State of Nebraska
Nebraska Commission for the Blind and Visually Impaired (NCBVI)

Solicitation Number: RFP 5208Z1
Vocational Rehabilitation Client Management System
Option 2 (B) –License, Maintenance and Support Solution

TECHNICAL PROPOSAL

Submitted by MicroPact Global, Inc.

MICROPACT®

www.micropact.com

April 21, 2016

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Transmittal Letter

April 21, 2016

Jennifer Crouse/Nancy Storant
Nebraska Commission for the Blind and Visually Impaired
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Dear Ms. Crouse/Storant,

Re: RFP 5208Z1 – Vocational Rehabilitation Client Management System

MicroPact Global, Inc. (MicroPact) the global leader in Data-First™ Case Management and Business Process Management (BPM) software is pleased to submit this response to RFP 5208Z1 – Vocational Rehabilitation Client Management System to the Nebraska Commission for the Blind and Visually Impaired (NCBVI), Option 2: a license, maintenance, and support solution.

Our responses are numbered and named to follow the sections in the RFP and include the following:

- Corporate Overview
- Technical Proposal
- Cost Proposal

MicroPact acknowledges receipt of Addendum # 2, Questions and Answers, and Addendum # 3, Clarification of Submission of Proposals, as part of the Request for Proposal.

With MicroPact, NCBVI is choosing a committed vendor with field proven Vocational Rehabilitation industry solutions and a track record of successful implementations in the case management and regulatory spaces. We look forward to participating in the oral interview and demonstration step.

Sincerely,

Tom Gottlieb. P. Eng.
Vice President, Enterprise Regulatory Solution Strategy
MicroPact Global, Inc.
Phone: 416.916.9701
Email: tom.gottlieb@micropact.com

Executive Summary

To assist NCBVI in achieving its mission to maximize opportunities for people in Nebraska with disabilities to live, learn and work independently, MicroPact proposes its Case Management Solution (CMS) powered by our flagship platform, entellitrak to provide a license, maintenance, and support solution for NCBVI.

CMS is based on the entellitrak platform, a Web-based commercial off-the-shelf (COTS) Enterprise Case Management platform and is a leading COTS case management solution in the Federal, State and County Government as well as commercial organizations. MicroPact is a U.S. based business, headquartered in Herndon, Virginia with a successful 30+ year track record providing case management commercial off-the-shelf (COTS) solutions and services to over 300 government and commercial organizations. MicroPact holds prime contracts with cabinet-level agencies in 49 states, including the State of Nebraska Department Banking and Finance, and our case management solutions are utilized by 97% of Federal agencies with more than 500 employees. We support over 17,000 annual agency users in a wide variety of case management areas such as eligibility benefits determination, defense, intelligence, veteran's benefits, vocational rehabilitation as well as child welfare and family services. MicroPact's customer retention rate is 97%, a testament to customer satisfaction and 80% of our customers have implemented two (2) or more of our case and business process management (BPM) solutions.

CMS is certified and proven to meet stringent Federal Security requirements such as FISMA and NIST 800-53 Security controls and holds a current FedRAMP Certification. CMS is specifically designed to provide counselors with the technology to do their jobs more effectively thus enabling administrators and supervisors to make smarter decisions, and allow constituents, beneficiaries, and stakeholders to proactively help themselves and ultimately be better served. Tailored to support the NCBVI's business process and workflows, CMS ensures streamlined program intake, developed and compliant submission of evidence, allows for tracking of program status and services, performs case closure, automates reporting requirements, eliminates the need for paper files and enables NCBVI to proactively develop long-term relationships with various stakeholders. From initial referral to post-employment tracking, CMS provides NCBVI staff, blind and visually impaired Nebraskans, and stakeholders with the tools they need to effectively manage program cases and make sure that the proper entitlements, vocational rehabilitation services, job placement, and independent living skills training are delivered to the people they are designed to help.

CMS stands apart from competitors with its robust configuration capability, that allows users to define key elements of the solution, such as the data model, workflow, business rules, roles, permissions, forms, and reports, by selecting and configuring functionality already built into the platform. NCBVI does not need to spend long development cycles or waste money on traditional programming efforts. Since little or no customization of the source code is required, functionality can be delivered quickly, in Agile sprints or other iterative checkpoints, and initial operating capability can be achieved in far less time and money than custom applications. The average ratio of time saved on development with the entellitrak platform compared to custom software builds is 6:1.

CMS employs hierarchical role-based security to maintain program integrity and to prevent unauthorized access, inappropriate disclosure, or compromise of Personally Identifiable Information (PII). The system restricts user access configuration and management based on role and group. In addition to role-based create-read-update-delete (CRUD) permissions, CMS supports both Single Sign-On (SSO) and multi-factor authentication for protected log-ins to the system.

In addition to the features discussed above, MicroPact understands the importance of designing, developing, and distributing software applications that are compliant with disability accessibility laws and standards, specifically Section 508 of the Rehabilitation Act. All applications developed by MicroPact, including CMS, are designed to be, and are, compliant with Section 508 accessibility requirements. A copy of a completed entellitrak Voluntary Product accessibility Template (VPAT) can be found at http://www.micropact.com/508/entellitrakVPAT.html.

MicroPact operates a FedRAMP-approved data center, with disaster recovery and backup to a warm and cold site. Access to CMS is provided in the MicroPact Cloud with role-based access through Web browsers, including Internet Explorer, Firefox, Chrome, and Safari. Additionally, CMS' open architecture allows it to seamlessly exchange data with third-party systems, via Web Services or API.

MicroPact's growth has been marked by a consistent focus on delivering powerful, adaptive, case management products that transform the way that organizations deliver successful outcomes. High standards for service excellence and customer support have remained consistent throughout the company's history. MicroPact will be committed to supporting NCBVI's mission to empower individuals, promote opportunities, and build belief in the blind.

Extensive Case Management Experience

More than 200 Civilian, Defense, and Intelligence agencies as well as Fortune 500 companies have realized positive returns on investment (ROI) with entellitrak, including every Cabinet-level Department and the 10 largest Federal agencies. MicroPact's solutions serve Federal healthcare organizations such as the Department of Veterans Affairs (VA), Health and Human Services, and Centers for Medicare and Medicaid Services. entellitrak is also used for enterprise solutions at several agencies including the U.S. Department of Agriculture (USDA), Department of Labor (DOL), Department of Transportation (DOT), and Federal Mine Safety and Health Review Commission (FMSHRC).

Below are the case studies featuring relevant MicroPact's experience:

Past Performance/Case Studies:

Case Study #1

Overview:

- *Agency:* U.S. Department of Defense (DoD)
- *Name:* Investigations/Resolutions Case Management & Tracking Solution (CMTS)
- *Prime:* MicroPact, Inc.
- *Period of Performance:* 09/29/2009 – 09/28/2014
- *COTS Product:* entellitrak
- *Underlying Database:* SQL Server
- *Workflow Processes:* Civil Rights and EEO Investigations, ROI, Employee/Labor Relations Complaints
- *Case Management?:* Yes
- *Security & Permissions Model:* Multi-factor authentication, role-based permissions
- *Configuration:* Data model, workflow, user roles, forms, reports
- *Parts Configurable by End User:* User interface, data objects, forms, basic reports

In 2012, DoD DCPAS-IRD implemented MicroPact COTS product entellitrak as an investigative case management system to track the investigation of DoD Civil Rights and Equal Employment Opportunity complaints including but not limited to the investigation of harassment, retaliation, and sexual harassment. The investigative data is tracked in real-time for DoD Component Leadership and General Counsel Personnel. These investigations result in Reports of Investigation (ROI).

entellitrak is also used on the same DCPAS platform as a Case Management and Tracking Solution (CMTS) for Labor and Employee Relations (LER) cases. This module covers 700,000 civilian employees and 1,500 bargaining units across 15 DoD Components including:

Case Study #2

- Department of Army
- Department of Air Force
- Department of Navy
- National Guard Bureau
- Defense Advanced Research Projects Agency (DARPA)
- Defense Commissary Agency (DeCA)
- Defense Contract Audit Agency (DCAA)
- Defense Contract Management Agency (DCMA)
- Defense Information Systems Agency (DISA)
- Defense Intelligence Agency (DIA)
- Defense Legal Services Agency (DLSA)
- Defense Logistics Agency (DLA)
- Defense Security Cooperation Agency (DSCA)
- Defense Threat Reduction Agency (DTRA)
- Missile Defense Agency (MDA)

Previously, IRD investigations and LER data were tracked through many different systems and methods, and all Department-level reporting was done through just-in-time data calls. This was labor-intensive and resulted in data that was often not viable. entellitrak has provided better management, tracking, and reporting of cases at both the DoD Departmental and Component levels.

Proven
Recognized 10 years in a row for growth achievements by well-known organizations including Inc. Magazine, Washington Business Journal, Washington Technology Magazine, and Deloitte & Touche, MicroPact is an 11-time Inc. 500/5000 award winner, which the Washington Business Journal recognized two (2) years in a row as one of the “Top 25 Places to Work.” In 2014, MicroPact was awarded “Contractor of the Year” by the Small and Emerging Contractors Advisory Forum (SECAF).

MicroPact is recognized by leading case management analysts such as Gartner and Forrester Research. For example, MicroPact was recently cited by Forrester as a development platform that employs “low-code development tooling that dramatically simplifies product adoption compared with enterprise BPM/dynamic case management (DCM) suites” (“New Development Platforms Emerge For Customer-Facing Applications”). MicroPact was featured in Gartner’s “Critical Capabilities of Case Management” study published in 2014, and was more recently included in the latest release of the Gartner Magic Quadrant for BPM-platform-based Case Management Frameworks.

For the CMS project, MicroPact provides a full suite of services including project and account management, requirements analysis, software configuration, data migration, testing, training, and application hosting services.

Training Services
MicroPact provides training tailored to end-user and administrator user groups. Such training focuses upon operating and managing CMS. NCBVI will identify the system administrator attendees for training, which MicroPact provides in a classroom-based setting, whether live or virtual. MicroPact has a fully equipped training center in Herndon, VA, which can be utilized if desired. MicroPact offers a Train-the-Trainer capability, and can provide onsite training at NCBVI locations. MicroPact also offers a customized Help Module used to incorporate terminology and specifics regarding the CMS configuration.

Support Services
MicroPact offers a range of Annual Support and Upgrade Subscriptions to ensure that your team has access to the resources they need. MicroPact’s Annual Support and Upgrade subscription includes helpdesk support available Monday through Friday, with a toll-free support number and email address. In addition to standard help desk support, MicroPact also offers a dedicated support team point of contact.

1. Request for Proposal Form

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 stated in this Request for Proposal unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

The Request for Proposal for Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

Further, Section III. Terms and Conditions must be returned with the proposal response.

Response
The signed Request for Proposal for Contractual Services form is inserted below.

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: MicroPact Global, Inc.

COMPLETE ADDRESS: 12901 Worldgate Drive, Suite 800, Herndon, VA 20170

TELEPHONE NUMBER: 703-709-6110 FAX NUMBER: 703-709-6118

SIGNATURE: Tom Gottlieb DATE: April 21, 2016

TYPED NAME & TITLE OF SIGNER: Tom Gottlieb, V.P., Enterprise Regulatory Solution Strategy

2. Corporate Overview

The Corporate Overview section of the Technical Proposal must consist of the following subdivisions:

a. Bidder Identification and Information

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

Response

Corporate Headquarter

MicroPact Global, Inc.
12901 Worldgate Drive, Suite 800
Herndon, VA
20170

On August 14, 2015, MicroPact Inc. merged with Iron Data Solutions, Inc. Since the merger, Iron Data Solutions, Inc. changed its name to MicroPact Global, Inc. and MicroPact Inc. changed its name to MicroPact Federal, LLC. These companies are wholly owned subsidiaries of Indigo Holding Company, Inc. and do business as MicroPact.

