
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*	 X X X	X		

Bidder Response:

- *Allow a user to print or extract a complete case record or case summary to common formats (accessible PDF, RTF, HTML, Word)*
  - Users can print client intake summaries. Many forms are printable. Users can extract forms to Excel and Excel XML (Excel Data). Formatted reports can be downloaded in Excel, Excel Data, PDF and Word. During the analysis phase, the NCBVI client intake printing requirements will determine if additional configured report is needed and any associated costs with that report.
- *Allow a user to print an entire IPE or selected amendments.*
  - The Goal Plan Report print goal milestones, goal progress, actions and services. During the Design and Analysis phase, the implementation team will determine if the stock report meets NCBVI needs. If configuration is required to the report, scope and cost estimates will be provided to tailor the report to NCBVI needs.
- *Allow a user to print an authorization*
  - If a user has permissions to view a service authorization, he/she will be able to print the authorization.
- *Prevent printing of SSN on reports or remittance notices that are sent to external entities*
  - Social Security Numbers can be masked to show only the last 4 digits or configured to be removed from reports.

RTM #	Accessibility	Yes	Cstmz Req'd	No	Alt
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.*	X X			

Bidder Response:

- Non-visual accessibility profile (e.g., JAWS, Zoom Text versions) to comply with Section 508 - ClientTrack is
- GUI technology for data entry.

For optimal use with a screen reader, JAWS Screen Reading Software Version 14 and the use of Microsoft Internet Explorer 8.0 or higher is recommended. Known issues in JAWS Version 13 and earlier can sometimes prevent JAWS from properly switching between Application Mode and other modes. Such issues may be addressed through user interaction (pressing insert + z to manually switch between modes), but can negatively impact the user experience.

RTM #	Accessibility	Yes	Cstmz Req'd	No	Alt

The ClientTrack application has undergone comprehensive accessibility reviews to ensure that the application meets the Web Content Accessibility Guidelines (WCAG) 2.0 and Section 508 of the Rehabilitation Act, §1194.22. Accessibility standards have been applied to all standard ClientTrack navigation, dashboard review, form interaction, error handling, workflow interaction, report or query viewing, and Data Explorer. While every effort has been made to ensure that every aspect of the ClientTrack platform is accessible to all, there are a few ClientTrack features (such as features that are utilized to design ClientTrack) that have not been fully updated and reviewed in order to meet all accessibility standards. Such features have been determined to not be central to a standard user's ability to interact with ClientTrack successfully.

As such, the following ClientTrack components are excluded from this guide and may not meet all accessibility guidelines:

ClientTrack Data Management Tools: the toolsets utilized to create or modify the a ClientTrack implementation including Workgroup Designer, Form Designer, Data Designer, Workflow Designer, Dashboard Designer, Domain Designer, Data Warehouse Designer, Eligibility Rule- Set Designer, etc.
Ad-hoc Analysis Tools: Query Designer and Report Designer
Visual Calendar Management
Visual Housing Management
Specific form Plug-ins that rely upon visual cues including signature capture and the "free/busy" scheduler

ACC-2	*Bidder should describe their system's* • *Navigation* • *Operating controls* • *Error and informational messages*	 X X X			

Bidder Response:

- *Navigation*
  - Workspaces and Workspace Functionality

Simply put, a workspace is an area of ClientTrack that is specific to a type of information that a user is working with. Workspaces that existing users are likely to be familiar with include concepts such as the "Home tab" or the "Clients tab". While these concepts have a new name (e.g. "Home Workspace" or "Client Workspace"), they also have new capabilities. A user's current workspace is indicated by either the workspace name listed at the top of the menu navigation pane (when open) or the workspace name listed in the workspace selection icon (when the menu navigation pane is collapsed).

To change workspaces, users can click on the workspace selection icon: 

RTM #	Accessibility	Yes	Cstmz Req'd	No	Alt

Clicking on this icon will open up the workspace carousel (shown in Figure 1). The workspace carousel presents to the user all available workspaces that they can access. Users can also immediately identify the currently selected entity for each workspace (for example, if a user were to click on the "Provider" workspace, their currently selected provider is shown in the workspace carrousel). All of the information typically viewable for each entity in the

- *Operating controls*
  - In this context, System administrators will manage set up data or operating controls. This would include organizations, workgroups, security sharing rules.

- *Error and informational messages*
  - Fields within ClientTrack can be configured with rules to check for data entry requirements including the inability to enter incorrect data types (i.e., letters in a numeric field), error messages, or possible corrective action. Error message alert the user to the field that needs attention.

RTM #	Technical	Yes	Cstmz Req'd	No	Alt
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*	 X X			

Bidder Response:

Eccovia Solutions has a 29 page Disaster Recovery Plan which is available for review upon award of contract. For purposes here, we have outlined our back-up procedures and location of backup sites, as well as a statement of concurrence that we test this Disaster Recovery Plan yearly.

Our hosted solutions provide high-availability data storage environments that have been independently audited to meet SSAE 16, an annual third-party audit ensuring a high state of security, best security practices, and adherence to documented security procedures for hosting and delivering data in a SaaS environment. Eccovia Solutions hosted solution also includes:

- Incremental database backups performed every 3 hours
- Backups that are encrypted with 256-bit Advanced Encryption Standard (AES)
- Backups that are sent offsite to a secure store facility daily
- A service level agreement that offers a 99.9% guaranteed application up-time.

Eccovia Solutions also leverages extensive backup and recovery methods which include two data centers:

RTM #	Technical	Yes	Cstmz Req'd	No	Alt

1. Cornell Data Center is located in Aurora, Colorado
2. Delong Data Center is located in Salt Lake City, Utah

Eccovia Solutions, Inc. also utilizes the ViaWest KINECTed Health Cloud, a server-cloud offering built specifically for the heavily regulated heath care sectors. KINECTed Health Cloud offers a HIPAA audit-ready Compliance-as-a-Service solution to meet the IT and compliance needs for organizations that work with electronic Protected Health Information. ClientTrack also maintains a Disaster Recovery Business Continuity Plan. The plan outlines Eccovia Solutions Emergency Management Team, Business Continuity Team, as well as procedures in the rare event of availability issues, catastrophic disasters and failures, data exposure, data integrity issues, etc. It also describes and shares specifications for the collocated data centers utilized by Eccovia Solutions.

Policies for preventing the loss of data
Data backup is performed to ensure that hardware and drive failures do not result in the loss of data or system availability. This is largely in place to ensure that MCIS users who need access to the system will have a responsive solution available to them on demand. The system is configured to ensure there is plenty of bandwidth and capacity to support even the most intense usage of the solution without interruption or latency.

Eccovia Solutions hosting includes the deployment of numerous always-on availability groups to ensure significant redundancy and data mirroring. This method is leveraged in every network capacity from web servers to data storage. Data is secured at a co-located, CSAE 3416 and SSAE 16-compliant data centre designed, tested, and certified to withstand and function under disaster conditions without loss of service or data.

Eccovia Solutions concurs with the NCBVI requirement that its Disaster and Recovery Plan be tested every year. Eccovia does this currently.

RTM #	Technical	Yes	Cstmz Req'd	No	Alt
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*	X X X			

Bidder Response:

- *Acknowledge that the State is, and will remain, the owner of all data maintained on the database*

RTM #	Technical	Yes	Cstmz Req'd	No	Alt

  - Eccovia Solutions acknowledges 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*
  - With regard to the following standards:
    - HL7 2.3.1 and above – ClientTrack currently conforms to the HL7 v2.5.1 (ELINCS) implementation guide but can use other HL7 specifications to meet implementation needs.
    - Medical Coding and Claims standards – ClientTrack uses code mappings for LOINC, ICD 9/10, SNOMED and many other electronic health record code sets.
    - Meaningful Use Current Version – ClientTrack has been certified under 2014 Meaningful Use standards. ClientTrack will be certified under Stage 3 Meaningful Use as part of this implementation.
    - HIPAA – All ClientTrack solutions are fully compliant with the Technical Safeguard standards, as outlined in the Health Insurance Portability and Accountability Act (HIPAA) Security Rules. Additionally, ClientTrack solutions enable organizations to maintain full compliance with all Administrative Safeguards and provisions within the Security and the Privacy Rules of HIPAA.
    - HITECH – ClientTrack meets the requirements of the HITECH Act by requiring all of our partners to sign a Business Associate Agreement (BAA). ClientTrack will sign a BAA with NMDOH as part of a contract.

- *Provide a high level data recovery plan emphasizing data and system recovery timeline*

Security and Disaster Recovery

a.Policies for preventing the loss of data:

Data backup is performed to ensure that hardware and drive failures do not result in the loss of data or system availability. This is largely in place to ensure that NCBVI users who need access to the system will have a responsive solution available to them on demand. The system is configured to ensure there is plenty of bandwidth and capacity to support even the most intense usage of the solution without interruption or latency.

As previously mentioned, our platform is implemented to be fault tolerant and highly redundant. Our configuration includes the ability to scale resources on demand in a highly secure virtual environment.

ClientTrack hosting includes the deployment of numerous always-on availability groups to ensure significant redundancy and data mirroring. This method is leveraged in every network capacity from web servers to data storage. Data is secured at a co-located, CSAE 3416 and SSAE 16-compliant data center designed, tested, and certified to withstand and function under disaster conditions without loss of service or data.

RTM #	Technical	Yes	Cstmz Req'd	No	Alt

Data protection during file transfer	
File transfer	We employ SSL/TLS protocols to protect client authentication, authorization and file transfers.
High-grade encryption	We secure files in transit with no less than 128-bit encryption using industry-standard encryption protocols.
File integrity	We employ a keyed hashed message authentication code (HMAC) to authenticate and ensure the integrity of intra-system communications. We verify file size and file hash to ensure integrity.
Data protection during storage	
Data Centers	We use SSAE 16 Type II accredited or ISO 27001 certified data centers to host the SNCBVI application and metadata. All files are stored in SSAE 16 Type II (SOC1), SOC2 and ISO 27001 accredited data centers with high availability and durability ratings.
Encryption	We store client files at rest using AES 256-bit encryption, a Federal Information Processing Standards (FIPS) encryption algorithm.
Firewalls	Files are processed using systems protected by securely configured firewalls that effectively limit and control access to network segments.
Redundant Storage	Files are stored in replicate with leading Infrastructure-as-a- Service (INCBVI) providers that ensure high file durability and availability.
Backup	Files are backed up according to configurable file-retention and versioning settings.

Table 1: Showing Methods of Data Protection

b. Further securing data elements
With ClientTrack, your administrator can determine what information and access privileges are granted to each user or group. As well, ClientTrack has a comprehensive, automated "audit trail": an administrative report section allowing the NCBVI administrator to view any created or modified information (and who changed it). This audit data is automatically recorded as users interact with the system.

c. Secure communication channels for e-mail
ClientTrack does not have secure email features. Internal system notifications, alerts, notes and dashboards are often leveraged for secure communication between internal users.

ClientTrack employs a keyed hashed message authentication code (HMAC) to authenticate and ensure the integrity of intra-system communications. ClientTrack verifies file size and file hash to ensure integrity.

d. Secure transmission of data

RTM #	Technical	Yes	Cstmz Req'd	No	Alt
As previously detailed, content transmission/communication between the client workstation and the web servers is performed using a Secure Socket Layer (SSL); this ensures proper authentication and encrypted data transmission providing a secure application environment for your sensitive client data. e. Backup maintained at two secured facilities 1. Cornell Data Center is located in Aurora Colorado 2. Delong Data Center is located in Salt Lake City Utah					
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*	 X X			

Bidder Response:
• *Must be located in the United States*
  ○ Data centers are 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*
  ○ Please refer to the Security and Disaster Recovery overview above.					

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt
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.	 X X X X			
Bidder Response: **System Design, Integration & Security**					

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

The proposed hardware platform utilizes industry standard web and database servers running Windows Server as the foundation of the architecture. As described below, this layer can be expanded vertically or horizontally to extend the capacity of the solution. The proposed solution will be deployed on Microsoft Windows Server 2012.

Microsoft SQL Server

The ClientTrack solution leverages the power of Microsoft SQL Server to provide highly available, powerful, fast, and secure data processing. The proposed solution will utilize Microsoft SQL Server 2012 R2 Enterprise Edition.

Microsoft .NET Framework

The ClientTrack solution is built on the Microsoft .NET Framework to create a dynamic, web-based environment. The proposed solution will utilize .NET 4.5. The ClientTrack web application is served via Microsoft Internet Information Services (IIS) 8.

Framework Design

ClientTrack includes a Service Oriented Architecture (SOA) that utilizes web-services to provide real-time access to data and application functions within the product. All Eccovia Solutions Engines and Designers leverage the SOA as the framework by which they interact with the application. Such an approach provides an architecture that is capable of full extension, while leveraging common services across the application.

The SOA framework is also extended beyond the application to provide a robust Application Programming Interface (API) available to other applications. Using this API, other authorized applications can view data, update data, and create new data within the ClientTrack database.

The ClientTrack API includes two primary modes of operation:

- **Form Based:** The forms API replicates the existing business rules and processes of the ClientTrack implementation ensuring that data is viewed and/or entered utilizing processes in the API that closely mirror the existing business logic and forms already in use. This means application developers can save time in creating and maintaining API calls.
- **Procedure Based:** The procedure based API enables virtually limitless API capabilities by enabling a ClientTrack implementation to create new stored procedures that can be utilized for API access. Developers can call the API method and pass parameters and/or data through to the procedure in order to accomplish any number of tasks capable with SQL.

Lastly, the Eccovia Solutions professional services team is experienced in leveraging other application APIs to access and update data from other databases.

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

Hardware and Equipment

The ClientTrack hardware and software architecture is comprised of a three-tier environment. Tier 1 consists of the user interface, Tier 2 consists of the Web Server, Application, and Business Rules Engine and Tier 3 includes the database storage. This structure provides low maintenance, high flexibility, and IP network interoperability over LANs, WANs, or the internet. Such architecture enables the ability for the solution to scale both vertically and horizontally.