MicroPact Global, Inc. has been in business since 2007 but through mergers and acquisitions has been delivering enterprise regulatory solutions to state government agencies since 1991 and case management solutions since 1978.

MicroPact was incorporated in Delaware September 23, 1997. Through a series of acquisitions the company that holds the product was incorporated October 25, 2007. The form of the organization has not changed since first organized.

b. Financial Statements

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third-party to conduct credit checks as part of the corporate overview evaluation.

Response

MicroPact is a stable entity that has generated profits for many years and is financially capable of performing the contract requirements. As a private corporation, it is our policy not to release financial statements to the public. We are including a financial reference letter, as well as audit opinion letters from a large and reputable accounting firm on the following pages.

MicroPact Global, Inc. has been in business since 2007 but through mergers and acquisitions has been delivering enterprise regulatory solutions to state government agencies since 1991 and case management solutions since 1978.

MicroPact has no judgments, pending or expected litigations, or other real or potential financial reversals that might affect its viability or stability.

REGIONS

March 28, 2016

RE: MicroPact Bank Reference

To Whom It May Concern:

This letter is to inform you that MicroPact (formerly Iron Data) has been a valued customer of Regions Bank since 2006. They have an established depository and lending relationship with our bank, and have been a model client handling their accounts in an exemplary manner with no bank issues.

We are privileged to count MicroPact as one of our best clients.

If you have any other questions, please feel free to contact me directly.

Sincerely,

Gene Columbus

Gene Columbus
Vice President – Business Banking
(901) 580-5122

SMITH & HOWARD

Certified Public Accountants and Advisers

INDEPENDENT AUDITORS' REPORT

Board of Directors
Indigo Holding Company, Inc.

We have audited the accompanying consolidated financial statements of Indigo Holding Company, Inc. d/b/a Iron Data Solutions, LLC (the "Group"), which comprise the consolidated balance sheet as of December 31, 2014 and 2013, and the related consolidated statements of operations and comprehensive loss, equity and cash flows for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of the significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Indigo Holding Company, Inc. d/b/a Iron Data Solutions, LLC as of December 31, 2014 and 2013, and the results of their operations and cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Supplementary Information

Our audits were conducted for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The supplementary information is presented for the purpose of additional analysis and is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The information has been subjected to the auditing procedures applied in the audits of the basic consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the basic consolidated financial statements as a whole.

Smith & Howard

April 3, 2015

c. Change of Ownership

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

Response
There is no anticipated change of ownership or control of MicroPact during the 12 months following the proposal due date.

d. Office Location

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska must be identified.

Response
We anticipate the majority of the work will come from our Herndon, VA location, however MicroPact will work with the NCBVI to come to a mutually agreeable work location for this project. We have offices in the following locations:

- Denver, Colorado
- Raleigh, North Carolina
- Baltimore, Maryland
- Memphis, Tennessee
- Mobile, Alabama
- Richmond Hill, Georgia
- St. Louis, Missouri
- Toronto, Ontario

e. Relationships with the State

The bidder shall describe any dealings with the State over the previous three (3) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

Response
MicroPact has one licensing contract with the State. Please see information below.

Nebraska Department of Banking & Finance
State of Nebraska Service Contract Award
Contract Number 48202 04
Order Date – 5/25/2011

f. Bidder's Employee Relations to State

If any party named in the bidder's proposal response is or was an employee of the State within the past three (3) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

Response
MicroPact does not have any employees who either were or are an employee of the State within the past 3 months.

g. Contract Performance

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past three (3) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past ten (10) years, including the other party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past ten (10) years, so declare.

If at any time during the past ten (10) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting party.

Response
MicroPact is pleased to report that it has not incurred any customer contract terminations for default. However, MicroPact received termination for convenience notices from three customers:

- Ohio Department of Administrative Services – This contract was terminated for the convenience of the government.
- Minnesota Department of Public Safety, Alcohol and Gambling Enforcement Division – This contract was terminated for the convenience of the government.
- In January 2013, the Department of the Air Force terminated a MicroPact Federal contract for the convenience of the government.

As a subcontractor to another organization which supported the Montana Department of Agriculture, MicroPact's subcontract agreement was recently terminated. The parties are currently in discussions, looking to resolve the matter.

h. Summary of Bidder's Corporate Experience

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope, and complexity, to include all installations with designated state agencies that administer the Vocational Rehabilitation program. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder must address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this Request for Proposal. These descriptions must include:

a) The time period of the project;
b) The scheduled and actual completion dates;
c) The Contractor's responsibilities;
d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
e) Each project description shall identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

Response
Below are three narrative descriptions highlighting the similarities between MicroPact's experience and this Request for Proposal with the requested information:

Table 1, Project # 1

Project 1 – Montana Vocational Rehabilitation Case Management System for the Department of Public Health and Human Services (DPHHS)	
a) The time period of the project	05/15/2012-02/28/2013
b) The scheduled and actual completion dates	Scheduled Completion Date: 07/24/2015 Actual Completion Date: 02/26/2016
c) The Contractor's responsibilities	MicroPact planned, configured, designed, and implemented a vocational rehabilitation case management system for efficient management across all aspects of VR services administration. Work on the contract included project management,
d) Contact information	Customer Contact Name: Marvalee Christofferson, Telephone Number: (406) 444-4076 Facsimile Number: (406) 444-3632 Email Address: mlchristofferson@mt.gov
e) Project Description, prime or sub, budget info	Project Description: DPHHS chose to partner with MicroPact for a number of reasons including 30+ years' experience delivering benefits entitlement case management systems for customers such as the Social Security Administration, providing a modern solution using the latest technologies that can be easily configured to meet the DPHHS's needs, and offering ongoing maintenance services to ensure the system remains current with Federal RSA regulations and policy changes. MicroPact planned, configured, designed, and implemented a vocational rehabilitation case management system for efficient management across all aspects of VR services administration, from initial service request and assessment through individual Plan for Employment (IPE) development and post-employment follow-up. The final solution enables clients to apply for services through any Vocational Rehabilitation Office. The system allows the counselors to maintain clients and their dependent's information, generate pre-populated forms, create assessments and IPEs, store documents electronically, generate accurate reporting information and communicate information electronically between local, regional and state offices. Additional benefits of the Vocational System include: Workload Management, Record Request Management, Correspondence Management, Fiscal Management, Dashboard-Style Reporting, Lower Operating Costs, Document Management. Prime or Sub: MicroPact was a sub on this project Budget Information: Firm Fixed Price. Total contract cost: $1,066,000 base contract, $131,040 in PCR value.

Table 2 Project # 2

Project 2 – Nebraska Department of Banking and Finance	
a) The time period of the project	5/25/2011 – 6/30/ 2012 (includes four years of maintenance and support)
b) The scheduled and actual completion dates	6/30/2013 – scheduled completion of implementation 6/30/2013 – actual completion of implementation
c) The Contractor's responsibilities	Implementation of eLicense Intranet functionalities for Depository and Non-Depository institutions and Securities, as well as relevant financial industry interfaces. MicroPact was a Software provider and implementing vendor, offering management of the implementation and support of the eLicense solutions. The project has involved considerable data consolidation and conversion, and implementation of all contracted system functions.
d) Contact information	Customer Contact Name: Kelly Lammers, Deputy Director Telephone Number: (402) 471-4945 Toll-Free: 800-747-8177 Email Address: kelly.lammers@nebraska.gov
e) Project Description, prime or sub, budget info	Project Description: Integration of the system has allowed the flexibility of a robust licensing and regulation system which allows for an extended system lifespan. In addition, the core competencies may now expand to meet the ever increasing industry demands. Very accelerated initial go live with limited functionality, with subsequent phases implementing balance of contracted functionality. Prime or Sub: MicroPact was the Prime contractor for this contract, and it did 80 % of the work share. Budget information: The contract value for implementation and 4 years of support was $318,000

Table 3 Project # 3

Project 3 – State of California Worker's Compensation (Partnered with Maximus)	
a) The time period of the project	January, 2012 – October, 2015
b) The scheduled and actual completion dates	January, 2012 – October, 2015
c) The Contractor's responsibilities	This project is an example of an entellitrak application being configured on an extremely aggressive timeframe utilizing Agile methods. At project inception, a project charter outlined the core capabilities of the system, which were then referenced as stories. Weekly sprints included requirements elicitation through development and unit testing. These weekly sprints led by an Agile team were effective in delivering specific requirements in one month. This project required special attention to individual stakeholders and interactions to get the most of customer collaboration in a short timeframe. MicroPact successfully engaged the Product Owner

	closely to ensure project success, encouraging the Product Owner to attend both daily SCRUMs and Sprint Reviews working with an assigned Scrum Master.
d) Contact information	Contact Name: Lou Shields, Senior Vice President, Operations Maximus Federal Services Telephone Number: (480) 720-9469 email: LouWShields@maximus.com
e) Project Description, prime or sub, budget info	This case management solution is responsible for tracking, workflow, routing, and assigning cases throughout the State of California, Department of Industrial Relations (DIR), Division of Workers' Compensation (DWC). The solution includes: entellitrak, Report Builder, Help Module licenses and hosting. IMR and IBR case type transaction fees, 10 Custom Reports & Training. Prime or Sub: MicroPact was a sub in this project. Budget information: Total contract value was $1,222,096.92

ii. Contractor and Subcontractor(s) experience must be listed separately. Narrative descriptions submitted for Subcontractors must be specifically identified as Subcontractor projects.

Response
MicroPact is not using subcontractors for this project.

iii. If the work was performed as a Subcontractor, the narrative description shall identify the same information as requested for the Contractors above. In addition, Subcontractors shall identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

Response
MicroPact is not using subcontractors for this project.

i. Summary of Bidder's Proposed Personnel/Management Approach

The bidder must present a detailed description of its proposed approach to the management of the project.

The bidder must identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder shall provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State. NCBVI reserves the right to approve or reject any changes to the contractor's Project Manager

or other key personnel after contract award. NCBVI also reserves the right to require key personnel changes, to be completed within ten (10) business days of notice to the Contractor.

Response

The best solution starts with people who can hit the ground running with the right combination of skills and experience. MicroPact's delivery team is made up of professionals who understand rehabilitation services and programs and are skilled in management, analysis, design, and development.

Our strategy for staffing this project entails selecting key professionals who bring the right mix of case management project experience and solid work experience in project management, business processes and deep knowledge of the technical requirements of this project.

MicroPact's proposed Project Manager Eric Park will have primary responsibility for the success of the project and shall be engaged on a full time basis. Eric brings years of success managing large projects, experience in programs and operations management, with additional strengths in financial and healthcare management as well as business analysis.

The crucial management responsibilities for The Project Manager include:

- **Manage the People** to verify the effective use of the resources involved in the project, including project stakeholders (organizational strategy development, planning, staff acquisition, and team development activities).
- **Manage the Communications** to verify the timely and appropriate generation, collection, dissemination, and nature of project information. This includes communications planning, information distribution, performance, reporting, monitoring, and administrative closure activities.
- **Manage the Work Plan** to verify the timely completion of the project through activity definition, activity sequencing, activity duration estimating, schedule development, and schedule control.
- **Manage the Money** to verify that the project is completed within the approved budget through resource planning, cost estimating, cost budgeting, and cost control processes.
- **Manage the Risk** to identify, analyze, and respond to project issues as they arise. This includes maximizing the results of positive events and minimizing the consequences of adverse events through risk identification, risk quantification, risk response development, and risk response control. Also verify that any issues that develop during the project are identified, addressed, and resolved in an expedient and professional manner.
- **Manage the Quality** to verify that the project satisfies the needs for which it was undertaken, including identifying quality standards, evaluating overall project performance, and monitoring specific project results to eliminate the causes of unsatisfactory performance.

The Project Manager also directs the activities and tasks of MicroPact's teams and specialists, including:

- **Technology Team.** This team, led by a Technical Architect, is responsible for the system architecture, technology environments, interface design and development, security design and implementation, system modification development, quality assurance, and database administration.

- **Business Analyst.** This person works with Configuration Specialists who will configure and test the solution based on the requirements documented during the on-site interviews. The Business Analyst and Configuration Specialists work closely with the Project Manager and Department stakeholders with a functioning, configured environment for review and refinement.

- **Delivery Team.** This team is responsible for conducting business process review sessions with the Department to confirm the business rules and processes, configuration and testing of the solution, knowledge transfer and user acceptance testing.

- **Trainer.** This person, supported by a team, provides training for Department personnel so they will be able to use the system effectively and efficiently.

- **Application Developers.** Under the direction of a Lead Application Developer, MicroPact's team of developers shall – throughout the project - develop modules or code objects based on technical requirements established by the Lead Application Developer.

Table 6 below shows the proposed MicroPact team members who will work on the CMS project with the following caveat: the team members are available to work on the CMS project at this point of time. MicroPact confirms that any changes in proposed team members will only be implemented after written approval from the State and upon NCBVI's approval. MicroPact confirms that key personnel changes will be completed within ten (10) business days of notice given by NCBVI to MicroPact.

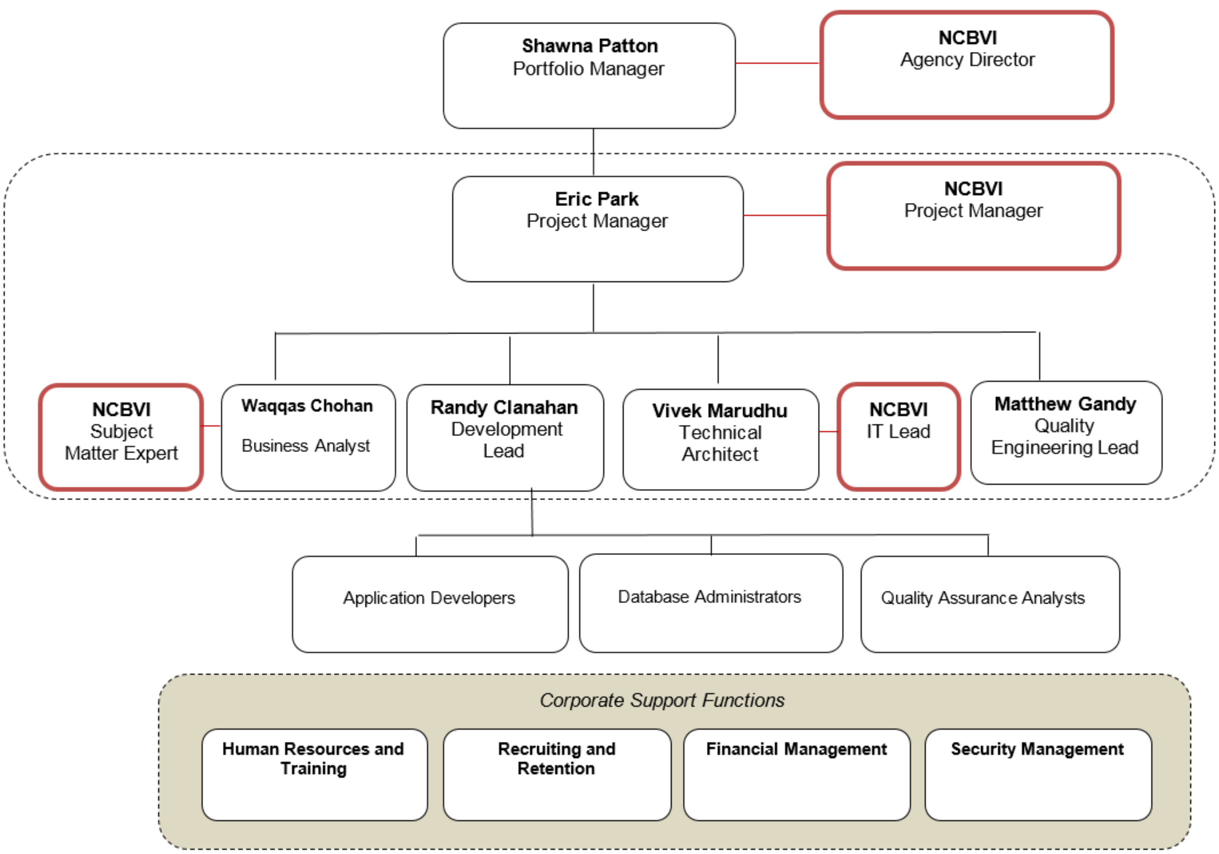
Table 4 Project Team

Employee	Title	Estimated Time Commitment
Eric Park	Project Manager	50%
Vivek Marudhu	Technical Architect	50%
Waqqas Chohan	Business Analyst	50%
Randy Clanahan	IT Lead	75%
Matthew Gandy	Quality Engineering Lead	25%

Resumes for each team member are on the following pages.

Organization of the project team provides clear lines of communication, ensures responsiveness, and maintains efficient program oversight as shown in Figure 1 below.

Figure 1 MicroPact Project Team



MicroPact's organization chart demonstrates our corporate commitment to project success

To ensure success of the CMS project, MicroPact requires commitment from the following key NCBVI stakeholders:

- **Project Manager** – Assign a full time Project Manager for the project. The Project Manager will act as the single point of contact and have the authority to make project-related decisions and be the single point of contact for project-related communications.

- **Subject Matter Expert** - Facilitate Requirements Confirmation meetings with MicroPact to walkthrough current business processes The SME will also review and accept the Requirements Traceability Matrix.

- **IT Lead** - Provide client network administration including, but not limited to, establishing user login accounts and system access rights (roles and user security permissions). After the system is in production, provide training for new users as required. NCBVI may request MicroPact to provide additional new user training through the change order process.

- **Data Migration Lead** - Collaborate with MicroPact technical staff during the migration process.

Eric J. Park
Technical Project Manager

Profile

- 13+ years of experience in information technology and business management
- M.S. Management of Information Technology from the University of Virginia
- Successfully managed and delivered enterprise-level IT solutions to both commercial and federal government organizations across multiple industries
- Proven track record of customer relationship management, requirements management and data-analysis.
- Excellent communication and interpersonal skills
- Security cleared multiple times through career

Selected Project Experience

University of British Columbia MedIT Entellitrak systems, Program lead

- Responsible for all aspects of Professional Services delivery for portfolio of project teams delivering technical implementation of the Entellitrak system.
- Managing teams using traditional, agile, and blended methodologies.
- Primary project POC for multiple federal government agencies including, but not limited to: Internal Revenue Service, General Services Administration, Department of Education.

Entellitrak configurations, Senior Business Analyst

- Gathered and managed customer business requirements.
- Decomposed business requirements into system-level specifications and design (process flows, ERDs, data-dictionaries, design specifications).
- Facilitated development and testing of Entellitrak configurations.
- Managed User Acceptance Testing and production deployments.

Freddie Mac – Investments and Capital Markets, DDAP Upgrade, Project Manager

- Led requirements team (5+) and co-managed large (45+) team working to upgrade multiple systems within the business' debt and derivatives accounting platform
- Managed project scope, schedule, quality, and implementation per PMLC standards
- Managed project budget, costs, and status reporting to senior management
- Managed change management processes and related estimation and planning efforts
- Managed customer and stakeholder communications
- Maintained vendor and subcontractor communication and management
- Managed project issues, inter-project dependencies and risk mitigation

Freddie Mac – Investments and Capital Markets Data Services Infrastructure, Sr. Systems Analyst

- Conducted requirements analysis and management for enterprise-wide data infrastructure project implementing Oracle SOA products and tools.

Idea Integration, Senior Consultant

- National Rural Utilities Cooperative Finance Corporation - Led business analysis efforts of large project team working on multi-year, enterprise wide effort to consolidate disparate legacy applications into one enterprise, service-oriented architecture (SOA) system. Interfaced with business subject matter experts, project management, and technical architects and leads to develop solution framework and requirements for enterprise system to be developed.

- Department of Labor, OSHA - Defined requirements for an enterprise-wide upgrade of all of OSHA's critical IT systems into one SOA web-based system used by offices in D.C. and across the country. Led JAD sessions with client stakeholders to define requirements for workflow modules of the system to-be.
- Center for Organizational Excellence - Managed functional areas of project team developing a custom, SOA product marketed to HR organizations in the federal government. Worked closely with client stakeholders to conceptualize, design, and deliver beta and initial releases of the end-to-end product. Deployed product and services into production environments at two federal clients. Delivered system releases using agile-based methodologies.

Freddie Mac

- SOX Business Process – Interfaced with multiple business areas to define and document 'as-is' and 'to-be' business process architecture for all operations and financial divisions across the organization. Created SIPOCs and business process documentation to be used for future SOX and Ops and Tech related project efforts.
- Business Change Integration - Worked with client to implement upgrades and provide training for enterprise workflow application used to communicate core business process changes across the organization.
- Office of Personnel Management - EHRI - Worked with team to maintain extensive data warehouse system servicing multiple federal organizations via OPM. Facilitated JAD sessions and documented requirements in an agile-based delivery methodology.

Accenture, Analyst

Provided consulting services and solutions to federal government clients:

- U.S. Air Force, JBooks – Worked with team to gather requirements for, design, and build custom .NET application which automates accounting and related functions performed by Air Force budgeting groups within the Pentagon.
- Internal Revenue Service, HCTC - Served as system administrator for document management system interfacing with large CRM application supporting Health Coverage Tax Credit servicing and customer support personnel. Updated business process workflows used for responding to inquiries regarding health care tax credits.