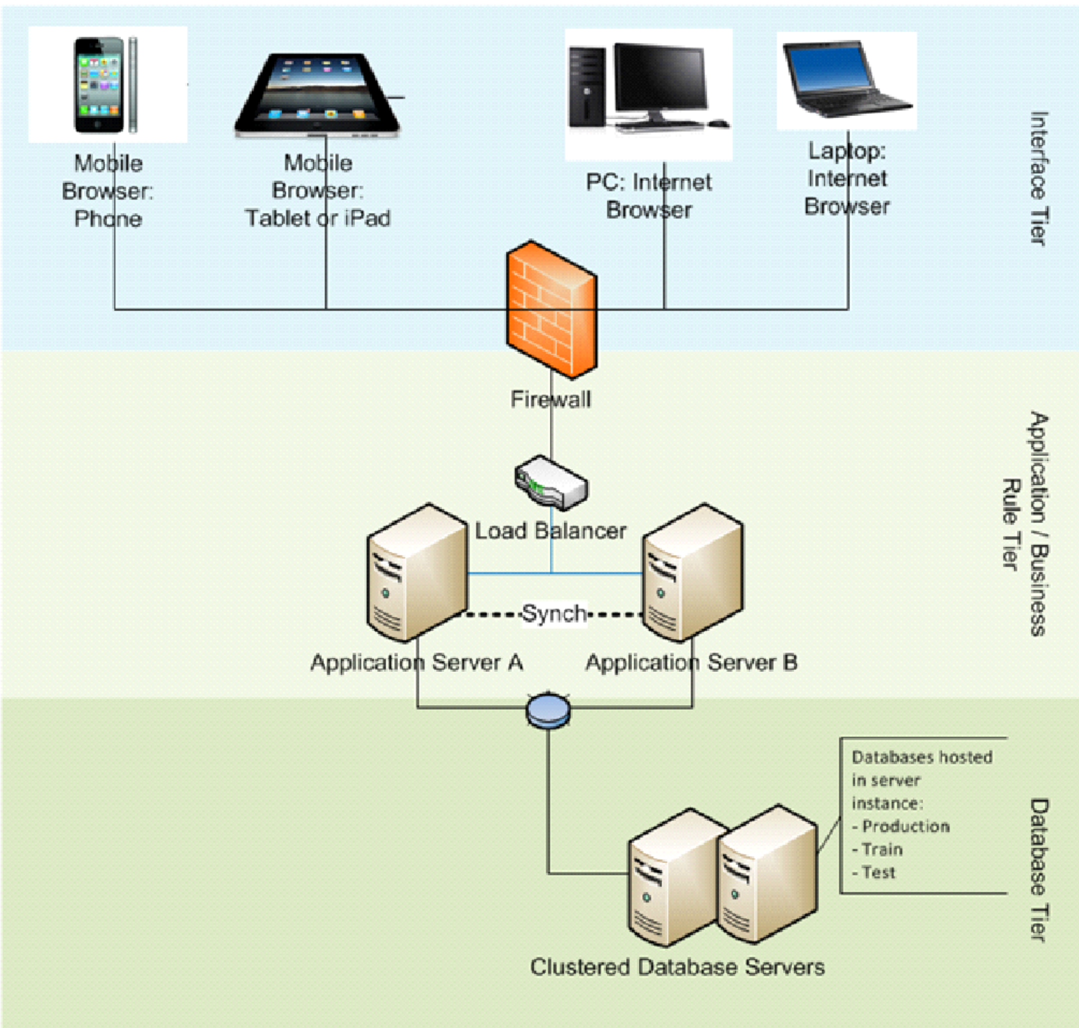


Figure 19: ClientTrack Hardware and System Architecture; each tier and the related proposed hardware and equipment is described in more detail below.

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

Tier 1 – Workstation/User Interface

ClientTrack runs on client workstations using Internet Explorer 8.0 or higher, Firefox 3.0 or higher, and Google Chrome 10 or higher. Additionally, ClientTrack is compatible with the Safari Mobile browser contained on Apple mobile digital devices running iOS 5.0 or higher and Google Chrome for Android devices. ClientTrack does not install any components or plug-ins on client workstations. A pdf reader is required to view pdf outputs. Microsoft Excel or compatible application is required for exporting report exports to Excel format. Content transmission/ communication between the client workstation and the web servers is performed using SSL "Secure Socket Layer." This ensures proper authentication and encrypted data transmission providing a secure application environment for your sensitive client data. This is the same technology that is used to secure credit card transactions over the Internet.

Tier 1 Proposal – This proposed solution does not include the provision of any hardware that will be utilized to for the workstation interface. It is anticipated that NCBVI and its contracted providers will utilize existing Tier 1 equipment.

Tier 2 – Web Server/Business Rules Engine

ClientTrack utilizes Microsoft Internet Information Services 8.0 and ASP.NET 4.5 within the Microsoft.NET Framework for its Web Server platform.

Business rules, triggered events, and database manipulation objects are located on the Web/Application Server(s). Placing the business rules processing (programs that manipulate data) on the 2nd tier reduces demand on the desktop workstations and significantly lowers the amount of information being transferred over the network between the database and the workstation. This allows the organization to use less powerful desktops and support more users over slower WAN connections.

Managing the business rules on the 2nd tier also dramatically simplifies support by centralizing business rules and deployment. ClientTrack 2nd tier data managers and business rules objects are written primarily in C# Managed Code.

There is virtually no limit to the number of users that can be supported in a Web Server/N-tier model. As demand on the second tier increases, additional web/application Servers may be added to handle the volume. Third party web server load management tools can be used to dynamically adapt and distribute transaction processing as user load increases.

Tier 2 Proposal – The proposed solution includes the appropriate provisions of Tier 2 resources to conform to the expected Service Level Agreement of the hosted application. The description of this setup does not imply that any resulting contract will result in the transfer of ownership of hardware, software, or related

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

infrastructure maintained for Tier 2. The following description is provided to NCBVI with the intent to analyze the superior information technology that will be leveraged to meet the solution needs.

Tier 3 – Database Server/Data Storage

ClientTrack uses ADO.NET to manage connectivity to the Microsoft SQL database engines. To satisfy industry standard approaches and large scale data storage demands, ClientTrack supports Microsoft SQL Server 2012 R2 or higher. Database server clusters can be utilized to manage increased demand as well as provide fail over protection.

Tier 3 Proposal – The proposed solution includes the appropriate provisions of Tier 3 resources to conform to the expected Service Level Agreement of the hosted application. The description of this setup does not imply that any resulting contract will result in the transfer of ownership of hardware, software, or related infrastructure maintained for Tier 3. The following description is provided to NCBVI with the intent to analyze the superior information technology that will be leveraged to meet the solution needs.

ClientTrack Technical Requirements		
Browser	• Google Chrome 35.0 or above • Internet Explorer 8.0 or above • FireFox 30.0 or above • Mobile Safari for iOS 6.0 or above (used on iPhone, iPad, and iPod mobile digital devices) • Firefox for Android (may be installed on Android 2.1 or above) • Google Chrome for Android (may be installed on Android 4.0 or above)	
Workstation Specifications	***Minimum***	***Optimum***
User PC	Pentium 800 MHz	Pentium III 1.2 GHz+
Memory	512 MB (12 MB free when other apps are open)	1 GB+ (24 MB+ free when other apps are open)
Free Disk Space	2 MB	10 MB+
Windows Versions	Windows XP or higher	Windows XP or higher
Networking	TCP/IP	TCP/IP
Software	Internet Explorer 9.0 or higher or Firefox 30.0 or higher, Adobe Acrobat Reader (free)	Internet Explorer 9.0 or higher or Firefox 30.0 or higher, Adobe Acrobat Reader (free)
Internet Connection	DSL	High Speed – Fiber, Cable, T1, or DSL
Server Specifications	***Minimum***	***Optimum***

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

Server(s) System Specifications	Dual Pentium 4 2GHz	Core i5 Processor
Memory	2 GB RAM	2 GB RAM
Operating System	Windows Server 2008 or higher	Windows Server 2008 or higher
.NET	Microsoft.NET 4.5	Microsoft.NET 4.5
Server-Side Bandwidth Connection	100 MB local area Fractional T1 256	100 MB Local area T1 512
Security	Firewall	Firewall

Table 2: Showing ClientTrack Technical Requirements

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt
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*	X X X	X		

Bidder Response:

- *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*
    - ClientTrack releases revisions to the stock solution routinely. System administrators have access to all release information. ClientTrack stock revisions are provided at no cost.
    - An Account Manager will be dedicated to NCBVI to plan and prepare for enhancements to the ClientTrack solution Enhancements beyond the implementation scope will be analyzed and a professional service order, which details the scope of configuration and associated cost will be presented to NCBVI.
- *Monitoring for availability of upgrades offered by the hardware and software vendors*
    - ClientTrack will provide NCBVI with upgrades to any third-party components that are an integral part of the service and as part of ongoing maintenance as long as those components were used by ClientTrack to meet the requirements of this RFP. Any fees involving changing requirements will be negotiated at time of upgrade.

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

- ClientTrack will ensure that all third-party software supporting the service, which was integrated for use by ClientTrack to meet the requirements of this RFP, will remain at vendor-supported version levels and be consistent with NCBVI standards and requirements.

- *Error trapping for the diagnosis and resolution of system and application errors*
  - As part of our support packages, ClientTrack provides full issue resolution. ClientTrack will work continuously on resolving the issue until is it solved to the Licensee's satisfaction. ClientTrack will close the issue Ticket after the Licensee has verified the resolution and ClientTrack has migrated the resolution to production. In the event that Licensee reports an issue with the Application, ClientTrack will:
    - Acknowledge and track system in ClientTrack web-based ticketing system
    - Triage the problem reported by the Licensee
    - Diagnosis/perform a root cause analysis
    - Develop a workaround (if necessary)
    - Develop a resolution by updating configuration or code
    - Test the resolution
    - Communicate with the Licensee the resolution or workaround and obtain Licensee's approval for migrating the resolution to production, and schedule the resolution migration.
    - Provide root cause analysis to the NCBVI

- *User transaction logging*
  - ClientTrack automatically logs core security events such as all login attempts, login history, user privilege changes, password change history, and client record access. Each record identifies the created date and user as well as the last updated date and user. Identified tables also track each change for full history of all changes, such as Client Name (Alias history) and Address (Address History). Additional service options are available including complete Change Data Capture features to manage a comprehensive history of all changes to each record within the system. As well, the system can be configured to track additional history records for key changes by identifying the scope of history records to be tracked.

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt
TECH-6	*Bidder should describe their security safeguards*				
	• *For protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used*	X			
	• *Addressing server security, access control*	X			
	• *Compliance with NITC's information security policy*	X			
	• *For protection of Personal Identifying Information (PII)*	X			

Bidder Response:

- *For protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used*

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt

- SecurityFirst™ is a quality standard ClientTrack is proud offer to all our clients. It means from intake and processing to discharge and reporting, the people you serve are receiving state-of-the-art, hands-off security throughout their experience. Hands-off security allows your employees to have security measures in place without interfering in their normal routines because security protocols happen in the background. So whether it's security on the front end with role-based or agency-based security, or security on the back end with secure coding and infrastructure, your data is safe and secure. We meet or exceed HHS, HUD, and HIPAA standards, have HL7 and EHR certifications, and host your data securely with industry-leading data centers.

- *Addressing server security, access control*
  - ClientTrack, along with our current hosting partner ViaWest, perform system monitoring regarding performance such as uptime, server CPU, memory and drive space utilization, network throughput, database, and log growth. The ClientTrack platform includes in-application reporting related to license usage, user access, system update histories, and issue submission and resolution.
  - All data is securely disposed of. An independent HIPAA-HITECH audit confirmed the data centers ClientTrack uses has policies and procedures in place for the destruction of defective or damage media containing sensitive data. We also do not keep client data, store client data on our computers, or print client information.
- *Compliance with NITC's information security policy*
  - Eccovia Solutions and the Nebraska Information Technology Commission follow best practices set by the National Institute Standards and Technology (NIST) for security controls for federal information systems. (NITC) 8-102: Data Security Standard.
- *For protection of Personal Identifying Information (PII)*
  - Our system leverages state-of-the-art data encryption utilizing 128-bit and 256-bit SSL—both in transit and at rest. This means that when utilizing ClientTrack with a handheld device or through a public connection, data encryption is still active and secure. This feature will give NCBVI stakeholders the most flexibility in real time data access regardless of physical location, with a piece of mind that data is always safe and secure. ClientTrack:
    - Hashes all passwords within the database solution
    - Encrypts all data is encrypted when in transmission
    - Exports data using the 256-bit Advanced Encryption Standard (AES)
  - All ClientTrack solutions fulfill all HIPAA Technical Safeguard Standards and enable organizations to maintain full adherence with all Administrative Safeguards and provisions within the Security and the Privacy Rules of HIPAA. Working in different areas of human services give Eccovia Solutions a keen insight into secure information exchange required by individual agencies we serve—and the local, state, and Federal government agencies they report to (such as HHS-required standards for HIPAA and HUD-required guidelines for HOPWA).

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt
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*	 X X X X X			

Bidder Response:

- *Provide sub-second response time to the State's firewall 95% of the time*
  - Server-side bandwidth connection is 100 MB local area Fractional T1 256.
- *Provide a performance report on a quarterly basis, or as requested*
  - The proposed solution includes the automated generation and distribution of monthly performance reports to specified distribution lists. Performance reports contain information necessary to confirm adherence to the expected the Service Level Agreement (SLA) including:
    - Uptime Analysis
    - Server CPU, Memory, and Drive Space Utilization
    - Network Throughput
    - Average Query Completion Times
    - Database and Log Growth
  - Additionally, the solution includes in-application reporting related to license usage, user access, system update histories, and issue submission and resolution.
- *Use redundant network connections*
  - The proposed solution includes a number of best practices redundancies designed to prevent the need for or expedite disaster recovery processes. Proposed architectural redundancies include:
    - All load balancers are redundant and fail over to another load balancer in the event of an outage
    - The use of redundant power supplies and sources
    - Web application servers are redundant and stateless
    - Clustered database servers support redundant access to data
    - The use of redundant network devices and connection with appropriate configurations
- *Provide backup power via redundant power sources*
    - Data backup and server recovery are covered as part of standard ClientTrack hosted contracts. Incremental database backups are performed every 3 hours and full database backups are performed each day and sent offsite to a secure storage facility. Old tapes and disk drives are destroyed in accordance with HIPAA guidelines upon decommissioning. Data backup is performed to ensure that catastrophic hardware failures do not result in the loss of data or system availability.
- *Protect the physical security of the facility*

RTM #	Technical (cont.)	Yes	Cstmz Req'd	No	Alt
	○ Both Viawest Cornell and Delong Data Centers adhere to strict facility security policies and procedures.				