Technologies

- **Requirements Management** – solution architecture, JAD facilitation, DOORS, Requisite Pro, domain modeling, logical-level database design, use-case development, business process re-engineering
- **Project Management** – MS Project Server, Planview, planning, estimation, cost management
- **Technology** – SQL, PL/SQL, MS SharePoint, RapidSQL, MS Visio, MS Office Professional (incl. Access), Microstrategy, Cognos Analyst (formerly Adaytum), .NET Architecture
- **Environments/Methodologies** – SDLC in RUP as well as agile-based, BPMN, Oracle, SQL Server, Sybase, DB2, de-normalized database environments, SOA, SOx and financial controls, financial services industry
- **Other** – Technical documentation and training development, Informatica, Datastage, Summit, Eagle Star, Microstrategy, Cognos Analyst

Education and Personal History

- **University of Virginia, Charlottesville, VA** 2009
  Masters of Science, Management of Information Technology
- **Bachelors of Science, Commerce (MIS Concentration)** 2001
- Cognos Analyst (formerly Adaytum) Certificate 2003

References

- **Michael Adams, Vice President, IRS Programs, MicroPact**
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- **James R. Atkinson, Vice President, Professional Services, MicroPact**
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- **Jeremy James, Senior Director, Technical Solutions & Program Management, MicroPact**
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Vivek Marudhu, PMP

Software Architect

Profile

Mr. Marudhu has 16 years of IT experience with expertise in Architecture and 12 years in Insurance and financial services. Extensive experience in Application, Integration, SOA architectures with excellent problem solving ability and interpersonal skills.

Professional Experience

- **MicrPact**
  Software Architect – October 2012 – present
- **American Family Insurance**
  Solutions Architect – March 2006 till October 2012
- **IBM**
  Solutions Architect– Sept 2005 till Feb 2006

Project Experience

- **American Family Insurance, WI**: Researched and spearheaded new projects for adoption of Service Oriented Architecture and its enabling technologies.
- **IBM**: Implemented and enforced appropriate standards in creating and implementing solutions to meet project requirements
- **Firstapex**: Traveled and successfully implemented their Insurance product at the client site. Acted as a SME for the XGEN product which is part of General Insurance domain

Technologies

- OS - Windows, Unix, Linux, Solaris 5.8, AIX
- Platform - Java SE, Java EE, Goovy, Scala, C, C++
- NoSQL - MongoDB
- Web Services –SOAP, REST, WSDL, UDDI, SAAJ, XSD
- ESB – Oracle Fusion, Cape Clear, WSO2
- BRMS – Quick Rules, JBoss Drools
- BPM – jBPM,Avtiviti, BPMN 2.0
- IBM MQSeries, Rabbit MQ,
- EAI Tools - IBM MQSeries Integrator, Webmethods, Apptrieve, e-Unify, GT-Ivory, jIntegra, Formula One for Java.
- Xfire, CXF, Apache Axis
- Web 2.0, HTML 5.0
- Amazon Web Services
- Framework – Spring, Struts, Grails, Play 2
- ORM – Hibernate, JDO,TopLink
- Database - DB2, Oracle, Sybase, MS SQL Server, SQL, PL/SQL, JDBC 2.0
- Java Servlets 2.0, JSP 1.1
- App Servers - Weblogic 8.1, IBM Websphere 6.0, Jboss 7.0
- EJB3.0, JMS
- XML, XSL, JSON, XPATH

Education and Personal History

- Bachelor of Engineering in Computer Science, University of Madras, India.
- The Open Group Architecture Framework – The Open Group
- Project Management Professional, Project Management Institute
- Sun Certified Enterprise Architect, Sun Microsystems
- Certified Scrum Master, Scrum Alliance

References

- **Ajai Singh, Director of Engineering, MicroPact**
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- **Thomas Jackson III, Director of Architecture, MicroPact**
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- **Rajesh Kottu, Manager, MicroPact**
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Waqqaas Chohan

Senior Business / Systems Analyst

Profile

- 8+ years as a Technical IT Consultant
- Certified ScrumMaster with experience in facilitating projects under the Agile SCRUM framework
- Experienced in application design and development
- Experienced in database, object oriented and application design and development
- Experience in all phases of the SDLC for all major methodologies, including Agile, Waterfall, RUP, etc.,
- Experience in creating and managing project budget and schedules
- **Languages:** SQL, Visual Basic, XML
- **Methodology:** Waterfall, SCRUM Agile, Rational Unified Process (RUP), JAD, UAT
- **Database:** MS Access, TOAD, MS SQL Server, Oracle SQL developer
- **Operating Systems:** Windows, MacOS, UNIX,
- **Software:** *SDLC Tools:* DOORS, ReqPro, RallyDev, JIRA, HP QualityCenter, HP ClearQuest, HP ALM; *Testing Tools*: Test Commander, Qtest, Test Director, SOAP UI; *Applications*: MS Office Suite, Visio, Project, SharePoint, PowerPoint, OneNote, Visual Basic

Selected Project Experience

MicroPact, *Herndon, VA* **Senior Business / Systems Analyst**

As a Senior Business / Systems Analyst with MicroPact I spearhead and manage the implementation of MicroPact's COTS Case Management/BPM solution entellitrak for its many customers, both Federal and Commercial. I often served as a Project Lead managing the project from inception. My work often included creating and managing project schedules, managing contractual scope, defining business requirements and transforming it into system design and architecture, maintaining projects artifacts, providing testing support and strategy of the application, and provide post production support while transitioning projects to production. This included the implementation of both new and existing (enhancement projects) entellitrak instances.

Client Engagement: Office of Medicare Hearings and Appeals (division of Human Healthcare Services) - Electronic Case Adjudication and Processing Environment (ECAPE)

New implementations of the Electronic Case Adjudication and Processing Environment (ECAPE), for the Office of Medicare Hearings and Appeals (OMHA) – a division of Human Healthcare Services (HHS). The ECAPE system was created as case management system for the tracking of Level 3 Medicare Appeals though the Medicare appeals process. ECAPE is designed to fully support electronic case adjudication of Level 3 Medicare appeals. Features included the intake of Level 3 Appeal Requests, the integration of web services to migrate data from a Level 2 Medicare Appeals System (MAS) and promote to Appeals in ECAPE, document scanning and upload, bar code generation, Adjudication of Appeals, and an Appellant Public Portal which is public facing for external users to file Level 3 Appeals electronically. The Project was separated into modules known as Contact Lines Items (CLINs), to allow for multiple project streams to run in parallel.

- Facilitated project kick-off to plan the scope of work for the first phase of development as it related to the specific Module (CLIN 6 - Appellant Public Portal)
- Lead requirements and design session with SME's and project sponsors to baseline user stories and create tractability to feature sets
- Created epics and user stories in sprint 0 and traced to contractual requirements while managing it all in an RTM (requirements Traceability Matrix) via JIRA
- Led sprint planning session with the development team at the beginning of each sprint, to select stories to be worked on in the respective sprint
- Using sandbox environment and Visio created wireframes as a tool to promote design that leveraged core entellitrak functionality and demonstrated how it met specific requirements or feature requests
- Created road map for each sprint to align with project schedule and target milestones
- Managed burn-down and velocity to gauge whether or not stories can be amended to the respective spring to maintain target milestones.

- Lead daily standups for the project to keep a status of the project's health
- Worked closely with a cross functional project team to delegate tasks, allocate work based on forecasting models, and creation of project artifacts.
- At the conclusion of each sprint conducted client demo's and project team retrospectives.
- Acted as a SME (Subject Matter Expert) of the entellitrak product.

Client Engagement: The University of British Columbia, Canada – Faculty of Medicine Teaching - Tracking and Payment System (TTP)

New implementations of the Faculty of Medicine - Teaching, Tracking and Payment (TTP) System for the University of British Columbia, Canada. The TTP system was created as case management system for the tracking, recording and payment processing of compensable teaching activities within UBC College of Medicine. Some of the features implemented include (but are not limited to) SSO authentication, the implementation of a robust security model, a cataloging of Activities with an integrated compensation management module, management of faculty profiles, transaction recording, verification and approval process, invoice generations, payment instruction generation (flat files) to import into existing FMS systems.

- Managing Project scope while maintaining project budget and schedule.
- Coordinated and facilitated contract deliverable and the day to day activities of team members, utilizing Agile best practices
- Responsible for managing project forecasts and project burn-down
- Ensured communication among project team members, project executives and stakeholders
- Implemented a Rapid Prototyping approach to gain the business's trust and approval on various modules
- Facilitated JAD sessions in Vancouver Canada with UBC SME's and business end users to flesh out requirements definition and create a backlog of feature requests and design decisions
- Managed all contractual SDLC artifact deliverables
- Provided GAP analysis on requested features that caused scope creep or required a level of customization that would cause delays in the project schedule
- Created Automated Test Scripts to run data Load Testing, using Visual Basic Scripts and Test Commander – automation testing tool
- Provided post production support and assistance in user training.

Client Engagement: Federal Mine Safety and Health Review Commission - Federal Mine Safety and Health Review Commission Electronic Case Management System (FMSHRC eCMS)

Enhancement implementation to The Federal Mine Safety and Health Review Commission Electronic Case Management System (eCMS). eCMS provided FedMine with electronic case filling as well as adjudication of cases, while tracking the case through its lifecycle. Enhancements included a complete redesign of the assignments queue powered by a rules based status engine. Other functionality included, an analytics reporting tool, UI redesign to make the system more intuitive for its users, document and letter generations, records management, web services integration for scheduled data migration between source and target systems.

- Facilitated weekly requirements and design sessions with the product owners and SMEs
- Transformed scope into traceable requirements
- Designed an event driven status matrixes and Finite State Automata (FSA) for re-engineered business process related to case filings and adjudication
- Created wireframes and software requirements specifications (SRS) to baseline design with the business
- Created developer tasks for each respective sprint
- Managed Product Backlog shared across the project team
- Provided functional demos to FedMine Stakeholders of feature implementations
- Provided prioritization and effort estimates for requested features in the product backlog
- Provided impact analysis for specific feature requests that could have potential downstream implication or breaks to other modules of the existing system

- Created data mapping and transformation logic between eCMS and MSHA legacy systems, for data migrations
- Conducted Unit Testing for all newly developed functionality, along with regression testing for features that had impact to other modules in the system

Client Engagement: Internal Revenue Service Taxpayer Advocacy Services - The Taxpayer Advocacy Service Integrated System (TASIS)

The Taxpayer Advocacy Service Integrated System (TASIS) is case management system that provides taxpayers, experiencing hardships, with an electronic means of filing a case with the Taxpayer Advocate Service (TAS) – a division of the IRS. TASIS provides a unified platform which allows both the taxpayer and TAS to manage various segments of the case's lifecycle. Features included a robust organization hierarchy structure and assignments queue, to help manage the cases and the various hands they pass through. Other features included escalation, document uploads as evidence, letter generation, reports and more.

- Served as a business analyst on TASIS, with the primary derivative of creating SDLC artifacts for the existing implementations
- Created roles map and organization hierarchy trees
- Facilitated weekly requirement elicitation meetings with client to review contractual needs of the documentation artifacts and revision of features in the existing implementation
- Created data model, data dictionary, glossary of terms, screen captures, use cases, workflow diagram, screen flow diagrams and consolidated into meaningful Software Design Specification documents for the business, align to satisfy contractual obligations of artifact expectations
- Created Requirements Traceability and mapping Technologies

References

- **Eric Park, Technical Project Manager, MicroPact**
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  703-868-1937

- **Jeremy James, Senior Director, Technical Solutions & Program Management, MicroPact**
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  703-272-2921

- **Robert Simmons, Project Manager, IBM, Managed Security Services**
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Randy Clanahan

Software Engineer

Profile

- Java Developer with 30 years of experience in the software engineering field. Instrumental in the detailed development and implementation of the DDS software for processing Federal disability claims for thirty states and territories. I have obtained Social Security Administration Suitability Clearance.
- Web Based development with experience in the following:
    - Groovy
    - Grails
    - java
    - Liquibase
    - Html
    - Grails
    - jQuery
    - javascript
    - subversion
    - Requirements Analysis
    - Business Analysis
    - Jira
    - Hibernate
    - Oracl/mysql/mssql
    - Agile & Waterfall
    - Etc., etc., etc.