RTM #	Project Planning and Management	Yes	Cstmz Req'd	No	Alt
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*	X			
	• *A design of the proposed system*	X			
	• *Development schedule and staff*	X			
	• *Coordination/communication with the NCBVI Administrator*	X			
	• *Installation logistics and schedule*	X			

Bidder Response:

- *Identification of Project Manager*
  - Dario Benavidez, PMP – Dario has 7 years of experience leading implementation teams for Eccovia Solutions.
- *A design of the proposed system*
  - During the analysis phase of the implementation, a business analyst will collect system requirements to create a solution description document. This document will be approved by NCBVI and used by implementation engineers to configure the solution.
- *Development schedule and staff*

SD implementation teams are always lead by a certified Project Management Professional (PMP). The PMP ensures proper goals, plans, tasks, deliverables, milestones, timelines, expectations and resource allocations are set for the duration of a project via "The Approved Project Plan". The signed Contract, its proposed solution, delineated statement of work, associated requirements defines the project plan content. Under the direction of the PMP will be one or more Business Analysts and Implementation engineers, designated to work with NCBVI staff and stakeholders in maximizing the positive outcome of the software solution. That task in the project plan is developed through a process of value chain analysis called "Day-in-the-Life". Business Analysts work closely with our implementation engineers to make the specific configurations, tailoring ClientTrack in order to meet your needs and requirements.

Specifically, the implementation team will use the approved Project Plan and develop an Architecture document created by blending NCBVI needs and best practices feature functionality capability together in a synergistic way.

The team will approach the project in "an end-to-end value chain" implementation process releasing staged functionality into the training database for validation and testing by your defined test acceptance team. What follows are more in-depth definitions and descriptions of all aspects of our Methodology.

RTM #	Project Planning and Management	Yes	Cstmz Req'd	No	Alt

Bidder Response:

- Identification of Project Manager
  - Dario Benavidez, PMP – Dario has 7 years of experience leading implementation teams for ClientTrack.
- A design of the proposed system
  - During the analysis phase of the implementation, a business analyst will collect system requirements to create a solution description document. This document will be approved by NCBVI and used by implementation engineers to configure the solution.
- Development schedule and staff

SD implementation teams are always lead by a certified Project Management Professional (PMP). The PMP ensures proper goals, plans, tasks, deliverables, milestones, timelines, expectations and resource allocations are set for the duration of a project via "The Approved Project Plan". The signed Contract, its proposed solution, delineated statement of work, associated requirements defines the project plan content. Under the direction of the PMP will be one or more Business Analysts and Implementation engineers, designated to work with City of Cambridge staff and stakeholders in maximizing the positive outcome of the software solution. That task in the project plan is developed through a process of value chain analysis called "Day-in-the-Life". Business Analysts work closely with our implementation engineers to make the specific configurations, tailoring ClientTrack in order to meet your needs and requirements.

Specifically, the implementation team will use the approved Project Plan and develop an Architecture document created by blending Cambridge needs and best practices feature functionality capability together in a synergistic way. The team will approach the project in "an end-to-end value chain" implementation process releasing staged functionality into the training database for validation and testing by your defined test acceptance team. What follows are more in-depth definitions and descriptions of all aspects of our Methodology.

The implementation team utilizes critical path scheduling to determine milestone dates.

Deliverable	Estimated Milestone Completion Date	Duration	Critical Path Dependencies
Analysis Phase	Mid - September 2016	4 – 6 weeks	Starting two weeks after contract award
Configuration	End December 2016	10 – 16 weeks	Completion of Analysis
Reports	End March 2017	8 – 10 weeks	Completion of Functionality Configuration
Interfaces - Import/Export	End November 2016	8 – 12 weeks	Completion of Functionality Configuration
Migration	Mid May 2017	12 – 20 weeks	Completion of Functionality Configuration
Training	End June 2017	3 – 4 weeks	Migration completion

RTM #	Project Planning and Management	Yes	Cstmz Req'd	No	Alt

Go Live (Production)	Mid July 2017	2 – 3 weeks	Migration completion
Maintenance Starts	Mid July 2017	On going	At creation of production database

- Coordination/communication with the NCBVI Administrator

The Eccovia Solutions project coordinator and NCBVI Administrator will conduct weekly project calls. Implementation team members of both Eccovia Solutions and NCBVI will be in attendance. The minutes of these meetings will emailed to the entire implementation team. The Eccovia Solutions project manager will return calls within 48 hours.

- Coordination/communication with the NCBVI Administrator

The Eccovia Solutions project coordinator and NCBVI Administrator will conduct weekly project calls. Implementation team members of both Eccovia Solutions and NCBVI will be in attendance. The minutes of these meetings will emailed to the entire implementation team. The Eccovia Solutions project manager will return calls within 48 hours.

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*	X X			

Bidder Response:

Data Migration Proposed Approach

Eccovia Solutions proposes to do a full migration for the legacy system. We propose this approach to provide maximum flexibility to NCBVI Administrators. This migration will occur via the following process:

- Our business analyst and at least one database administrator will work with NCBVI subject matter experts to identify the scope of the data to be migrated:
  - Limitations related to noncompliant data will be outlined and agreed to
    - Noncompliant data is defined as data that for reasons of quality or type cannot be migrated to provide the same value as the data in its original state.
    - We will make recommendations on handling this data, which may include the abandonment or exclusion from the migration.
      - Alternatively, NCBVI may elect to cleanse the data or make adjustments necessary to bring the data back into compliance
- Once the full scope of the migration is identified, our Business Analyst and database administrator(s) will provide destination database expertise to the NCBVI subject matter experts as they create the appropriate mappings from the Legacy Systems into the ClientTrack data schema.
- The mapping document will be provided to NCBVI subject matter experts for review and approval.
- Once all the mappings have been confirmed, the migration script creation process will be undertaken by the database administrator(s)
- Next, an actual data migration will take place within the NCBVI testing database

RTM #	Project Planning and Management	Yes	Cstmz Req'd	No	Alt

- Upon completion, the NCBVI stakeholders can review the data to ensure that the mappings and scripts were done correctly.

- Once the data migration has been verified by the NCBVI, the migration scripts will be run in the NCBVI production database so that end users can move forward with using ClientTrack and entering live data.

We have developed this proposal under the following assumptions:

- The NCBVI legacy system can produce the database in a usable format.

We measure the accuracy of the migration based upon the mapping document. The expectation is the migration will mirror the data as outlined in the mapping. NCBVI will verify the accuracy prior to accepting the migration deliverable.

Data Migration Risks and Mitigation Strategies

Data migrations require high-level skills with specialized knowledge. Fortunately, our staff possess both. As outlined above, noncompliant data may present some risk to the overall migration.

In instances where data is deemed noncompliant, Eccovia Solutions and NCBVI will review recommendations and develop a plan to address the data as previously outlined.

The one dependency on the migration will be mapping the legacy grants programs, services, and locations. This can be a significant endeavor for NCBVI to undertake. However, because this can begin on day one of implementation, NCBVI has plenty of time to plan and execute this mapping in line with project milestones.

"Fall Back" Strategies

As indicated previously, all migration activities will occur where full testing and revisions to scripts can be run in an isolated testing environment. This is for the express purpose of ensuring the final migration into production has been fully tested and confirmed prior to system deployment.

Migration Continuity

ClientTrack includes several audit reports and advanced querying capabilities to allow validation of successful migration activities to include clients and transactions. We recommend that NCBVI have staff ready to conduct random sample testing beyond the Quality Assurance and auditing procedures above that we will provide.

Migration Experience

We have successfully completed dozens of data migrations. In addition, many of our experiences are with clients whose migration requirements are of larger size and scope.

RTM #	Project Planning and Management	Yes	Cstmz Req'd	No	Alt
PPM-3	*Bidder should provide a Test Plan which includes:*				
	• *Unit testing*	X			
	• *User acceptance testing*	X			
	• *System performance testing*	X			
	• *A methodology for correcting problems identified during implementation/testing*	X			

Bidder Response:
Testing in Pilot & Implementation phase will be executed to demonstrate that all specified functionality exists in the system and is functioning as expected per the scope of work. The diagram below depicts the activities, deliverables & exit criteria for each testing phase:

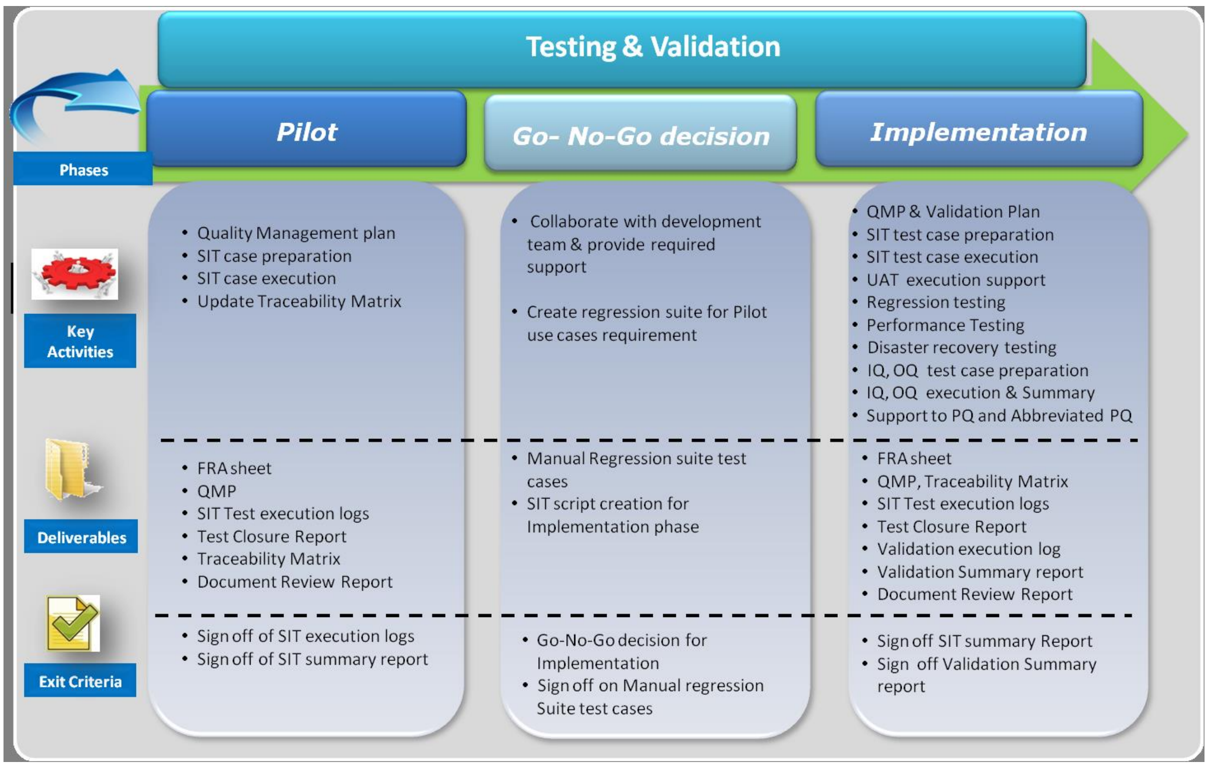


Figure 20: Testing and Validation Diagram showing the Eccovia Testing Process

RTM #	Project Planning and Management (cont.)	Yes	Cstmz Req'd	No	Alt
PPM-4	*Bidder should describe their approach to Risk Assessment and Management.*	X			

Bidder Response:
Eccovia Solutions employs a quantitative Risk Based Testing (RBT) Utility which enables implementation personnel to prioritize requirements according to importance. It helps project managers balance Risk

RTM #	Project Planning and Management (cont.)	Yes	Cstmz Req'd	No	Alt

with project constraints like Schedule, Resource and Cost. This is achieved by prioritizing the system to identify the areas that carry a higher business risk. Upon award of contract, we would work with NCBVI project management to customize a risk management plan specifically for NCBVI.
Consider the following benefits to the NCVBI implementation by using the RBT strategy:

- Promotes collaboration to prioritize the business functionalities
- Provides visibility into the risk of delivery (Go Live) based on the system stability
- Allows Subject Matter Experts (SME's) and testers to identify and prioritize business processes according to areas important to them
- Balances Risk and Testing Coverage to ensure optimum coverage acceptable to Business
- The import feature allow Testers to extract requirements from test management tool
- Requires minimal Testing of low risk areas
- Enables ClientTrack to balance schedule and cost

The approach to Risk based testing ensures all critical business process and their associated critical sub process and business rules are tested accordingly. ClientTrack RBT implementation approach is showcased in diagram given below:

RTM #	Requirement	Yes	Cstmz Req'd	No	Alt
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).*	X			

Bidder Response:

- Eccovia Soulutions deployment of the production database is completed by our database administrators. The Eccovia Solutions and NCBVI project managers will verify that implementation deliverables have been satisfactorily completed. The team will collaborate on a date to deploy the production database. Our project implementation team prepares technical support and professional services team for the deployment to ensure seamless transition for the NCBVI implementation team. Our account manager will communicate with NCBVI to monitor the transition of user to the production database.
    - Verify configuration, migration, import/export deliverables are completed and accepted.
    - Confirm training is completed or scheduled to be completed shortly after deployment of the production database.
    - Schedule our data base administrators with the task of creating the production database. This task involves removing all transactional data created in the training database, then copying the training database to create the "live" production environment.
    - Our professional service team prepares internally for supporting NCBVI users in a "live" database.
    - Account Manager follows up regularly with the NCBVI project manager to monitor the user transition to the ClientTrack solution.

RTM #	Project Planning and Management (cont.)	Yes	Cstmz Req'd	No	Alt
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*	X X			

Bidder Response:

- *Post-implementation handling of problems and change requests*
    - We staff an expansive client support team to include Account Managers and Technical Support Engineers:

  Account Managers work closely with clients to understand expectations, needs, and constraints. Technical Support Engineers are dedicated to resolution of tickets that are of a technical nature. They are responsible for leveraging the ClientTrack Data Management Tools in support of NCBVI, architecting solutions to technical challenges, resolving tickets, responding to questions, and addressing concerns.

- *Helpdesk support, to describe the location, hours, and services of their helpdesk, to include logging calls and tracking problems*
    - Standard support times are 9:00 AM to 8:00 PM Eastern Time, Monday-Friday. NCBVI will have a direct link with the support team for via a published toll-free line, email, as well as via the integrated ClientTrack Issues System. We employ comprehensive monitoring of hosted environments to ensure NCBVI has uninterrupted access to their production environment. Events that occur outside these operation are managed by an on-call team of highly trained and skilled technicians and managers who respond to and address urgent after hours events.
    - Integrated Ticket Reporting System
    - ClientTrack solutions include a compressive ticket submission and management system that enables end-users and site administrators alike to ask questions, make suggestions, or report tickets from within the ClientTrack application. To get help users simply navigate to the relevant area of the application and click Help. The user is presented with a dialogue box designed to guide their request. Once the user clicks to report a ticket, ask a question, or make a suggestion, they can then complete basic information about their request.
        - Once the ticket is submitted, the user receives an email and can track the status of the ticket resolution with the application. Users receive consistent communication about the ticket via email any time the status of the ticket changes (e.g. when the ticket is assigned, resolved, etc.). NCBVI site administrators will review tickets submitted by users internally before escalating them directly for support.
        - Our Technical Support Engineers review all submitted tickets, identify ticket trends, assign tickets to staff for resolution, manage help desk metrics (such as time to assignment and resolution), along with many other capabilities.