Professional Experience in Current Role

- Responsibilities include:
    - I-Series development of Disability Determination System
    - Java/GWT/Grails/Struts development of Intelligent Case Manager System
    - Instrumental in the development of the Electronic Folder Interface for the DDS Case Management System
    - Integral part of the team that developed the new Intelligent Case Manager System
    - Ongoing web development of case management Systems.

Selected Project Experience

- **General Electric**
  Modified Software for investor reporting functions allowing for the acquisition and integration of a new type of mortgage portfolio
- **Crown Optical**
  Created a database to track retail boards in all retail outlets
- **Express Scripts, Inc.**
  Custom modification of purchased software for claims processing

Education and Personal History

- Southwest Missouri State University, Springfield, MO
  Bachelor of Science – Computer Information Systems
- University of Missouri St. Louis, St. Louis, MO
  Chancellor's Certificate – Visual Basic

Education and Personal History

- **George Mason University, Fairfax VA** May 2014
  B.S. Information System & Operations Management
- **Northern Virginia Community, Annandale VA** May 2004
  A.A.S. Information Systems
- SCRUM ALLIANCE® Oct 2015
  Certified ScrumMaster

References

- **Lynn Born Director, Human Services Solutions, MicroPact**
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- **Anne Hartupee PMP, Case Management Solutions, MicroPact**
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- **Chuck Bartlow, Vice President, Disability Case Management, MicroPact**
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  314-744-7363

Matthew Gandy

Quality Engineering

Profile

- Quality engineer with significant experience testing, deploying, and supporting web-based case-management software. Focus on working with client to insure high-quality delivery that exceeds customer expectations.

Professional Experience

- **MicroPact**
  Quality Engineer III – February 2013 – present
  Team Lead for ICM product line. Designing and executing test cases, tracking defect corrections, coordinating testing activities, and reporting metrics and statuses for pre-production builds as well as support implementations. Also training, requirement gathering, documentation, database analysis, release management, and client support.
- **BB&T**
  Test Analyst – November 2011 - February 2013
  Designed and executed test cases, opened and retested bugs, and coordinated testing efforts for internal commercial lending application and new risk grading application.
- **Dex One**
  IT Quality Assurance – 2007-2011
  Tested software enhancements and defect corrections for web-based CRM software and mobile (iPad) implementation of related sales tool.

Project Experience

- **State of Montana**
  Montana Vocational Rehabilitation (VR) – February 2013-present
  Tested web-based client, case, and invoice management system supporting vocational rehabilitation for disabled citizens, as well as related reporting.
- **State of Wisconsin**
  The Management Group (TMG) – October 2014-January 2015
  Supported UAT and internal testing efforts for interim ICM 1.0 implementation of web-based client and case management system targeted for ICM 2.0 implementation.
- **State of Montana**
  Montana Child and Adolescent Needs and Strengths (CANS) – June 2013-September 2013
  Tested and implemented web-based case-management software supporting assessment of at-risk children and related reporting.

Technologies

- **Database:** MySQL, Oracle SQL
- **Operating Systems:** Windows 3.1 – 10, Mac OSX Lion – El Capitan, iOS 3.0-9.3
- **Tools:** Quality Center, qTest, JIRA, Confluence, Salesforce, SVN, MS TFS, Visual Studios 2008, MS Office
- **Servers:** Linux and Oracle

Education and Personal History

- **Master of Liberal Arts in Humanities**
  University of South Florida, Tampa, FL

- **Bachelor of Arts in English and Humanities**
  Florida State University, Tallahassee, FL

Certifications

- **American Software Testing Qualifications Board**
  ISTQB Certified Tester Foundation Level

References

- **Leigh Crawford, Director of Quality Delivery at MicroPact**
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- **Gwenna Bedwell, Support Manager at MicroPact**
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- **Philip Wanamaker, Data Conversion Analyst at MicroPact**
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j. Subcontractors

If the bidder intends to Subcontract any part of its performance hereunder, the bidder must provide:

i. **name, address, and telephone number of the Subcontractor(s);**
ii. **specific tasks for each Subcontractor(s);**
iii. **percentage of performance hours intended for each Subcontract; and**
iv. **total percentage of Subcontractor(s) performance hours**

Response

MicroPact does not intend to use any Subcontractors for this project.

3. Technical Approach

The technical approach section of the Technical Proposal must consist of the following:

a. **The Technical Proposal must consist of completion of the Requirement Traceability Matrix (RTM) (Attachment A and B) that corresponds to the Option the Bidder is bidding on. The Bidder shall respond to each item in the RTM and**

b. **Deliverables and Due Dates.**

a. Requirement Traceability Matrix (Attachment A and B)

Response

The completed Requirement Traceability Matrix (RTM) (Attachment B for Option 2) is included as an attachment.

b. Deliverables and Due Dates

Response
Below is a list of the deliverables and Target Due Dates.

Table 5 - Target Due Dates

Deliverables	Target Date
Monthly Status Reports	End of each month
Business Continuity and Disaster Recovery Plan (TECH-1)	10/28/2016
Project Management Plan (PPM-1)	10/21/2016
Data Migration/Conversion Plan (PPM-2)	11/18/2016
Data Conversion to Test	1/25/2016
Test Plan (PPM-3)	11/14/2016
Risk Assessment and Management Plan (PPM-4)	10/21/2016
Implementation Plan (PPM-5)	12/23/2016
Ongoing Support Plan (PPM-6)	2/1/2017
Training Plan (TRN-1)	4/15/2017
Transition Plan (EC-1)	60 days before end of contract

Section III – Terms and Conditions Exceptions/Assumptions

Section III, Terms and Conditions Exceptions/Assumptions were reviewed and commented on by MicroPact's legal counsel, Alex Colon, and are inserted on the following pages:

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
		AC	MicroPact is providing commercial software (COTS) and authorizing its use via license. Therefore, we would like to negotiate the highlighted terms below:

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:
AC			

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:
AC			

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:
AC			

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:
		AC	During the course of the contract and with prior approval, MicroPact would like to propose the use of other subcontractors.

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:
AC			

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:
AC			

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:
		AC	MicroPact understand the prohibition; however, should the time frame extend in perpetuity? This is a challenging compliance action.

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
		AC	MicroPact would like to further define the right to cure and the obligations of the parties thereunder.

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:
		AC	MicroPact would like to define "Deliverables."

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:
		AC	MicroPact would like to futher define withholding rights. Specifically, withholding "all monies" may not be appropriate based on the performance concern.

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:
AC			

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:
		AC	Agreed, generally. However, MicroPact would like to discuss advance payments of items such as license fees and maintenance.

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:
		AC	MicroPact would like to introduce the reasonable standard here instead of simply "sole" determination.

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.

JJ. RIGHT TO AUDIT

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

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
		AC	MicroPact would like the itemized cost pricing considered as proprietary.

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:
ac			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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.

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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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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:
AC			

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.

Assumptions

Likewise, below are listed MicroPact's assumptions:

- NCBVI will accept and sign the entellitrak licensing and maintenance agreement.
- NCBVI and MicroPact will agree upon a statement of work (SOW) which defines the project deliverables, their acceptance criteria and both NCBVI and MicroPact responsibilities.
- Regarding form generation, a maximum of 30 forms will be prepopulated templates and the remainder can be configured utilizing entellitrak's Advanced Search feature.
- There will be a total of 10 reports in the initial system. The reports will be standard data grid reports, with a maximum of 15 columns per report. All other reports can be configured by NCBVI in Advanced Search.
- It is assumed that the data migration will occur from two legacy systems into the new system.
- It is assumed there will be 2 interfaces as part of this system.
- It is assumed the NCBVI will have assembled a team for the MicroPact team to interface with and clarify requirements with. The project is estimated to take 12 months and during that time the NCBVI team should be available for questions/requirements clarification, demos, interactive JAD (Joint Application Development) Sessions and Change Control Board reviews.
- The NCBVI team at the end of each Sprint will have 5 business days to review functionality and provide feedback. If no feedback is given, it is assumed that the scope within that sprint meets the business needs as described in the SOW.
- As part of the initial configuration a maximum of 5 roles will be configured.
- MicroPact assumes there will be a maximum 40 business rules.
- Requirements Elaborations will consist of validation of pre-documented requirements and will last two weeks.
- NCBVI will identify all IT personnel necessary to support this effort and will ensure that those personnel will be available during analysis, testing, and deployment. NCBVI will additionally ensure that MicroPact project personnel have reasonable access to designated personnel.
- MicroPact will designate an experienced Project Manager (PM) to manage this effort and to act as the principal point-of-contact (POC) for NCBVI. MicroPact requires that NCBVI designate a PM to act as the principal NCBVI POC for this effort.
- MicroPact will schedule an initial kickoff meeting between MicroPact and NCBVI. MicroPact will provide an Installation Project Plan, which will outline deliverables and deadlines for both MicroPact and NCBVI. The Installation Project Plan must be accepted and signed by both MicroPact and NCBVI before MicroPact performs any migration, installation, or configuration services.
- NCBVI will supply all hardware, software (exclusive of the entellitrak software), and interconnectivity required to setup the operational environment supporting the installation and deployment of the entellitrak system. NCBVI will also be responsible for installation, setup, and configuration of all hardware and software for the production environments.
- NCBVI may reschedule a training date without penalty by providing written notification up to 5 days prior to the class. If written notification is not received 5 days prior to the scheduled class, MicroPact will invoice on the day of the class.
- MicroPact does not authorize the audio or video recording of its training sessions.
- MicroPact and NCBVI will follow the below process for accepting any and all deliverables that require NCBVI acceptance:
    - Other than software, MicroPact will submit all deliverables in writing.
    - NCBVI will have a period of 3 business days to respond to the submitted deliverable with any requested changes in accordance with agreed upon acceptance criteria.
    - Within 3 business days of the requested changes, MicroPact will resubmit the deliverable.
    - NCBVI will then have 3 business days to accept the resubmitted deliverable.

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.

Response

The requested Evidence of Coverage is inserted below:

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

4/30/2016

DATE (MM/DD/YYYY) 4/18/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Lockton Companies 195 Scott Swamp Road, Suite 201 Farmington CT 06032 860-678-4000	CONTACT NAME:	
		PHONE (A/C, No, Ext):	FAX (A/C, No):
		E-MAIL ADDRESS:	
		INSURER(S) AFFORDING COVERAGE	NAIC #
		INSURER A : Great Northern Insurance Company	20303
INSURED 1365434	Micropact, Inc. 12901 Worldgate Drive Suite 800 Herndon VA 20170	INSURER B : Federal Insurance Company	20281
		INSURER C : Chubb Indemnity Insurance Company	12777
		INSURER D : Lloyd's Syndicate 1225 AEGIS Managing Agency Limited	27225
		INSURER E : Starr Indemnity & Liability Company	38318
		INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 14010105 **REVISION NUMBER:** XXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY	Y	N	3598-70-78	6/30/2015	6/30/2016	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY	N	N	7358-00-78	6/30/2015	6/30/2016	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$ XXXXXXX
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$ XXXXXXX
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$ XXXXXXX
								$ XXXXXXX
B	X UMBRELLA LIAB X OCCUR	Y	N	7988-43-04	6/30/2015	6/30/2016	EACH OCCURRENCE	$ 5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 5,000,000
	DED RETENTION $							$ XXXXXXX
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N		Y	7173-93-62	4/30/2015	4/30/2016	X PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) N	N/A					E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
D E	Tech E&O Crime	N	N	MEDTE1501021 SISIFNL20151415	6/30/2015 6/30/2015	6/30/2016 6/30/2016	Limit $3,000,000 Ded $50,000 Limit $5,000,000 Ded $25,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

State Purchasing Bureau and The State of Nebraska are included as additional insured on the general liability and umbrella liability as required by written contract. Waiver of Subrogation applies in favor of the additional insured as per written contract.