RTM #	Training	Yes	Cstmz Req'd	No	Alt
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*	X X X			

Bidder Response:

- *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)*
  - Our trainings can be delivered on site at both the Lincoln and Kearney locations. IT is suggested that each group receive 6 hours of workshop training.
    - Group 1 – Supervisors and Administrators - Topics will focus on data collection, case load management, reporting and other administrative duties
    - Group 2 - Support Staff – Topics will focus on client intake, case enrollment, assessments, Individual Plan for Employment
- *Provision of a User Manual*
  - The ClientTrack user guide is available to users through a help feature. A NCBVI specific user guide will be developed. A link to the NCBVI user guide will be available through a help feature.
- *Additional training for the NCBVI Administrator and designee when services are enhanced or modified.*
  - System administrators will be able to access a variety of training videos on setting up data, Data Explorer, security model and other topics. These are updated and revised and available at no additional cost. All revision updates and supporting documentation are available to system administrators.

RTM #	Transition	Yes	Cstmz Req'd	No	Alt
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*	X X X			

Bidder Response:

RTM #	Transition	Yes	Cstmz Req’d	No	Alt

- *Convert CMS data, including data mapping*
    - NCBVI will be provided a data mapping prior to releasing a test migration for acceptance.
    - During planning of the production database deployment, the Eccovia Solutions and NCBVI project managers will coordinate the receipt of the final NCBVI source file. The conversion of the final file will occur immediately after creating the production database.
- *Identify roles and responsibilities as they relate to the transition*

<table>
<tr><th colspan="2">Title</th><th>Role</th><th>Responsibilities</th></tr>
<tr><td rowspan="2">Ben Hyink</td><td>Project Manager</td><td>Develops, w/the Project Sponsor, the project charter. Ensures on time, on budget, to-standard delivery.</td><td>• Manages and leads team.
• Manages coordination of the partners and working groups.
• Maintains project plan.</td></tr>
<tr><td>Business Analyst (BA)</td><td>Reviews business processes, gathers & confirms requirements, architects solution to accomplish organization goals, creates work packets, ensures delivery on schedule.</td><td>• Creates architecture document
• Confirms requirements
• Develops work packets
• Coordinates technical resources</td></tr>
<tr><td colspan="2">Alex Munro,
Data Base Analyst</td><td>Systems design, database development and data migration</td><td>• Develop custom code
• Develop migration scripts
• Develop integration scripts</td></tr>
<tr><td colspan="2">Andrew Graham,
Implementation Engineer /
Quality Assurance</td><td>Responsible for all in-application configuration using the toolset. Most of the implementation work will be done by these team members.
Level 2 testing of all configuration and development against the test cases and requirements. Returns rework to the appropriate resource and logs correction issues.</td><td>• Configures functionality inside the application using toolset
• Coordinates w/BA and /QA
• Builds test case deliverables
• Validates test case results
• Tests all deliverables
• Returns rework as necessary
• Produces final test case</td></tr>
</table>

RTM #	Transition	Yes	Cstmz Req'd	No	Alt

Richard Hillegas, Business Analyst (BA)	Work with project manager to ensure project deliverables are delivered on time and in budget. Responsible for all configuration occurring through the ClientTrack toolset. (Forms, workflows, assessments, business rules and security).	• Will provide initial consultation and present options for the best solution. • Configure system to meet project architecture • Will coordinate enhancements to the NCBVI's system
Tom Maggio, CES Manager	Point of contact for any questions or needs NCBVI has for its Continual Education Services program.	• Solution expert who provides virtual "office hours" to answer questions and provide guidance and assistance. • Conducts Quarterly CES Training.
Rachelle Brown, Solutions Consultant	NCBVI's day-to-day contact for questions regarding ClientTrack.	• Provides consultation and solutions. • Offers advice on ClientTrack Enterprise Data Management Tools and Platform.
Irene Hall, Change Management & Training	Provides both training for the end users and materials to help make the learning process easier.	• Will conduct end-user training on-site and remotely, as needed, for the ClientTrack users.

Table 3: Eccovia Roles and Responsibilities for Implementing ClientTrack

- *Identify point of contact and procedures for managing problems or issues during the transition period*
    - The Account Manager is the point of contact during and after the transition period. The Account Manager and NCBVI project manager will be in frequent contact via phone calls and emails.

      Eric Heaps, Account Executive
      eheaps@eccoviasolutions.com
      801-305-4728

OPTIONAL ENHANCEMENTS					
RTM #	**Business Enterprise Program**	**Yes**	**Cstmz Req'd**	**No**	**Alt**

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*
			X		

Bidder Response: ClientTrack is a client case management software. However, with detailed analysis and configurations, ClientTrack has the capacity to configure data collection for vendor tracking specific to NCBVI BEP. During the analysis phase, the business analyst will develop the requirements and solution description for configuration.					

RTM #	Business Enterprise Program (cont.)	Yes	Cstmz Req'd	No	Alt
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)*		X		

RTM #	Business Enterprise Program (cont.)	Yes	Cstmz Req'd	No	Alt
	• *Generation of notices of past due rent, meetings, minutes, and mail ballots*		X		

Bidder Response:

ClientTrack is a client case management software. However, with detailed analysis and configurations, ClientTrack has the capacity to configure data collection for vendor tracking specific to NCBVI BEP. During the analysis phase, the business analyst will develop the requirements and solution description for configuration.

RTM #	Business Enterprise Program (cont.)	Yes	Cstmz Req'd	No	Alt
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*			X	

Bidder Response:

The RSA 15 Report of Vending Facility Program data is not tracked within the ClientTrack solution. The data is collected outside of ClientTrack because they focus on earnings, employment and facilities. Integration to track and pull this data would need to be set up.

- Earnings and Employment
- Vendor Facilities and Vendor

RTM #	J Morrow Consulting Vocational Rehabilitation (VR) Ticket to Work/Reimbursement Tracker	Yes	Cstmz Req'd	No	Alt
TTW-1	*Bidder should describe how the J Morrow Consulting Vocational*		X		

Bidder Response:

ClientTrack is capable of integrating with most systems. ClientTrack includes a Service-Oriented Architecture (SOA) that utilizes web-services to provide real-time access to data within ClientTrack. Using the API, other applications can view data, update data, and
create new data within the ClientTrack database. The Eccovia Professional Services Team is experienced in leveraging other application APIs to access and update data from other database.

Deliverables and Due Dates

Solution Overview

The Nebraska Commission for the Blind and Visually Impaired (NCBVI) provides training, counseling, and resources to help the blind and visually clients to life independently, gain employment and realize fulfillment in all aspects of life. Efficient case management is critical to serving clients. Accurate, timely reporting to the US Department of Education, Office of Special Education is imperative.

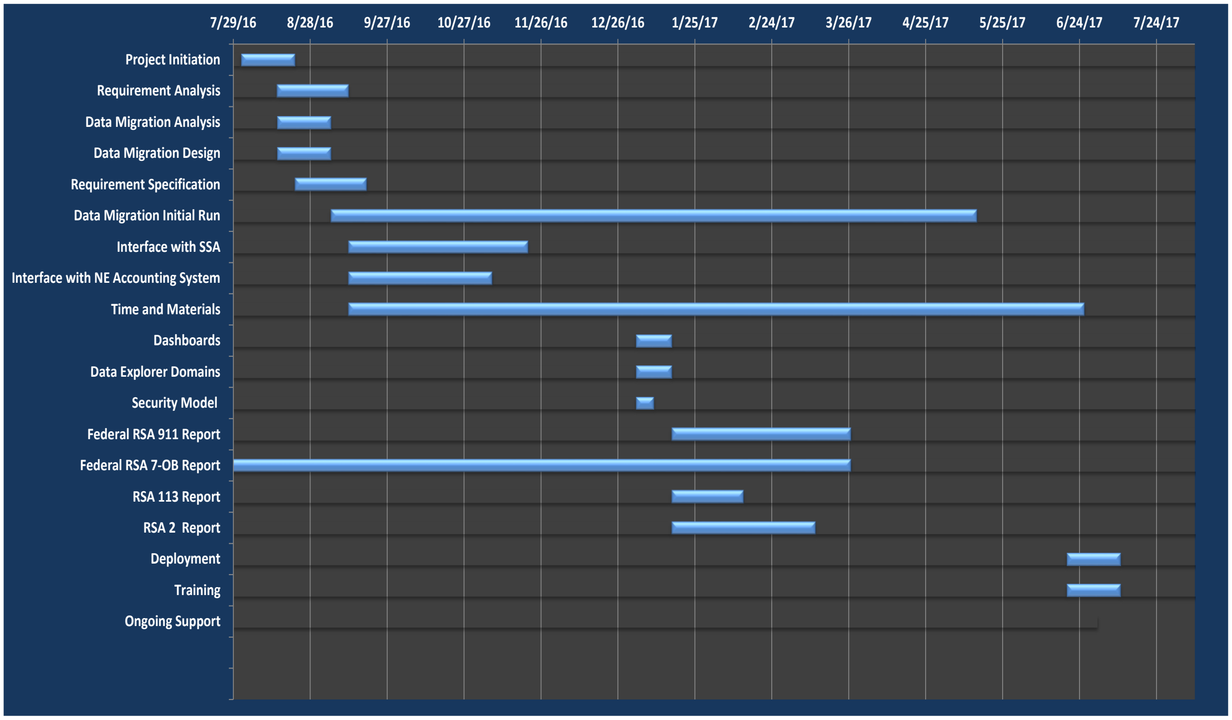
The State of Nebraska requires a Vocational Rehabilitation Client Management System for the Nebraska Commission for the Blind and Visually Impaired (NCBVI) to meet agency objectives:

- Flexible solutions that evolving with agency needs
- User friendly system to drive efficiency and data quality
- Robust reporting that is compliant with the US federal reporting requirements

ClientTrack is a comprehensive case management solution designed for health and human service agencies. The ClientTrack solution provides a best practice case management platform offering design tools to allow the system to be configured to align to agency-specific requirements without the need for code-based modifications, allowing for flexibility to expand the system. ClientTrack provides reporting options directly in the database for real time reporting using ClientTrack's Data Explorer ad-hoc reporting tool. Query Designer advanced reporting tool, and formatted reports.

Estimated Project Schedule

For an enlarged version of the following Project Schedule, please see Appendix C. The project schedule shown in the following chart is an estimated schedule based on the assumption that the contract is executed in accordance with the Contract Effective Begin Date identified in Exhibit A, Pricing Summary and Scope of Work. If the contract is returned at a later date the timeline will be adjusted based on availability.



Project Assumptions

The following assumptions are being made regarding the implementation of this solution:

- NCBVI will provide a Project Lead that will attend all project calls. It is highly recommended that the individual who will handle primary administrative rights for the solution (if not the Project Lead) also attend every project call.
- Phone and email messages will be responded to within 2 business days to maintain the project timeline.
- Eccovia Solutions is providing primarily time and material based professional services. Upon completion of hours NCBVI can contract for additional time and material. Prioritization of requirements and work will be necessary during project initiation.

Implementation Deliverables

The following, firm, fixed-priced implementation deliverables are included in the proposed scope of work and related pricing. These prices are an estimate based on the information that was available to us during the RFP process. It must be understood that if requirements are added, or existing requirements changed significantly, at a later stage in the RFP event that this pricing must be adjusted to accommodate the changes.

Project Initiation

During the initial phase of the project, a Eccovia Solutions Project Manager will be identified and assigned to your project and will be your primary point of contact throughout the implementation. The Project Manager will schedule and conduct two project kick-off calls:

- Project Initiation Call - The project initiation call will be held with NCBVI primary project manager to discuss the project team members and complete the prioritization of requirements to identify the use case to be configures by Eccovia Solutions.
- Project Kick-Off Call - The project kick-off call will be held to introduce Eccovia Solutions to the rest of the NCBVI project team and other stakeholders an align our teams and project expectation.

The project call will serve to review project resources, review contract deliverables, review the estimated schedule and establish dates/times for ongoing project meetings and analysis efforts.

This deliverable will be considered complete upon:
- Completion of the project kick-off call
- Creation of the Training/Implementation environment

Requirement Analysis

An Eccovia Solutions Business Analyst will meet with critical stakeholders, subject matter experts and other persons deemed relevant to gain a detailed understanding of one (1) use case to be configured. The outcome of this analysis will be utilized to map the core requirements of your Organization's operation in order to plan and design the required configuration of the identified solution. This deliverable includes top to ten (10) hours of analysis sessions and two (2) hours for coordination and project management. This deliverable will be considered complete upon:
- Completion of the Analysis Sessions as planned during Project Initiation

Data Migration Analysis

The Nebraska Commission for the Blind and Visually Impaired (NCVBI) is interested in migrating data from an existing database into the new ClientTrack solution. We will conduct a Data Migration Analysis to determine the effort involved in extracting, transforming and loading data form the existing system into ClientTrack. Once the analysis is complete a Data Migration Proposal will be provided. This deliverable includes

up to 20 hours of data migration analysis. This deliverable will be considered complete upon:
 - Delivery of a Data Migration Plan

Data Migration Design

NCBVI will be responsible for providing Eccovia Solutions with a copy of the full file in a standardized format (CSV, XLS, Microsoft Access of full SQL backup) in a secure manner. The following data elements will be considered part of the migration will be identified in the Data Migration proposal.

Please note that inaccuracies, unknowns and redundant/duplicate material can impact the quality of the resulting data migration. Eccovia Solutions cannot be responsible for issues with the source data and will report detected issues to NCBVI for resolution.

An Eccovia Solutions SQL Analyst will be assigned to review the source file and design a mapping for migrating the data from the source to the ClientTrack destination fields. This deliverable will be considered complete upon:
 - Delivery of the Data Mapping document.