CERTIFICATE HOLDER	CANCELLATION
14010105 State Purchasing Bureau Administrative Services 1526 K Street, Suite 130 Lincoln NE 68508	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Gary J. Giulietti

ACORD 25 (2014/01)

Section IV - Project Description and Scope of Work

The bidder should provide the following information in response to this Request for Proposal.

In this section and accompanying attachments, the term vendor is defined as the individuals, organizations, and suppliers that provide services and equipment to clients of the Nebraska Commission for the Blind and Visually Impaired.

A. Project Overview

The Nebraska Commission for the Blind and Visually Impaired (NCBVI) is seeking a commercially available hosted, web-based Client Management System (CMS) that can be customized to meet the unique requirements of NCBVI and its clients. This RFP provides two options for bidding to provide a CMS for NCBVI: Option 1: a SaaS solution and Option 2: a license, maintenance, and support solution. In order for a bidder to be considered for more than one option, a complete, separate proposal (Corporate Overview, Technical Approach, and Cost Proposal) must be submitted for EACH option. The State will evaluate all proposals submitted within each separate option. A highest scoring bidder will be identified for each option (Option 1 and Option 2). The State reserves the right to award any or all options at its sole discretion.

Table 6 - Project Overview

#	Description	Response
1.	Track client demographic information	Each time a client is created in CMS, an internal transaction record ID is created. This internal transaction record ID is used to ensure that the client is linked accurately to all corresponding demographical, caregiver and emergency contact information. CMS enables the staff to capture and manage the following information about the client, their caregivers, and emergency contacts: • Name • Mailing and residential addresses • Email and phone information • SSN • Race • Ethnicity • Birth/death information, etc. Figure 2 below shows the applicant information screen.

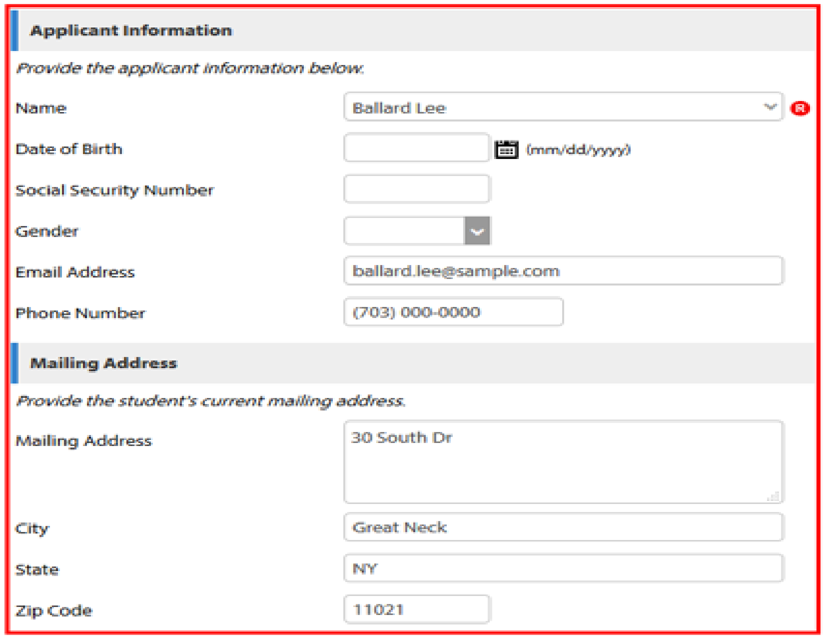
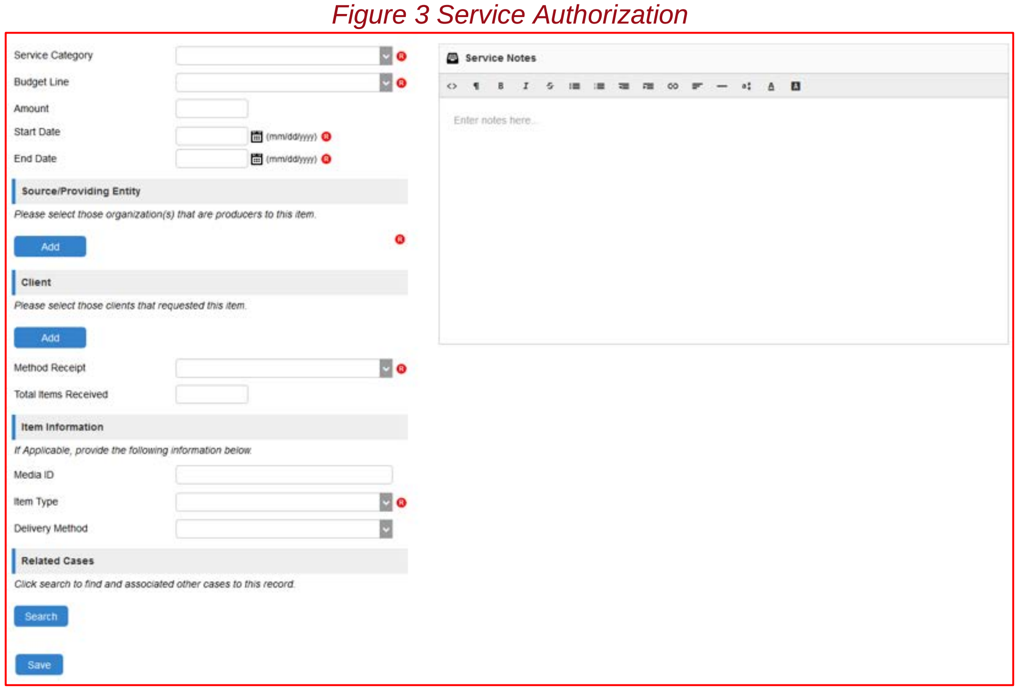
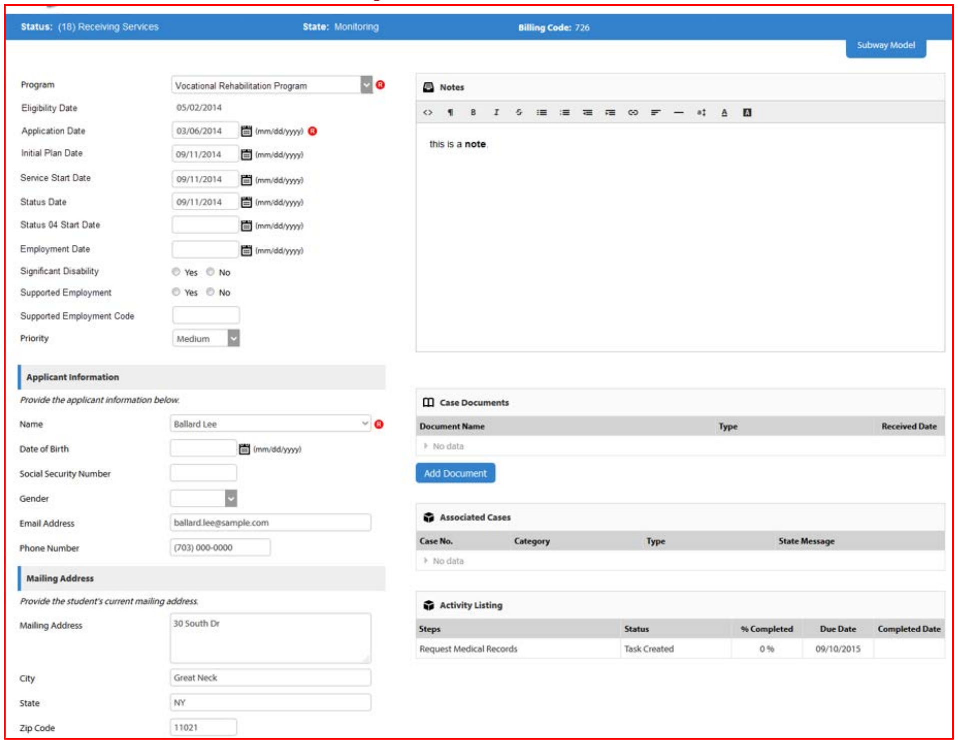
<table>
<tr><td></td><td></td><td>

Figure 2 Applicant Information</td></tr>
<tr><td>2.</td><td>Develop plans for client rehabilitation</td><td>The service process creates a mutually agreed upon plan for the client to achieve the desired independent living skills and employment outcome. This process includes the creation of any service authorization necessary for the task, defining the services, creating service authorizations, setting a time frame to complete the services and identifying an employment outcome as shown in Figure 3 below.
Figure 3 Service Authorization

</td></tr>
<tr><td>3.</td><td>Track clients (status, eligibility, economics, disability plans)</td><td>CMS uses tabs within the Tracking Inbox to provide a link to the corresponding cases (or other items) for the client. For example, the “Cases” tab will take the counselor directly to that particular case and allow him or her to view all information (such as status, eligibility, economics, plans) activities and events within that</td></tr>
</table>

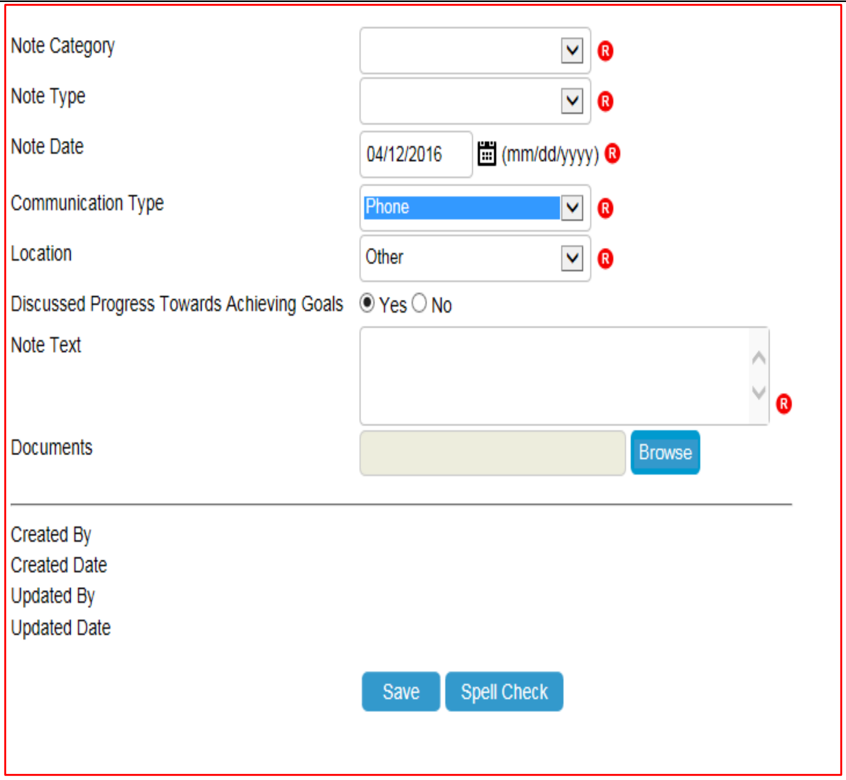
<table>
<tr><td></td><td></td><td>case. By having all important information in one place, as shown in Figure 4 below, the counselor is able to efficiently and accurately make decisions and plan services for a successful job outcome for their clients.

Figure 4 Track Clients

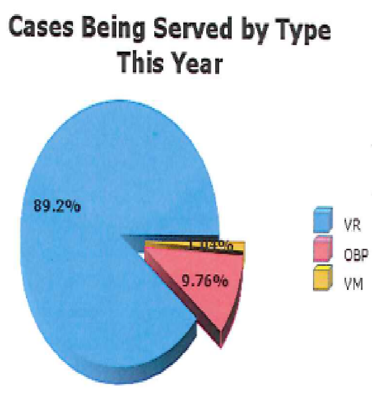


</td></tr>
<tr><td>4.</td><td>Track client progress notes for documentation purposes;</td><td>Interactions between counselors and clients can be captured in various ways. Notes may be associated with clients or cases (either open or closed) with configurable fields such as note type and location. Tracking of such notes is done through the Notes Console and history log, which displays such fields as creation date and staff member who created the note as shown in Figure 5 below. The Notes Console allows the staff member to view and maintain all notes. Documents can also be uploaded and associated with each note.

Figure 5 Note Console</td></tr>
</table>

		
5.	Generate automated forms and communications to clients	CMS has a correspondence management module which supports generation of customized letters, forms and other correspondence to clients and their families. This correspondence can be generated either automatically through the CMS workflows or manually.
6.	Track client purchase orders and disbursements	CMS has a complete suite of services that allows users to create new authorization/purchase orders to authorize and order services for a client. The process includes the entry of vendor invoices and an interface to either the state fiscal system, third-party vendors, or actual service providers for processing and tracking of payments. Through the use of CMS' workflow engine, this process can be configured to be processed automatically.
7.	Generate reports to meet state and federal requirements	The CMS Report Builder module offers the ability to view and print federal and state mandated reports through a user-friendly interface and provides a variety of options for report output including HTML documents, Microsoft Word documents, Microsoft Excel spreadsheets, and PDF documents. These reports are run in real-time and can be viewed and printed within the application. Figure 6 below is an example of the Standards & Indicators report *Figure 6 Standards & Indicators report*

VR Indicator	This Year	Last Year
Employment Outcomes	513	860
Percent of Cases with Employment Outcome	35.9%	42.2%
Percent of Cases with Competitive Outcome	96.5%	97.7%
Percent of Cases with Significant Disabilities	88.3%	84.5%
Ratio of Average Hourly Wage to Average State Wage	61.5%	64%
Percent of Self-Supporting at Closure Vs. Application	49.5%	54.2%
Ratio of Minority Service Rate to Non-Minority Service Rate	100%	90%
VR Minority Service Rate	100%	54.5%
VR Non-Minority Service Rate	100%	60.5%
OBP Indicator	**This Year**	**Last Year**
OBP Cases Being Served	272	272
OBP Closed Cases	289	293
Receiving Rehab Teaching	30	11
Receiving Orientation Mobility	0	0
VM Indicator	**This Year**	**Last Year**
VM Cases Being Served	29	29
VM Closed Cases	25	44



8\. **Produce internal financial reports**

CMS provides the ability to produce internal financial reports. These reports can include features such as charts and graphs, data aggregation with subtotals and totals by group, and exporting of reports into additional formats for sharing with other program stakeholders.

Figure 7 below is an example of an expenditure report:

Figure 7 Expenditure Report

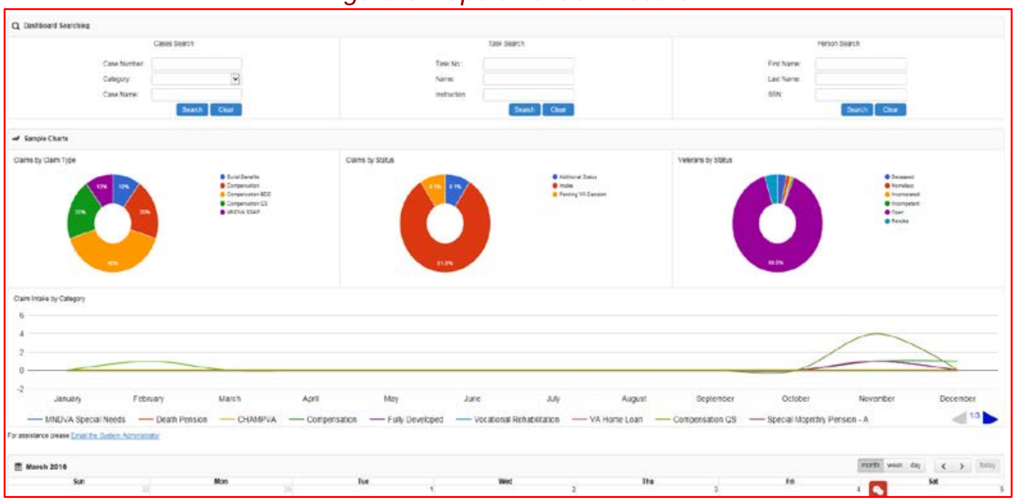
VR 1410 — **Vocational Rehabilitation / Blind Low Vision**
Public Health and Human Services
E & E by Budget Line
07/01/2014 To 06/30/2015
Page 1 of 207
04/12/2016

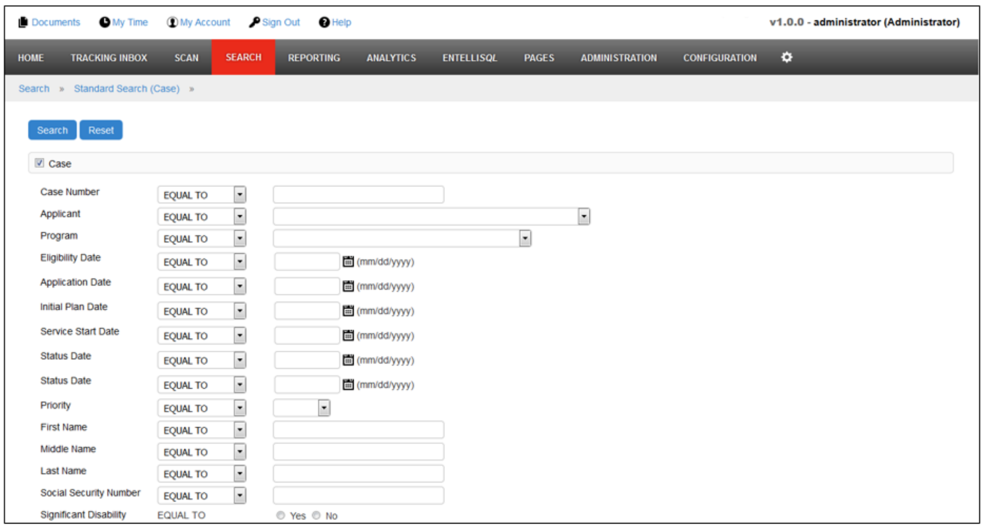
Region: BLV
Office : BLV
Counselor No : 70 — **Counselor Name :** Alice, Hall
Budget Line
Counselor Budget Line

Client	Vendor	Service Category	PO Number	Start Date	Encumbered	Expended	Balance
110 BLV Case Services - 9 mos							
Atkinson, Jennifer	Jackie U. Pugh	Assessment	666955	02/15	10.00	0.00	10.00
Blalock, Barbara	Jackie U. Pugh	Assessment	671251	04/15	10.00	0.00	10.00
Burnette, Edna	Lillian E. Reid	Diagnosis and Treatment	657116	04/15	1,056.14	0.00	1,056.14
	Rose E. Lehman	Transportation	657118	01/15	372.00	0.00	372.00
Cannon, Josephine	Carlos T. Stanley	Diagnosis and Treatment	661755	05/15	2,172.39	0.00	2,172.39
Dickerson, Suzanne	Grace A. Davidson	Assessment	661143	01/15	334.50	0.00	334.50
French, Deborah	Eugene A. Pate	Diagnosis and Treatment	657077	03/15	1,559.25	0.00	1,559.25
Glover, Gail	Sherri E. Mellon	Assessment	670602	04/15	10.00	0.00	10.00
Godwin, Ralph	Kyle F. Werner	Rehabilitation Technology	674187	06/15	1,320.00	0.00	1,320.00
Gray, Evan	Arthur E. Bender	Four-Year College or University Training	672565	01/15	500.00	0.00	500.00
Heller, Lorraine	Joel C. Schultz	Maintenance	674621	06/15	288.69	0.00	288.69
	Margaret I. Lin	Miscellaneous Training	674618	06/15	650.00	0.00	650.00
Hong, George	Marcus I. Gibson	Rehabilitation Technology	659187	10/14	200.00	0.00	200.00
Jennings, Raymond	Jackie U. Pugh	Assessment	667390	02/15	200.00	0.00	200.00
		Rehabilitation Technology	670479	04/15	244.00	0.00	244.00
	Laurie A. Bass	Assessment	666952	02/15	10.00	0.00	10.00

9\. **Track vendors**

CMS tracks vendor invoices and payments as part of its vendor management module management module. Users with the proper permission have the ability to store and update vendor invoices as part of the vendor management view, resulting in saved

		and viewable data that is immediately accessible to all authorized users. All vendor data is reportable and modifiable.
10.	Track specialized fee codes associated with vendors and services	Using the Administrator Console, the system administrator can enter budget data to enable the tracking of encumbered and expended dollars against fee codes for any program providing services for clients and vendors.
11.	Provide extensive reporting for client support and client tracking	CMS' Report Builder Module meets a wide variety of reporting requirements and program evaluation needs. Administrators can report and analyze case data quickly and efficiently as shown in Figure 8 below, which eliminates the cost and effort of maintaining numerous case management systems. *Figure 8 Report Builder Module*  Reporting can be configured as part of the dashboard view as well.
12.	Communicate with private sector service providers and vendors	The optional efile Module provides a secure, encrypted Web-based portal for communicating and conducting transactions with NCBVI's user community. With efile, an unlimited number of external users, regulated by permissions, can electronically file provider/vendor information, submit documents related to a case or invoices, and check statuses of an invoice or payment case without using an NCBVI concurrent user license. efile users are restricted to view only the data related to their specific case(s) or profiles. The efile Module provides the following capabilities: • Secure interface supporting SSL communication through a proxy server • Constant availability, over a Web browser, 24/7 throughout the NCBVI enterprise efile is thin-client and Java EE-compliant requiring no client-side installation of any software. Consequently, all processing is done on the application and database servers. This allows a larger volume of transactions to be stored without any effect on the speed of the main CMS application or the efile portal.
13.	Compile statistical data	CMS' Executive Dashboards incorporate multiple hierarchical dimensions that allow users such as supervisors, to view case-loads or any other data in different dimensions, such as a roll-up by business unit or regional offices, etc. These dashboards provide a robust display of highly aggregated information across multiple tiers within CMS' hierarchy. These graphical elements provide for more complex visualization with the ability to slice information and drill down to critical statistics to find out additional details. Data will be displayed at various levels depending on the user's role and permissions. Each authorized user can modify their dashboard to view various reports, searches, notifications, and alerts.