Requirement Specification

Utilizing the information derived in the Analysis Sessions, an Eccovia Solutions Business Analyst will draft the Solution Description document. This document will define how each of the deliverables from the statement of work will be met through the solution and include acceptance criteria. This deliverable will be considered complete upon:
 - Delivery of a completed draft Solution Description (Subsequent drafts may arise based on subject matter expert feedback)
  - Solution Description
  - Project Management (Solution presentation and modifications)

Data Migration Initial Run

Eccovia Solutions SQL Developers will be assigned to write the SQL migration scripts utilized the Data Mapping document. These scripts will be run against the source file into the Training/Implementation environment for quality assurance review. This deliverable will be considered complete upon:
 - The release of the migrated data to NCBVI for review

Time and Materials Professional Services

NCBVI has up to 150 hours of professional services available for implementation purposes. Hors account for all time spent by the following skillsets:

- Project Management
- Business Analysis
- Implementation Engineer
- Quality Assurance

Based on the configuration specification, Eccovia Solutions anticipates approximately 120 hours toward implementation with the remaining 30 hours for quality assurance, Implementation Engineer analysis, and demonstration of the completed deliverables.

Interface with SSA

NCVBI has requested interface with the Social Security Administration (SSA) to automate verification of SSNs and SSI/SSDI recipients.

- NCBVI will be required to provide Eccovia Solutions a current State Transmission/Transfer Component Agreement (STC Agreement) with the United States Social Security Administration.

- Eccovia Solutions will complete the Social Security Administration - Data Exchange Request form (DXRF) Request for Information from SSA)

- SSA Data Exchange - The Social Security Number Verification Service (SSNVS) Handbook and State On-line Query/State On-Line Query -Internet (SOLQ/SOLQ-I) Manual and SOLQ/SOLQ-1 Type 1 Response documentation will be used as a reference during the Requirements Analysis and implementation phase of NCVBI implementation. Eccovia Solutions systems will coordinate with SSA Data Exchange and Technical Support.

The solution will be able to export a request to verify Social Security Number (SSN), SSI or SSDI benefits. The solution will be able to import a response of SSN, SSI or SSDI benefits.

This deliverable will be considered complete upon:
- Release of the functional deliverable for NCBVI 's review.

Interface with State of Nebraska Accounting System

The NCBVI ClientTrack solution will have a bi-directional interface with the State of Nebraska Accounting System. Client service data will be needed for the state accounting system. Accounting expenditure information will be needed for RSA reporting. During the Requirement Analysis phase, the requirements of data required for the accounting system will be detailed. The analysis will also identify data that the accounting system will be providing to complete RSA reports.

ClientTrack will generate a file in CSV format, which NCBVI System Administrators will upload to the State of Nebraska Accounting System.

The State of Nebraska Accounting System will generate a file in CSV format to load into ClientTrack.

Security Model

Security Model
Your ClientTrack security model will help balance the needs of confidentiality and collaboration by determining sharing and access rules for data in your ClientTrack solution. An Eccovia solution expert will analyze your security requirements and design a security model that will meet these requirements. Your security model will be incorporated in the development of your solution and verified via ClientTrack's quality assurance testing.

Organizations and MOUs
Organizational access determines what data a user can or cannot see. Client access can be restricted to an Organization level, to a specific user, or can be restricted to defined Memoranda of Understanding (MOUs). MOUs are particularly powerful for managing complex data access scenarios because they can be utilized to determine any number of one-way data sharing agreements between two Organizations. Such a model supports both hierarchal data sharing scenarios as well as a multitude of other scenarios. An Eccovia Solutions Project Manager or Business Analyst will work with you to determine necessary Organizations and Memoranda of Understanding (MOUs).

This deliverable will be considered complete upon:
- Identification of Organizations/MOUs
- Delivery of a completed Security Model document

Workgroups
Workgroup access determines what features a user can or cannot see while utilizing the application. Workgroups are generally developed around the functional role of users - so that an "Intake Specialist" and a "Case Manager" would each see different screens unique to their role. Workgroup access allows different "views" of the same form, allowing different groups to share some data on the form but also have their own private information that isn't accessible or editable by any other group. An Eccovia Project Manager of Business Analyst will work with you to determine necessary Workgroups. This deliverable will be considered complete upon:
- Identification of Workgroups
- Delivery of a completed Security Model document

Dashboards

Dashboards are an important aspect of a ClientTrack implementation. Dashboards show critical data that give users a summary view of the Organization, program performance, client, and community partners. ClientTrack solution experts will design a total of 4 standardized dashboards for the following areas:

- Organization/User - I dashboard for administration workgroup, 1 for all other workgroups
- Client - 1 for all workgroups
- Provider - 1 for all workgroups

Each dashboard will include up to four (4) components of interest related to the specific dashboard. Components will include up to two (2) graphics and tow (2) aggregate queries. Example: The Organization/User dashboard might include Organization news, current program enrollments, user tasks, and user case load. Dashboards will be defined during the Requirements Specification phase and detailed within the Solution description document.

This deliverable will be considered complete upon:
- Release of the functional deliverable for NCBVI 's review.

Data Explorer Domains

Data Explorer is ClientTrack's simple, powerful and effective reporting and data analysis tool. ClientTrack Data Explorer Domains provide users with data that can be used in Data Explorer. The setup of these domains will make data available for queries. Any data in a domain can be utilized in the results or used for filtering. Up to 10 domains will be configured/created as part of this deliverable. Domains will be defined during the Requirements Specification phase and detailed with the Solution Description document.

- Client
- Family
- Enrollment
- Provider
- Service - Referral
- User
- 4 additional domains

This deliverable will be considered complete upon:
- Release of the functional deliverable for NCBVI's review.

Federal RSA 911 Report

NCBVI has requested that the US Department of Education, Vocational Rehabilitation Program Case Service Report (RSA-911) be configured in ClientTrack. The US Department of Education policy directive RSA-PD-14-01 will be referenced during the Requirements Analysis phase.

An RSA-911 data file will be created for export. NCVBI will upload this report via secured file transfer protocol (SFTP) to US Department of Education RSA SFTP server.

Federal RSA 7-OB Independent Living Services Report

NCBVI has requested that the US Office of Special Education and Rehabilitative Services - Independent Living Services for Older Individuals who are Blind (RSA 7 - OB report) be configured. The US Office of Special Education RSA-7-OB Instructions will be followed. The Requirement Analysis phase will identify configurations required to gather information for:

Part 1: Funding Sources
Part 2: Staffing
Part 3: Data on individuals served
Part 4: Types of services provided and resources allocated
Part 5: Comparison of prior year activities to current report year

A RSA 7- OB report file will be created for export.

NCBVI will be responsible for submitting the file to the RSA's Management Information System federal report can be partially completed from ClientTrack data. Much of the data will be recorded with in ClientTrack:

The Eccovia Solutions Business Analyst will demonstrate creation of the report file for export.

This deliverable will be considered complete with the creation of a RSA 07-OB report file.

Federal RSA 113 Status Tracking Report

NCBVI has requested that the RSA 113 Quarterly Cumulative Caseload Report. This is a formatted report that is submitted electronically by NCBVI to the US Department of Education. During the Requirements Analysis phase, the form configuration requirements to create the formatted report will be detailed. The details of the formatted report will follow the US Department of Education Policy Directive RSA-PD-15-02.

This deliverable will be considered complete with the demonstration of the formatted report.

Federal RSA 2 Program Cost Report

NCBVI has requested the creation of the US Department of Education Annual Vocational Rehabilitation Program/Cost Report (RSA 2 Program Cost Report). The US Department of Education policy directive RSA-PD-13-04 will be used a guide during the Requirement Analysis. The RSA-2 Program Cost Report is a formatted report, which is submitted by NCBVI to the US Department of Education. Administrative and labor expenses will be collected outside the ClientTrack solution. The ClientTrack solution will gather the following report elements:

- Services provided by agency
-Services provided by Agency-Operated Community Rehabilitation Program (CRP) Staff
-Services Purchased by Agency
-Services to Groups Expenditures
Expenditures
- Services to Groups Expenditures
- Number of Individuals Served and Purchased Services Expenditures by Service
-Number of Individuals Served and Purchased Service Expenditures by Service Category

During the Requirement Analysis phase, the Business Analyst will determine the best method to collect report information. The RSA 2 Cost Report collection and format will be detailed in the Solution Description document.

Deployment

Deployment support includes final user acceptance, the creation of the production database and a one (1) hour final project completion call. Additional support will be proposed via a change request and/or with remaining time and material professional service hours.

Training

This deliverable includes up to 12 hours of on-site training to be divided between Lincoln and Kearny NCBVI office locations. On site travel costs are invoiced as actual cost of travel(including travel, lodging and meals) and is due upon receipt of the invoice). The purpose of this end user training is to demonstrate the software, provide walk-throughs of specific use cases, and allow participants to build proficiency through guided exercises. Two months prior to the configuration completion, planning calls will be held with NCBVI to determine sessions, content and training logistics. Project team members will participate in demonstrations throughout the implementation process providing detailed understanding of the solution prior to end user training.

Training Documentation/Materials

This deliverable includes the following training documentation and materials:

- Full Participant Manual (For End Users)
- Quick Reference Guide (For Administrators)
- Quick Reference Guide for End Users)

Please note that, unless otherwise specified, Eccovia Solutions provides only digital copies of training documentation and materials. NCBVI is responsible for printing and maintaining training documentation and materials once they have been provided.

Recurring Licenses and Services

The following descriptions include licenses and/or services that provide ongoing value with your solution.

Hosted- Active User Access License

A ClientTrack Active User License includes authorization for a single person to access the ClientTrack solution at any point in time. License fees include secure and reliable hosting, software updates and maintenance, and professional support.

Scope Exclusions

Scope Exclusions refers to possible work that was not included in this Scope of Work or altered the scope due to addition of information that was not made available during the RFP process. Eccovia Solutions provides fixed price deliverables for services. Fixed price means the cost of this solution, defined by this Scope of Work, will not exceed the price provided to you. Additions to the Scope of Work, whether they are items enumerated here as out of scope or others, may impact the cost and schedule of the proposed solution.

-Eccovia Solutions provides onsite services when recommended or requested. We assume remote services will be provided unless otherwise stated in the Scope of Work. If services are provided onsite travel costs are invoiced as actual cost of travel (including travel, lodging and meals) and is due upon receipt of the invoice.
- Any item not explicitly identified in the Scope of Work above is excluded from the project. Please read the Scope of Work thoroughly and review with ClientTrack to answer and clarify all items included or excluded from the Scope of Work.

Appendix A – Financial Statements (to remain CONFIDENTIAL, exempt from the Public Information Act)

ClientTrack, Inc.

Comparative Financial Statements
(Unaudited)

Income Statements	**Fiscal Years Ending June 30**		
	2013	**2014**	**2015**
Revenues	4,362,092	5,569,890	6,907,082
Cost of Goods Sold	1,695,403	1,933,900	2,464,570
Gross Profit	2,666,689	3,635,990	4,442,512
	61.1%	65.3%	64.3%
Selling, General & Administrative Expenses	2,757,748	3,409,884	4,023,529
Operating Income (Loss)	(91,059)	226,106	418,983
Other Income	1,022	1,119	2,773
Extraordinary Income (Expense)			
Net Income (Loss)	(90,037)	227,225	421,756

PROPRIETARY AND CONFIDENTIAL

CLIENTTRACK, INC.

Comparative Financial Statements
(Unaudited)

Balance Sheets

	As of June 30		
	2013	**2014**	**2015**
Assets			
Current Assets:			
Cash	183,525	1,024,618	1,272,665
Accounts Receivable	819,800	855,635	1,022,256
Other	13,414	30,586	29,712
Total Current Assets	1,016,739	1,910,839	2,324,633
Fixed Assets (net)	291,962	278,809	399,624
Other Assets (net)	45,500	32,500	19,500
Total Assets	1,354,201	2,222,148	2,743,757
Liabilities & Equity			
Current Liabilities:			
Accounts Payable	31,074	39,380	85,502
Accrued Expenses	153,041	208,438	266,399
Deferred Revenues	1,108,849	1,781,909	1,871,088
Other Liabilities	-	-	-
Total Current Liabilities	1,292,964	2,029,727	2,222,989
Long Term Debt	213,902	116,862	16,952
Total Liabilities	1,506,866	2,146,589	2,239,941
Equity:			
Capital Stock	95,084	95,094	95,834
Paid In Capital	3,107,573	3,108,563	3,114,323
Accumulated Deficit	(3,355,322)	(3,128,098)	(2,706,341)
Total Equity	(152,665)	75,559	503,816
Total Liabilities & Equity	1,354,201	2,222,148	2,743,757

PROPRIETARY AND CONFIDENTIAL

- -

CLIENTTRACK, INC.

Comparative Financial Statements
(Unaudited)

	Years Ended June 30		
	2013	2014	2015
Retained Earnings			
Beginning Balance, Retained Earnings	(3,265,285)	(3,355,323)	(3,128,098)
Net Income (Loss)	(90,037)	227,225	421,757
Ending Balance, Retained Earnings	(3,355,323)	(3,128,098)	(2,706,341)

PROPRIETARY AND CONFIDENTIAL

REMOVED AS

PROPRIETARY

Appendix B: Term & Conditions Questionnaire (pp7-28 of RFP)

New RFP

III. TERMS AND CONDITIONS

By signing the "Request for Proposal for Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal. **Bidders must include completed Section III with their proposal response.**

The State of Nebraska is soliciting bids in response to the RFP. The State of Nebraska will not consider proposals that propose the substitution of the bidder's contract, agreements, or terms for those of the State of Nebraska's. Any License, Service Agreement, Customer Agreement, User Agreement, Bidder Terms and Conditions, Document, or Clause purported or offered to be included as a part of this RFP must be submitted as individual clauses, as either a counter-offer or additional language, and each clause must be acknowledged and accepted in writing by the State. If the Bidder's clause is later found to be in conflict with the RFP or resulting contract the Bidder's clause shall be subordinate to the RFP or resulting contract.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[signature]			

The contract resulting from this Request for Proposal shall incorporate the following documents:

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The Request for Proposal form and the Contractor's Proposal, signed;
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor's Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

B. AWARD

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[signature]			

Page 7 SPB RFP Revised: 01/29/2016

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, in whole or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once intent to award decision has been determined, it will be posted to the Internet at:
http://das.nebraska.gov/materiel/purchasing.html

Grievance and protest procedure is available on the Internet at:
http://das.nebraska.gov/materiel/purchase_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf

Any protests must be filed by a vendor within ten (10) business days after the intent to award decision is posted to the Internet.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §§ 48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for services to be covered by any contract resulting from this Request for Proposal.

D. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

The Contractor shall procure and pay for all permits, licenses, and approvals necessary for the execution of the contract. The Contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

E. OWNERSHIP OF INFORMATION AND DATA

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initials]			

The State of Nebraska shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or derived by the Contractor pursuant to this contract.

The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks, and copyrights that are in any way involved in the contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

F. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		[initials]	Cyber liability coverage = $2,000,000

The Contractor shall not commence work under this contract until all the insurance required hereunder has been obtained and such insurance has been approved by the State. The Contractor shall maintain all required insurance for the life of this contract and shall ensure that the State Purchasing Bureau has the most current certificate of insurance throughout the life of this contract. If Contractor will be utilizing any Subcontractors, the Contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all Subcontractor(s). The Contractor is also responsible for ensuring Subcontractor(s) maintain the insurance required until completion of the contract requirements. The Contractor shall not allow any Subcontractor to commence work on any Subcontract until all similar insurance required of the Subcontractor has been obtained and approved by the Contractor. Approval of the insurance by the State shall not limit, relieve, or decrease the liability of the Contractor hereunder.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Insurance coverages shall function independent of all other clauses in the contract, and in no instance shall the limits of recovery from the insurance be reduced below the limits required by this section.

1. **WORKERS' COMPENSATION INSURANCE**
The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**
The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or

indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

3. **INSURANCE COVERAGE AMOUNTS REQUIRED**

COMMERCIAL GENERAL LIABILITY	
General Aggregate	$2,000,000
Products/Completed Operations Aggregate	$2,000,000
Personal/Advertising Injury	$1,000,000 per occurrence
Bodily Injury/Property Damage	$1,000,000 per occurrence
Fire Damage	$50,000 any one fire
Medical Payments	$10,000 any one person
Damage to Rented Premises	$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	$5,000,000
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	$3,000,000
SUBROGATION WAIVER	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
LIABILITY WAIVER	
"Commercial General Liability & Commercial Automobile Liability policies shall be primary and any insurance or self-insurance carried by the State shall be considered excess and non-contributory."	

4. **EVIDENCE OF COVERAGE**

The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

Administrative Services
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

G. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Not feasible with this system implementation. Other contractors must be trained and approved.

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

1. The State reserves the right to award the contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State.
2. The Contractor shall agree to cooperate with such other Contractors, and shall not commit or permit any act which may interfere with the performance of work by any other Contractor.

H. INDEPENDENT CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The Contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The Contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the Contractor, its officers, or its agents) shall in no way be the responsibility of the State. The Contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights, or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

I. CONTRACTOR RESPONSIBILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Subcontractor's services, the Subcontractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any

Subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

J. CONTRACTOR PERSONNEL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor warrants that all persons assigned to the project shall be employees of the Contractor or specified Subcontractors, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor. The Contractor shall include a similar provision in any contract with any Subcontractor selected to perform work on the project.

Personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or Subcontractor employee.

In respect to its employees, the Contractor agrees to be responsible for the following:

1. any and all employment taxes and/or other payroll withholding;
2. any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. damages incurred by Contractor's employees within the scope of their duties under the contract;
4. maintaining workers' compensation and health insurance and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the Contractor's employees.

K. CONTRACT CONFLICTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Contractor shall insure that contracts or agreements with sub-contractors and agents, and the performance of services in relation to this contract by sub-contractors and agents, does not conflict with this contract.

L. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

M. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

N. PROPOSAL PREPARATION COSTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations and/or oral presentations, or in any other activity related to bidding on this Request for Proposal.

O. ERRORS AND OMISSIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

P. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.

Q. ASSIGNMENT BY THE STATE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JJ			

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

R. ASSIGNMENT BY THE CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JJ			

The Contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

S. DEVIATIONS FROM THE REQUEST FOR PROPOSAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JJ			

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal, mandatory requirements, or applicable state or federal laws or statutes. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

T. GOVERNING LAW

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JJ			

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The Contractor must be in compliance with all Nebraska statutory and regulatory law.

U. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

V. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

W. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

X. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to between the State and the Contractor.

Y. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II.A. Procuring Office and Contact Person, of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title, and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests, or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.

2. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the Contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

For the duration of the contract, all communication between Contractor and the State regarding the contract shall take place between the Contractor and individuals specified by the State in writing. Communication about the contract between Contractor and individuals not designated as points of contact by the State is strictly forbidden.

Z. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.

2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract immediately for the following reasons:

   a. if directed to do so by statute;
   b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;

c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
e. an involuntary proceeding has been commenced by any party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
g. Contractor intentionally discloses confidential information;
h. Contractor has or announces it will discontinue support of the deliverable;
i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau; or
j. Contractor engaged in collusion or actions which could have provided Contractor an unfair advantage in obtaining this contract.

AA. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[signature]			

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of any termination, and advise the Contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

BB. BREACH BY CONTRACTOR

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[signature]			

The State may terminate the contract, in whole or in part, if the Contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the Contractor, allow the Contractor to cure a failure or breach of contract within a period of thirty (30) calendar days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing the Contractor time to cure a failure or breach of contract does not waive the State's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

CC. ASSURANCES BEFORE BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the Contractor shall deliver assurances in the form of additional Contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

DD. ADMINISTRATION – CONTRACT TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			No title shall pass to the state for licensed software

3. Contractor must provide confirmation that upon contract termination all deliverables prepared in accordance with this agreement shall become the property of the State of Nebraska; subject to the ownership provision (section E) contained herein, and is provided to the State of Nebraska at no additional cost to the State.

4. Contractor must provide confirmation that in the event of contract termination, all records that are the property of the State will be returned to the State within thirty (30) calendar days. Notwithstanding the above, Contractor may retain one copy of any information as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures.

EE. PENALTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

In the event that the Contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the Contractor, without penalty, until such failure is cured or otherwise adjudicated. Contractor will be notified in writing when penalty will commence.

FF. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the Contractor. To obtain release based on a Force Majeure Event, the Contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

GG. **PROHIBITION AGAINST ADVANCE PAYMENT**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

HH. **PAYMENT**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §§ 81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such services.

II. **INVOICES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. Invoices shall be sent to: Accounts Payable, Nebraska Commission for the Blind and Visually Impaired, 214 N 7th St Ste 11, Norfolk, NE 68701-4036. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

Eccovia Solutions

JJ. RIGHT TO AUDIT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
N			

Contractor shall establish and maintain a reasonable accounting system that enables the State to readily audit contract. The State and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors, and Subcontractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

Contractor shall, at all times during the term of this contract and for a period of five (5) years after the completion of this contract, maintain such records, together with such supporting or underlying documents and materials. The Contractor shall at any time requested by the State, whether during or after completion of this contract and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by the State. Such records shall be made available to the State during normal business hours at the Contractor's office or place of business. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for the State. Contractor shall ensure the State has these rights with Contractor's assigns, successors, and Subcontractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Contractor and any Subcontractors to the extent that those Subcontracts or agreements relate to fulfillment of the Contractor's obligations to the State.

Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by the State unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Contractor to the State in excess of one-half of one percent (.5%) of the total contract billings, the Contractor shall reimburse the State for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, the Contractor shall reimburse the State for total costs of audit. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Contractor's invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of the State's findings to Contractor.

KK. TAXES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
N			

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

LL. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

MM. CHANGES IN SCOPE/CHANGE ORDERS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The State may, upon the written agreement of Contractor, make changes to the contract within the general scope of the RFP. The State may, at any time work is in progress, by written agreement, make alterations in the terms of work as shown in the specifications, require the Contractor to make corrections, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the State. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, or a pro-rated value.

Corrections of any deliverable, service or performance of work required pursuant to the contract shall not be deemed a modification. Changes or additions to the contract beyond the scope of the RFP are not permitted.

NN. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

OO. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

All materials and information provided by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information. All materials and information provided by the State or acquired by the

Contractor on behalf of the State shall be handled in accordance with federal and state law, and ethical standards. The Contractor must ensure the confidentiality of such materials or information. Should said confidentiality be breached by a Contractor; Contractor shall notify the State immediately of said breach and take immediate corrective action.

It is incumbent upon the Contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to Contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.

PP. PROPRIETARY INFORMATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. **All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary**. The separate package must be clearly marked PROPRIETARY on the outside of the package. **Bidders may not mark their entire Request for Proposal as proprietary**. Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

QQ. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

By submission of this proposal, the bidder certifies that it is the party making the foregoing proposal and that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted the proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

RR. STATEMENT OF NON-COLLUSION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JH			

The proposal shall be arrived at by the bidder independently and be submitted without collusion with, and without any direct or indirect agreement, understanding or planned common course of action with, any person; firm; corporation; bidder; Contractor of materials, supplies, equipment or services described in this RFP. Bidder shall not collude with, or attempt to collude with, any state officials, employees or agents; or evaluators or any person involved in this RFP. The bidder shall not take any action in the restraint of free competition or designed to limit independent bidding or to create an unfair advantage.

Should it be determined that collusion occurred, the State reserves the right to reject a bid or terminate the contract and impose further administrative sanctions.

SS. PRICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JH			

All prices, costs, and terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made or the Request for Proposal is cancelled.

Prices quoted on the cost proposal shall remain firm for the initial contract period. Any request for an increase must be submitted in writing to the State Purchasing Bureau a minimum of 180 days prior to the end of contract period, to be applied to the subsequent renewal period, and must show cause and be accompanied by supporting documentation. Further documentation may be required by the State to justify the increase. The State reserves the right to deny any requested price increase. No price increases are to be billed to any State Agencies prior to written amendment of the contract by the parties.

The State will be given full proportionate benefit of any price decrease during the term of the contract.
Contractor represents and warrants that all prices for services, now or subsequently specified, are as low as and no higher than prices which the Contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the Contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the Contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the Contractor may charge under the terms of the contract, do not and will not violate any existing federal, state, or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

TT. BEST AND FINAL OFFER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored, and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

UU. ETHICS IN PUBLIC CONTRACTING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator, employee or evaluator based on the understanding that the receiving person's vote, actions, or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau or any evaluator.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

VV. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
[initialed]			

1. GENERAL
The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. **INTELLECTUAL PROPERTY**
The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3. **PERSONNEL**
The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel provided by the Contractor.

4. **SELF-INSURANCE**
The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 *et seq.* and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

WW. NEBRASKA TECHNOLOGY ACCESS STANDARDS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AV			

Contractor shall review the Nebraska Technology Access Standards, found at http://nitc.nebraska.gov/standards/2-201.html and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

XX. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
AV			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

YY. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster.

ZZ. TIME IS OF THE ESSENCE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the Contractor remaining to be performed.

AAA. RECYCLING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per Neb. Rev. Stat. § 81-15,159.

BBB. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

CCC. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at http://das.nebraska.gov/materiel/purchasing.html

   The completed United States Attestation Form should be submitted with the Request for Proposal response.

2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

DDD. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor, by signature to this RFP, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The Contractor also agrees to include the above requirements in any and all Subcontracts into which it enters. The Contractor shall immediately notify the Department if, during the term of this contract, Contractor becomes debarred. The Department may immediately terminate this contract by providing Contractor written notice if Contractor becomes debarred during the term of this contract.

Contractor, by signature to this RFP, certifies that Contractor has not had a contract with the State of Nebraska terminated early by the State of Nebraska. If Contractor has had a contract terminated early by the State of Nebraska, Contractor must provide the contract number, along with an explanation of why the contract was terminated early. Prior early termination may be cause for rejecting the proposal.

EEE. POLITICAL SUB-DIVISIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor may extend the contract to political sub-divisions conditioned upon the honoring of the prices charged to the State. Terms and conditions of the Contract must be met by political sub-divisions. Under no circumstances shall the State be contractually obligated or liable for any purchases by political sub-divisions or other public entities not authorized by Neb. Rev. Stat. § 81-145, listed as "all officers of the state, departments, bureaus, boards, commissions, councils, and institutions receiving legislative appropriations." A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

FFF. OFFICE OF PUBLIC COUNSEL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

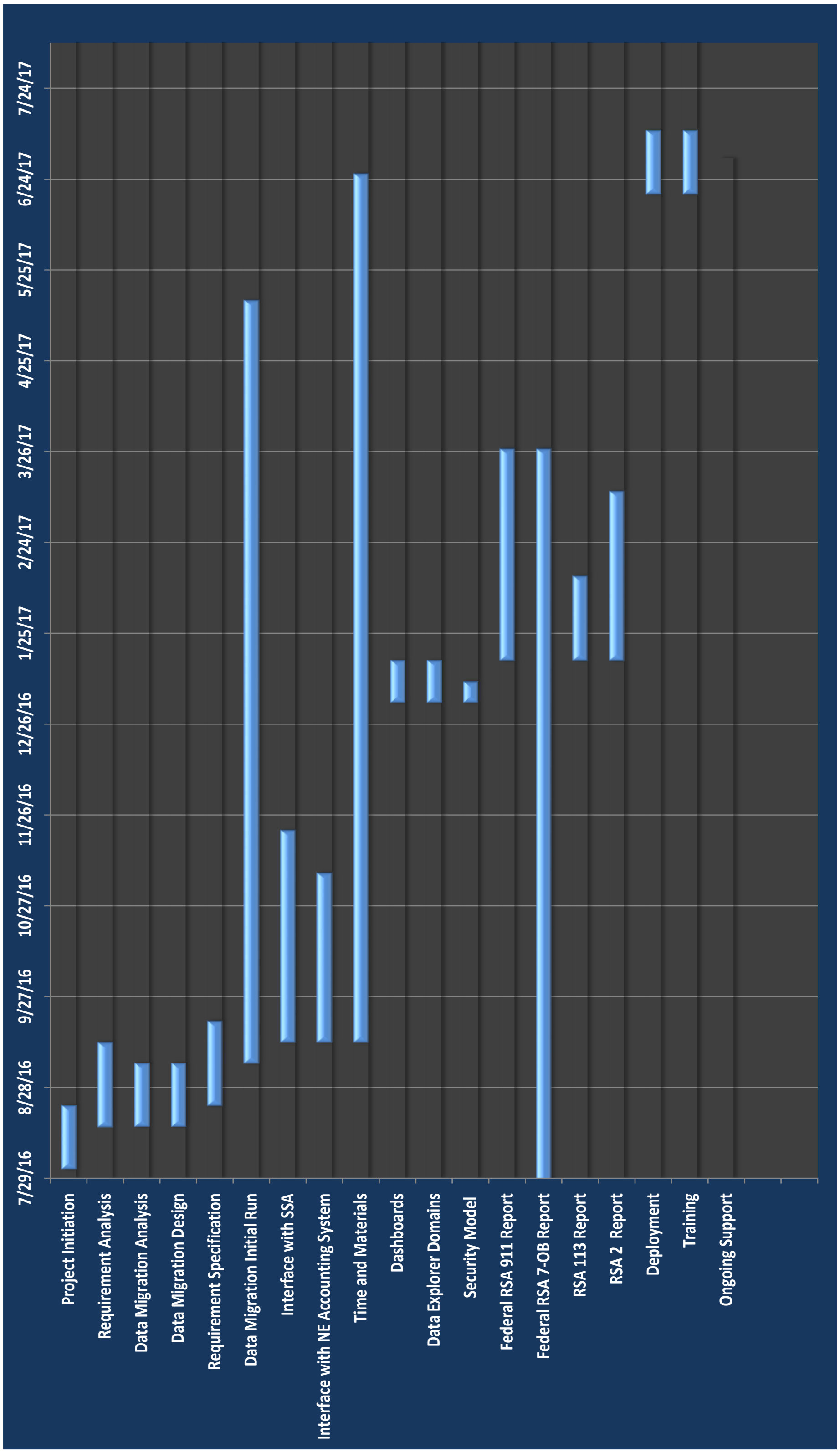
If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract and shall not apply if Contractor is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

GGG. LONG-TERM CARE OMBUDSMAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

If it is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq., Contractor shall comply with the Act. This section shall survive the termination of this contract.

Appendix C: Project Schedule



Acknowledgement of Addenda

This is to certify that ClientTrack was in receipt of Addenda one, two and three and have used these in the preparation of this response.

Eric Heaps

Account Executive
EHeaps@clienttrack.com
office: 801.305.4728
cell: 801.360.5436

Response to RFP 5208Z1 – SaaS Solution

Vocational Rehabilitation Client Management System

Nebraska Commission for the Blind and Visually Impaired (NCBVI)

Proposal Contact:

Eric Heaps, Account Executive
eheaps@EccoviaSolutions.com
801-305-4727

Proposer Headquarters:

Eccovia Solutions
545 E 4500 S, Suite E260
Salt Lake City, UT 84107

Table of Contents

Letter of Transmittal

April 21, 2016

Selection Team:

Eccovia Solutions is pleased to propose our web-based enterprise case management system, ClientTrack, to power Nebraska NCBVI Case Management. The ClientTrack platform was designed to meet the exact case management needs as they are elucidated in RFP 5195-Z1 and can be self-hosted or used as a SaaS. ClientTrack was one of the first case management systems to incorporate federal compliance features into their software and continues to support all of its clients with updates as programs change. **Hundreds of state agencies utilize ClientTrack Case Management and Reporting software to meet their compliance and case management needs.**

Our management, including pre-configured assessments, eligibility and rules automation, workflow, reporting, and analytics designed for at-risk populations. We have provided case management to programs as large the Social Security Administration BOND program--with over one million client records--to the Jenna Band of the Choctaw Indians with 250 client records.

ClientTrack assists caseworkers with **every aspect of case management**, including client intake and assessment, care plan development, compliance documentation, program enrollment, referrals to outside resources, and monitoring of compliance and outcomes, and the list goes on. Our flexible case management system is 508 compliant and designed specifically for interoperability to work with other systems. This provides our clients with the information and functionality that they need to expand and improve the services they offer.

NCBVI will benefit from **our unique knowledge and understanding of the intersection of disability services and Medicaid.** The Eccovia Solutions cloud-managed application is:

- 508 compliant—we work with many different types of disability services providers.
- Medicaid compliant—we facilitate ongoing adjustments as programs change. The system was designed in a flexible and modular manner, **encouraging alignment with Medicaid reporting requirements**.
- A unique leader in the market—combining purpose-built, configurable solutions for continuum of care initiatives that seek to drive down program costs while increasing transparency and ease of outcomes reporting.
- Interoperable—our solution was designed specifically to integrate with other functional systems that overall enhance our solution and the outcome for NCBVI.

Eccovia Solutions will assign a management team to NCBVI that will assist program managers in everything from migration and implementation, to training and ongoing customer service. These associates are among the most experienced in the field and were recently consulted by two western states to assist in developing requirements for Medicaid waiver-focused case management systems.

Consider how the following features will benefit NCBVI:

- ***Robust and comprehensive Client Record Management*** – By employing a web-based data and case management solution, NCBVI will leverage a centralized database that provides a holistic view of all interactions with clients, while maintaining user-level security, as well as Medicaid and HIPPA compliant infrastructure and applications.
- ***Robust reporting*** – NCBVI personnel will be able to tell the story of its efforts to State and Federal leadership, funding sources and stakeholders through sound data. The ClientTrack solution includes the robust reporting tool *Data Explorer*, which will enable program managers to aggregate statistics, analyze trends, visualize outcomes, and make data-driven decisions on NCBVI programs and services.
- ***Maximum flexibility*** – NCBVI personnel will benefit with a solution built on a specialized health services and proven platform. Leveraging powerful data management tools, the solution can evolve quickly and cost effectively as additional programs, service, or other requirements arise.
- ***Extensive configurability*** – ClientTrack is a full MOTS solution which includes the ability to configure as needed—allowing localization across the organization, personalization and real-time collaboration.
- ***Multiple levels of authority and accountability*** for system administrators, who can delegate common functions to appropriate users, in turn enabling organizations to manage ongoing functions and maintain improved security and data quality.
- ***A system built around ease-of-use*** – Eccovia Solutions empowers both technical and non-technical administrators to modify and create processes, data collection rules, and interfaces, as well as support the precise needs of stakeholders. The end result is a valuable tool that enables —personnel to save time that can be better spent with those they serve.

We look forward to partnering with the NCBVI to develop a tailored solution that will support program administration, performance measurement and evaluation and which can be adapted over the life of the system to changing program needs.

Eric Heaps

Account Executive
EHeaps@Eccovia Solutions.com
office: 801.305.4728
cell: 801.360.5436

Request for Proposal Form

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions unless otherwise agreed to (see Section III) and certifies that bidder maintains a drug free work place environment.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ **NEBRASKA CONTRACTOR AFFIDAVIT**: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

_____ I hereby certify that I am a **Resident disabled veteran or business located in a designated enterprise zone** in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

FIRM: Eccovia Solutions

COMPLETE ADDRESS: 545 E. 4500 S. Suite 260 Salt Lake City, UT 84107

TELEPHONE NUMBER: 801-305-4728 FAX NUMBER: 866-224-4506

SIGNATURE: [signature] DATE: 4/21/16

TYPED NAME & TITLE OF SIGNER: Eric Heaps / Account Executive

ii SPB RFP Revised: 01/29/2016

Form A: Bidder Contact Sheet

Form A
Bidder Contact Sheet
Request for Proposal Number 5208Z1

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Eccovia Solutions
Bidder Address:	545 E. 4500 S. Suite 260 Salt Lake City, UT 84107
Contact Person & Title:	Eric Heaps / Account Executive
E-mail Address:	eheaps@eccoviasolutions.com
Telephone Number (Office):	801-305-4728
Telephone Number (Cellular):	801-360-5436
Fax Number:	866-224-4506

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Eccovia Solutions
Bidder Address:	545 E. 4500 S. Suite 260 Salt Lake City, UT 84107
Contact Person & Title:	Eric Heaps
E-mail Address:	eheaps@eccoviasolutions.com
Telephone Number (Office):	801-305-4728
Telephone Number (Cellular):	801-360-5436
Fax Number:	866-224-4506

Application for Certificate of Authority to Transact Business

NE Sec of State John A. Gale CORP - FA
9000213568 - Page 1 of 3
ECCOVIA, INC.
Filed: 04/08/2016 04:31:40 PM

APPLICATION FOR CERTIFICATE
OF AUTHORITY TO TRANSACT BUSINESS

John A. Gale, Secretary of State
Room 1301 State Capitol, P.O. Box 94608
Lincoln, NE 68509
http://www.sos.state.ne.us

Submit in Duplicate

Attach a certificate of good standing duly authenticated by the official having custody of the corporate records in the state or country under whose law the corporation is incorporated. Such certificate shall not be more than 60 days old. A certified copy of the articles of incorporation should not be submitted and is not acceptable in lieu of such certificate.

Name of Corporation EccoVia, Inc.

Fictitious Name of Corporation*________________
(to be used only if actual corporate name is unavailable for use or does not comply with Nebraska law)
*Must provide a resolution from the Board of Directors signed by the Secretary adopting this fictitious name. Note: Fictitious name must contain one of the words incorporated, corporation, limited or an abbreviation thereof.

Incorporated under the laws of Utah

Date of Incorporation July 14, 1983 Period of Duration Perpetuity

Address of Principal Office 545 E 4500 S # E260 Salt Lake City UT 84107
Street Address City State Zip

Registered Agent InCorp Services, Inc.

Registered Office 5601 S 59th St Ste C Lincoln NE 68516
Street Address and Post Office Box (if any) City Zip

Effective date if other than the date filed ____________

Terry Johnson — Terry Johnson Secretary
Signature — Printed Name/Title

NOTE: The Business Corporation Act requires that every filing be signed by the chairperson of the board of directors, the president, or one of the officers of the corporation. If the corporation has not yet been formed or directors have not yet been selected, the filing shall be signed by an incorporator. If the corporation is in the hands of a receiver, trustee, or other court appointed fiduciary, the filing shall be signed by that fiduciary.

NOTE: To complete this filing you must provide a list of officers and directors names and street addresses.

FILING FEE: $145.00 (please add $5.00 a page for each additional page)

Revised 12/2011 Neb. Rev. Stat. 21-20,170

Exhibit A – Pricing Summary and Scope of Work

Schedules based upon contract effective begin date of 8/1/2016.
Scope and deliverables are related to proposal revision number 1
The pricing quoted on this contract will expire by 10/21/2016 if not signed and returned to Eccovia Solutions by this date.

One Time Implementation Deliverables			
	Qty	**Rate**	**Year 1**
Project Initiation	1	$2,000.00	$2,000.00
Requirement Analysis	1	$20,000.00	$20,000.00
Data Migration Analysis	1	$8,250.00	$8,250.00
Data Migration Design	1	$5,750.00	$5,750.00
Requirement Specification	1	$4,250.00	$4,250.00
Data Migration Initial Run	1	$40,000.00	$40,000.00
Time and Materials Professional Services	1	$75,000.00	$75,000.00
Interface with SSA	1	$40,000.00	$40,000.00
Interface with State of Nebraska Accounting System	1	$22,500.00	$22,500.00
Security Model	1	$2,250.00	$2,250.00
Dashboards	1	$3,750.00	$3,750.00
Data Explorer Domains	1	$4,000.00	$4,000.00
Federal RSA 911 Report	1	$9,750.00	$9,750.00
Federal RSA 7-OB Independent Living Services Report	1	$18,000.00	$18,000.00
Federal RSA 113 Status Tracking Report	1	$8,750.00	$8,750.00
Federal RSA 2 Program Cost Report	1	$17,250.00	$17,250.00
Deployment	1	$1,500.00	$1,500.00
Training	1	$12,000.00	$12,000.00
		Sub Total	**$295,000.00**

Recurring Licenses and Services					
	Qty	**Rate**	**Year 1**	**Year 2**	**Year 3**
Recurring Licenses					
1 Hosted- Active User Access License (Beginning August, 2017 and ending July, 2022)	50.0	$91.00	$0.00	$54,600.00	$54,600.00
		Sub Total	**$0.00**	**$54,600.00**	**$54,600.00**
		Total	**$295,000.00**	**$54,600.00**	**$54,600.00**

Note that the prices listed above are a conservative estimate based on the information that was available to us during the RFP process. A more granular estimate shall be provided if Eccovia Solutions is selected to move to the next step of the RFP process and more detailed requirement information is obtained. Based on our experience the Time and Material's estimate can be lower or higher depending on a number of factors that are not necessarily available during the bidding process. We understand that a COTS system may be more economical but would lack the flexibility and functionality that NCBVI is asking for. In the environment that NCBVI has described is where our solution not only presents the best functional solution but the lowest overall cost throughout the duration of the contract. We appreciate the opportunity to respond and look forward to further discussion on the solution we have quoted for NCBVI.

Regards,

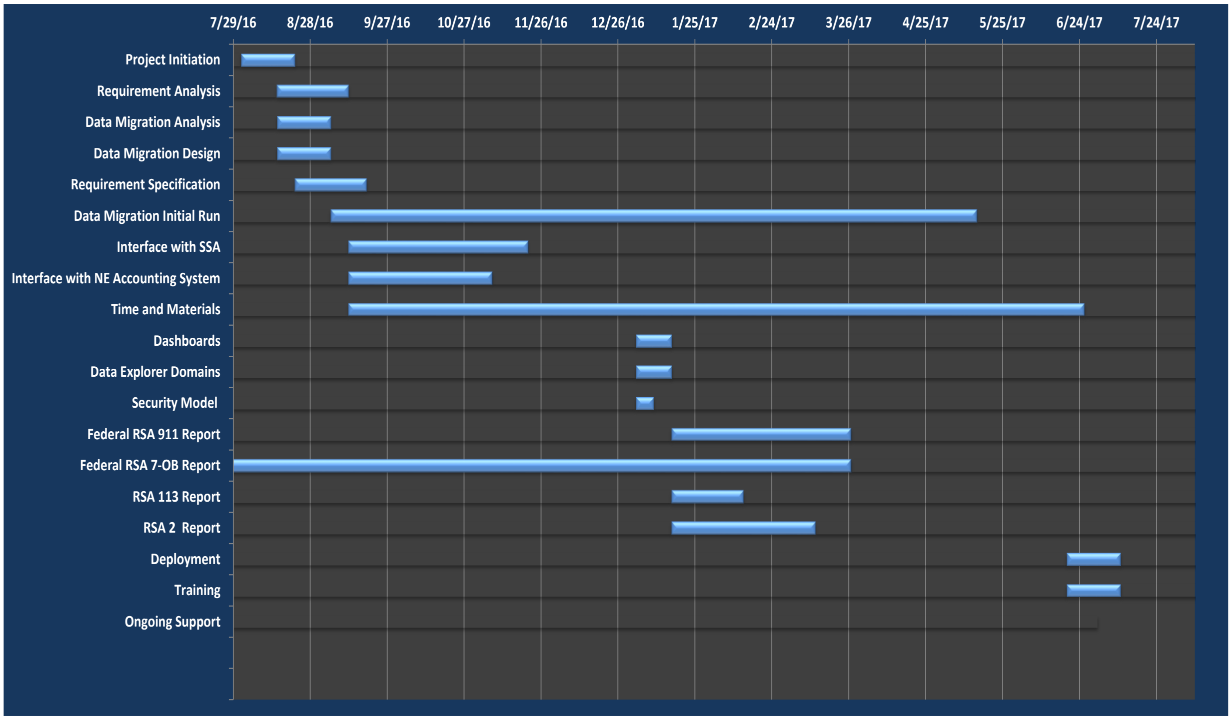
Eric Heaps
Account Executive

Scope of Work

The following discussion was also included in the Technical Proposal. We provide it again here, as it is the scope upon which the pricing is based.

Project Schedule

For an enlarged version of the following Project Schedule, please see Appendix A. The project schedule shown in the following chart is an estimated schedule based on the assumption that the contract is executed in accordance with the Contract Effective Begin Date identified in Exhibit A, Pricing Summary and Scope of Work. If the contract is returned at a later date the timeline will be adjusted based on availability.



Project Assumptions

The following assumptions are being made regarding the implementation of this solution:

- NCBVI will provide a Project Lead that will attend all project calls. It is highly recommended that the individual who will handle primary administrative rights for the solution (if not the Project Lead) also attend every project call.
- Phone and email messages will be responded to within 2 business days to maintain the project timeline.
- Eccovia Solutions is providing primarily time and material based professional services. Upon completion of hours NCBVI can contract for additional time and material. Prioritization of requirements and work will be necessary during project initiation.

Implementation Deliverables

The following, firm, fixed-priced implementation deliverables are included in the proposed scope of work and related pricing. These prices are an estimate based on the information that was available to us during the RFP process. It must be understood that if requirements are added, or existing requirements changed significantly, at a later stage in the RFP event that this pricing must be adjusted to accommodate the changes.

Project Initiation

During the initial phase of the project, a Eccovia Solutions Project Manager will be identified and assigned to your project and will be your primary point of contact throughout the implementation. The Project Manager will schedule and conduct two project kick-off calls:

- Project Initiation Call - The project initiation call will be held with NCBVI primary project manager to discuss the project team members and complete the prioritization of requirements to identify the use case to be configures by Eccovia Solutions.
- Project Kick-Off Call - The project kick-off call will be held to introduce Eccovia Solutions to the rest of the NCBVI project team and other stakeholders an align our teams and project expectation.

The project call will serve to review project resources, review contract deliverables, review the estimated schedule and establish dates/times for ongoing project meetings and analysis efforts.

This deliverable will be considered complete upon:
- Completion of the project kick-off call
- Creation of the Training/Implementation environment

Requirement Analysis

An Eccovia Solutions Business Analyst will meet with critical stakeholders, subject matter experts and other persons deemed relevant to gain a detailed understanding of one (1) use case to be configured. The outcome of this analysis will be utilized to map the core requirements of your Organization's operation in order to plan and design the required configuration of the identified solution. This deliverable includes top to ten (10) hours of analysis sessions and two (2) hours for coordination and project management. This deliverable will be considered complete upon:
- Completion of the Analysis Sessions as planned during Project Initiation

Data Migration Analysis

The Nebraska Commission for the Blind and Visually Impaired (NCVBI) is interested in migrating data from an existing database into the new ClientTrack solution. We will conduct a Data Migration Analysis to determine the effort involved in extracting, transforming and loading data form the existing system into ClientTrack. Once the analysis is complete a Data Migration Proposal will be provided. This deliverable includes up to 20 hours of data migration analysis. This deliverable will be considered complete upon:
- Delivery of a Data Migration Plan

Data Migration Design

NCBVI will be responsible for providing Eccovia Solutions with a copy of the full file in a standardized format (CSV, XLS, Microsoft Access of full SQL backup) in a secure manner. The following data elements will be considered part of the migration will be identified in the Data Migration proposal.

Please note that inaccuracies, unknowns and redundant/duplicate material can impact the quality of the resulting data migration. Eccovia Solutions cannot be responsible for issues with the source data and will report detected issues to NCBVI for resolution.

An Eccovia Solutions SQL Analyst will be assigned to review the source file and design a mapping for migrating the data from the source to the ClientTrack destination fields. This deliverable will be considered complete upon:
- Delivery of the Data Mapping document.

Requirement Specification

Utilizing the information derived in the Analysis Sessions, an Eccovia Solutions Business Analyst will draft the Solution Description document. This document will define how each of the deliverables from the statement of work will be met through the solution and include

acceptance criteria. This deliverable will be considered complete upon:
- Delivery of a completed draft Solution Description (Subsequent drafts may arise based on subject matter expert feedback)
- Solution Description
- Project Management (Solution presentation and modifications)

Data Migration Initial Run

Eccovia Solutions SQL Developers will be assigned to write the SQL migration scripts utilized the Data Mapping document. These scripts will be run against the source file into the Training/Implementation environment for quality assurance review. This deliverable will be considered complete upon:
- The release of the migrated data to NCBVI for review

Time and Materials Professional Services

NCBVI has up to 150 hours of professional services available for implementation purposes. Hors account for all time spent by the following skillsets:
- Project Management
- Business Analysis
- Implementation Engineer
- Quality Assurance

Based on the configuration specification, Eccovia Solutions anticipates approximately 120 hours toward implementation with the remaining 30 hours for quality assurance, Implementation Engineer analysis, and demonstration of the completed deliverables.

Interface with SSA

NCVBI has requested interface with the Social Security Administration (SSA) to automate verification of SSNs and SSI/SSDI recipients.

- NCBVI will be required to provide Eccovia Solutions a current State Transmission/Transfer Component Agreement (STC Agreement) with the United States Social Security Administration.

- Eccovia Solutions will complete the Social Security Administration - Data Exchange Request form (DXRF) Request for Information from SSA)

- SSA Data Exchange - The Social Security Number Verification Service (SSNVS) Handbook and State On-line Query/State On-Line Query -Internet (SOLQ/SOLQ-I) Manual and SOLQ/SOLQ-1 Type 1 Response documentation will be used as a reference during the Requirements Analysis and implementation phase of NCVBI implementation. Eccovia

Solutions systems will coordinate with SSA Data Exchange and Technical Support.

The solution will be able to export a request to verify Social Security Number (SSN), SSI or SSDI benefits. The solution will be able to import a response of SSN, SSI or SSDI benefits.

This deliverable will be considered complete upon:
- Release of the functional deliverable for NCBVI 's review.

Interface with State of Nebraska Accounting System

The NCBVI ClientTrack solution will have a bi-directional interface with the State of Nebraska Accounting System. Client service data will be needed for the state accounting system. Accounting expenditure information will be needed for RSA reporting. During the Requirement Analysis phase, the requirements of data required for the accounting system will be detailed. The analysis will also identify data that the accounting system will be providing to complete RSA reports.

ClientTrack will generate a file in CSV format, which NCBVI System Administrators will upload to the State of Nebraska Accounting System.

The State of Nebraska Accounting System will generate a file in CSV format to load into ClientTrack.

Security Model

Security Model
Your ClientTrack security model will help balance the needs of confidentiality and collaboration by determining sharing and access rules for data in your ClientTrack solution. An Eccovia solution expert will analyze your security requirements and design a security model that will meet these requirements. Your security model will be incorporated in the development of your solution and verified via ClientTrack's quality assurance testing.

Organizations and MOUs
Organizational access determines what data a user can or cannot see. Client access can be restricted to an Organization level, to a specific user, or can be restricted to defined Memoranda of Understanding (MOUs). MOUs are particularly powerful for managing complex data access scenarios because they can be utilized to determine any number of one-way data sharing agreements between two Organizations. Such a model supports both hierarchal data sharing scenarios as well as a multitude of other scenarios. An Eccovia Solutions Project Manager or Business Analyst will work with you to determine necessary Organizations and Memoranda of Understanding (MOUs).

This deliverable will be considered complete upon:

- Identification of Organizations/MOUs
- Delivery of a completed Security Model document

Workgroups
Workgroup access determines what features a user can or cannot see while utilizing the application. Workgroups are generally developed around the functional role of users - so that an "Intake Specialist" and a "Case Manager" would each see different screens unique to their role. Workgroup access allows different "views" of the same form, allowing different groups to share some data on the form but also have their own private information that isn't accessible or editable by any other group. An Eccovia Project Manager of Business Analyst will work with you to determine necessary Workgroups. This deliverable will be considered complete upon:
- Identification of Workgroups
- Delivery of a completed Security Model document

Dashboards

Dashboards are an important aspect of a ClientTrack implementation. Dashboards show critical data that give users a summary view of the Organization, program performance, client, and community partners. ClientTrack solution experts will design a total of 4 standardized dashboards for the following areas:

- Organization/User - I dashboard for administration workgroup, 1 for all other workgroups
- Client - 1 for all workgroups
- Provider - 1 for all workgroups

Each dashboard will include up to four (4) components of interest related to the specific dashboard. Components will include up to two (2) graphics and tow (2) aggregate queries. Example: The Organization/User dashboard might include Organization news, current program enrollments, user tasks, and user case load. Dashboards will be defined during the Requirements Specification phase and detailed within the Solution description document.

This deliverable will be considered complete upon:
- Release of the functional deliverable for NCBVI 's review.

Data Explorer Domains

Data Explorer is ClientTrack's simple, powerful and effective reporting and data analysis tool. ClientTrack Data Explorer Domains provide users with data that can be used in Data Explorer. The setup of these domains will make data available for queries. Any data in a domain can be utilized in the results or used for filtering. Up to 10 domains will be configured/created as part of this deliverable. Domains will be defined during the Requirements Specification phase and detailed with the Solution Description document.

- Client
- Family
- Enrollment
- Provider
- Service - Referral
- User
- 4 additional domains

This deliverable will be considered complete upon:
- Release of the functional deliverable for NCBVI's review.

Federal RSA 911 Report

NCBVI has requested that the US Department of Education, Vocational Rehabilitation Program Case Service Report (RSA-911) be configured in ClientTrack.   The US Department of Education policy directive RSA-PD-14-01 will be referenced during the Requirements Analysis phase.

An RSA-911 data file will be created for export. NCVBI will upload this report via secured file transfer protocol (SFTP) to US Department of Education RSA SFTP server.

Federal RSA 7-OB Independent Living Services Report

NCBVI has requested that the US Office of Special Education and Rehabilitative Services - Independent Living Services for Older Individuals who are Blind (RSA 7 - OB report) be configured. The US Office of Special Education RSA-7-OB Instructions will be followed. The Requirement Analysis phase will identify configurations required to gather information for:

Part 1: Funding Sources
Part 2: Staffing
Part 3: Data on individuals served
Part 4: Types of services provided and resources allocated
Part 5: Comparison of prior year activities to current report year

A RSA 7- OB report file will be created for export.

NCBVI will be responsible for submitting the file to the RSA's Management Information

System federal report can be partially completed from ClientTrack data.   Much of the data will be recorded with in ClientTrack:

The Eccovia Solutions Business Analyst will demonstrate creation of the report file for export.

This deliverable will be considered complete with the creation of a RSA 07-OB report file.

Federal RSA 113 Status Tracking Report

NCBVI has requested that the RSA 113 Quarterly Cumulative Caseload Report.   This is a formatted report that is submitted electronically by NCBVI to the US Department of Education. During the Requirements Analysis phase, the form configuration requirements to create the formatted report will be detailed.   The details of the formatted report will follow the US Department of Education Policy Directive RSA-PD-15-02.

This deliverable will be considered complete with the demonstration of the formatted report.

Federal RSA 2 Program Cost Report

NCBVI has requested the creation of the US Department of Education Annual Vocational Rehabilitation Program/Cost Report (RSA 2 Program Cost Report).   The US Department of Education policy directive RSA-PD-13-04 will be used a guide during the Requirement Analysis. The RSA-2 Program Cost Report is a formatted report, which is submitted by NCBVI to the US Department of Education. Administrative and labor expenses will be collected outside the ClientTrack solution.   The ClientTrack solution will gather the following report elements:

- Services provided by agency
-Services provided by Agency-Operated Community Rehabilitation Program (CRP) Staff
-Services Purchased by Agency
-Services to Groups Expenditures
Expenditures
- Services to Groups Expenditures
- Number of Individuals Served and Purchased Services Expenditures by Service
-Number of Individuals Served and Purchased Service Expenditures by Service Category

During the Requirement Analysis phase, the Business Analyst will determine the best method to collect report information. The RSA 2 Cost Report collection and format will be detailed in the Solution Description document.

Deployment

Deployment support includes final user acceptance, the creation of the production database and a one (1) hour final project completion call. Additional support will be proposed via a change request and/or with remaining time and material professional service hours.

Training

This deliverable includes up to 12 hours of on-site training to be divided between Lincoln and Kearny NCBVI office locations.   On site travel costs are invoiced as actual cost of travel(including travel, lodging and meals) and is due upon receipt of the invoice).   The purpose of this end user training is to demonstrate the software, provide walk-throughs of specific use cases, and allow participants to build proficiency through guided exercises. Two months prior to the configuration completion, planning calls will be held with NCBVI to determine sessions, content and training logistics. Project team members will participate in demonstrations throughout the implementation process providing detailed understanding of the solution prior to end user training.

Training Documentation/Materials

This deliverable includes the following training documentation and materials:

- Full Participant Manual (For End Users)
- Quick Reference Guide (For Administrators)
- Quick Reference Guide for End Users)

Please note that, unless otherwise specified, Eccovia Solutions provides only digital copies of training documentation and materials. NCBVI is responsible for printing and maintaining training documentation and materials once they have been provided.

Recurring Licenses and Services

The following descriptions include licenses and/or services that provide ongoing value with your solution.

Hosted- Active User Access License

A ClientTrack Active User License includes authorization for a single person to access the ClientTrack solution at any point in time. License fees include secure and reliable hosting, software updates and maintenance, and professional support.

Scope Exclusions

Scope Exclusions refers to possible work that was not included in this Scope of Work or altered the scope due to addition of information that was not made available during the RFP process. Eccovia Solutions provides fixed price deliverables for services. Fixed price means the cost of this solution, defined by this Scope of Work, will not exceed the price provided to you. Additions to the Scope of Work, whether they are items enumerated here as out of scope or others, may impact the cost and schedule of the proposed solution.

-Eccovia Solutions provides onsite services when recommended or requested. We assume remote services will be provided unless otherwise stated in the Scope of Work. If services are provided onsite travel costs are invoiced as actual cost of travel (including travel, lodging and meals) and is due upon receipt of the invoice.
- Any item not explicitly identified in the Scope of Work above is excluded from the project. Please read the Scope of Work thoroughly and review with ClientTrack to answer and clarify all items included or excluded from the Scope of Work.

Appendix A Project Schedule