14.	Produce ad hoc reports on request	CMS offers a robust search feature for data querying. There are two options - standard search and the advanced search. The standard search allows users to search on any field within the system that has been made searchable (controllable by the system administrator) using Boolean, like, between, greater/less then, equal search criteria. The results are returned in an easy to read, sortable format that is interactive on the screen. The advanced search tool set is as much more powerful version of the standard search, along with the criteria of the standard search, it allows a combination of joins, custom view of the data returned, and allows other criteria similar to writing a SQL query. The advanced searches have the advantage with the ability for them to be saved and shared based on user's roles permissions. *Figure 9 Ad hoc reporting*  CMS also has an entelliSQL module where users familiar with SQL are able to create queries that can then be used to create ad hoc reports that are graphical in nature.

B. Nebraska Commission for the Blind and Visually Impaired

The goal of NCBVI is to enable blind and visually impaired Nebraskans to achieve full participation in all aspects of life. This goal is achieved through Vocational Rehabilitation services, job placement, and independent living skills training. The mission of NCBVI is empowering individuals, promoting opportunities, and building belief in the blind.

Applicable legislation includes:
Rehabilitation Act of 1973 as amended to include information that will comply with 34 CFR 361 through 399, to include Grants 84.126, 84.177, 84.187
State Statutes 71-8601 through 71-8615
Administrative Rules Title 192 Chapters 1-3

Response
MicroPact has read and understands the above.

C. Current Operating Environment

NCBVI Current System
The Field Operations Resource Center (eForce) came online in 2009 to serve Nebraska's Vocational Rehabilitation clients and in 2011 for Independent Living (IL) Clients. The system was donated to NCBVI by the Iowa Department for the Blind and then heavily customized by NCBVI to comply with changes in Federal Requirements in 34 CFR 361 – 399 and to meet NCBVI's unique business processes and needs.

The eForce system is web based and programmed in Microsoft .NET. It operates with a database using Microsoft SQLServer 2012. Currently, the system does not interface with other systems to exchange data in an automated format. Client records are entered into the system and their cases are moved through the system from referral,
Page 30 SPB RFP Revised: 01/29/2016 through eligibility, status and plan development, and closure. Staff members receive ticklers to remind them of tasks that are due, and eForce checks for errors at all stages of case management.

Although the current system is performing as it was designed to, it contains major deficiencies. First, as the Rehabilitation Services Administration (RSA) updates its reporting requirements, it takes time and effort for programming staff to change the system and ensure that changes work with older aspects of the system. Second, as changes are made to the user interface, it can take time to deal with any accessibility issues that arise when the software doesn't interface properly with screen access technology. Third, a method to more closely track financial obligations and payments for client services is needed.

NCBVI Current Technology
NCBVI's current operating environment consists of computers and mobile devices. The computers that NCBVI uses are a mix of desktop and laptop machines, primarily manufactured by Dell. Most machines have 4 GB RAM, 500 GB - 1 TB hard drives, and Intel Core i3 or Core i5 processors. Many of the machines run Internet Explorer 9; new machines are being provided with Internet Explorer 11 and it is anticipated that all machines will be upgraded to Internet Explorer 11 by the date of implementation. All machines for staff use currently run Windows 7 Enterprise or Professional. Staff members who use screen access technology primarily use JAWS for Windows screen reader and ZoomText screen magnification. JAWS users currently use either JAWS 15 or 16, and ZoomText users have ZoomText 10.1.

The agency also uses mobile devices in the field. All counselors and some staff in our Training Center carry Apple iPhones. NCBVI has a large number of iPhone 4s units and a limited number of iPhone 5, iPhone 5s, and iPhone 6 units. On the iPhone 4s units, staff members have been asked to remain on Apple iOS 7 as iOS 9 on the 4s was deemed to be very slow and error prone. Staff members are able to upgrade to iOS 9 on the 5, 5s, and 6 units. Some staff will use iPad mini, iPad air2, and iPad Pro.

Response
MicroPact has read and understands the above.

D. Scope of Work

Provide one or more of the following Hosted Vocational Rehabilitation Client Management Systems:

Option 2: License, maintenance, and support solution

The contractor will be responsible for the implementation and maintenance of a statewide web-based CMS for NCBVI as specified in this RFP.

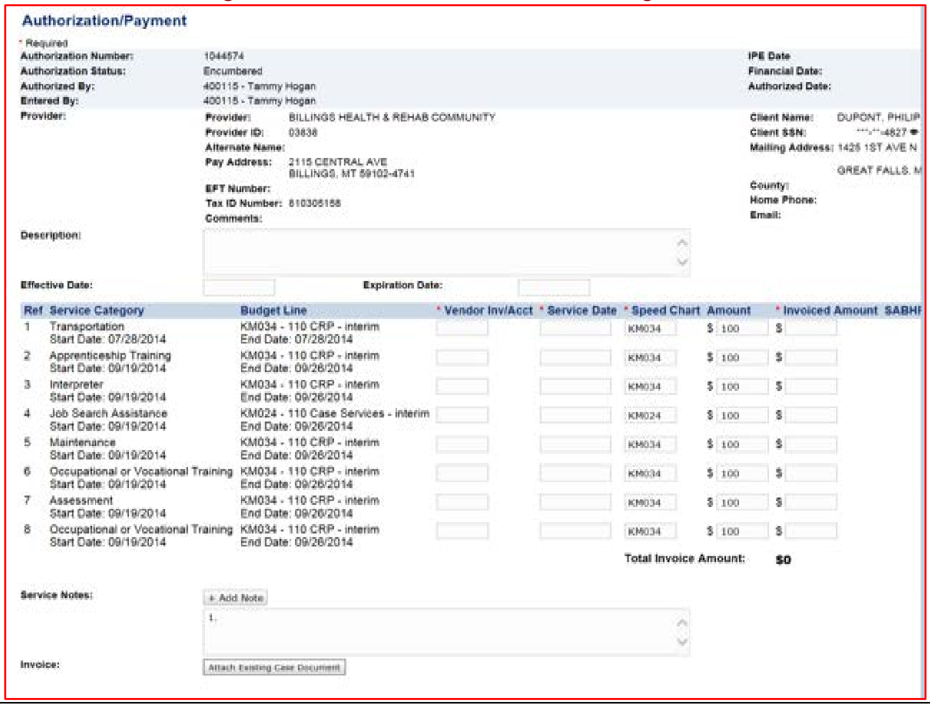
Option 2: License, Maintenance, and Support Solution

#	Description	Response
a. The new system must:		
i.	be a licensed, hosted web-based CMS that can be customized to meet NCBVI's unique requirements for client services and NCBVI programs;	MicroPact will provide a licensed, hosted web-based solution that will not only meet but exceed NCBVI's unique requirements and expectations.
ii.	be available to staff statewide	CMS requires nothing more than a network-connected web browser (such as Microsoft's Internet Explorer) or web-enabled mobile device (such as Apple's iPhone or iPad), CMS delivers the appropriate functionality to each user, both local and remote, based on the user's security role memberships and assigned permissions. CMS enables users to spend more time in the field by providing the ability to access the system from any location on a multitude of devices.
iii.	provide full case management functionality that complies with NCBVI's business rules and policies;	CMS is a modern, full case management solution using the latest technologies that can be easily configured to meet NCBVI's business rules and needs, and offers ongoing maintenance services to ensure the system remains current with Federal RSA regulations and policy changes.
iv.	allow for data acquisition, reporting, and reimbursement tracking for all clients and vendors;	The fiscal management module of CMS improves how the staff members manage the financial aspects of case management, including vendor and provider payments and reimbursements. This allows for strong financial controls for managing payments, authorizations, vendors, and other fiscal tasks, which will enhance NCBVI's accountability to clients, regulators and other stakeholders. As part of the authorization data collection process, CMS will allow the authorization to be either paid to the provider or the client. All expenditure reports will track payments made to the applicable parties.
v.	be fully compliant with Section 508 of the Rehabilitation Act of 1973, as amended; v.	MicroPact understands the importance of designing, developing, and distributing software applications that are compliant with disability accessibility laws and standards, specifically Section 508 of the Rehabilitation Act. All applications developed by MicroPact, including CMS, are designed to be, and are, compliant with Section 508 accessibility requirements. A copy of completed entellitrak Voluntary Product accessibility Template (VPAT) can be found at http://www.micropact.com/508/entellitrakVPAT.html.
vi.	produce management reports both on client load and financial information at all levels of NCBVI in an	NCBVI-specific reports can be configured within the application. CMS' configurable Financial Information Management process provides forms that enable users to easily manage income, asset, and expense data for the purpose of monitoring costs and budgets through reporting.

#	Description	Response
	easy to use interface; and	The reporting functionality is built on an architecture that is scalable, flexible, modular, and dynamic. CMS will enable users to produce and update existing critical mandated reports as well as to create queries to generate ad hoc reports.
vii.	be configurable to meet the needs of NCBVI by addressing the process, roles (security levels), forms, reporting requirements, training, and technical support of the Federal Rehabilitation Programs.	The CMS role-based security and access model is configurable to mimic any organizational structure. Because system access is role-based, users see only the data that is pertinent to their domain, enabling them to quickly focus on relevant information and tasks. System permissions are completely configurable through the GUI CRUD controls. CMS stands apart from competitors with its robust configuration capability, that allows users to define key elements of the solution, such as the data model, workflow, business rules, roles, permissions, forms, and reports, by selecting and configuring functionality already built into the platform. MicroPact provides training tailored to end-user and administrator user groups. Such training focuses upon operating and managing CMS. NCBVI will identify the system administrator attendees for training, which MicroPact provides in a classroom-based setting, whether live or virtual. MicroPact has a fully equipped training center in Herndon, VA, which can be utilized if desired. MicroPact offers a Train-the-Trainer capability, and can provide onsite training at NCBVI locations. Computer-based-training (CBT) kits are available for busy users to self-administer training on their own schedules. MicroPact also offers a customized Help Module used to incorporate terminology and specifics regarding the NCBVI configuration. MicroPact offers a range of Annual Support and Upgrade Subscriptions to ensure that your team has access to the resources they need. MicroPact's Annual Support and Upgrade subscription includes helpdesk support available Monday through Friday, with a toll-free support number and email address. In addition to standard help desk support, MicroPact also offers a dedicated support team point of contact. For the CMS project, MicroPact provides a full suite of services including project and account management, requirements analysis, software configuration, data migration, testing, training, and application hosting services. In addition to implementing the solution, it will meet the needs of NCBVI in terms of training and technical support of the Federal Rehabilitation Programs.
b. The new system should:		
i.	provide an accounting module for the tracking of encumbrances and expenditures for client services that is compatible with the State's accounting system (PFC) and	CMS has a complete suite of services that allows users to create new authorization/purchase orders to authorize and order services for a client. Authorizations can also be updated with invoice information and approved for payment. The process includes the entry or updated of the vendor invoice and an interface to the state fiscal system (PFC) for processing and tracking of payments. CMS' configurable Financial Information Management process provides forms that enable users to easily manage income, asset, and expense data for the purpose of monitoring costs and budgets through reporting. CMS can be configured to track budget data by region and timeframe (i.e. quarters, bi-annual, etc.)

<table>
<tr><th>#</th><th>Description</th><th>Response</th></tr>
<tr><td></td><td></td><td>

Figure 10 Financial Information Management

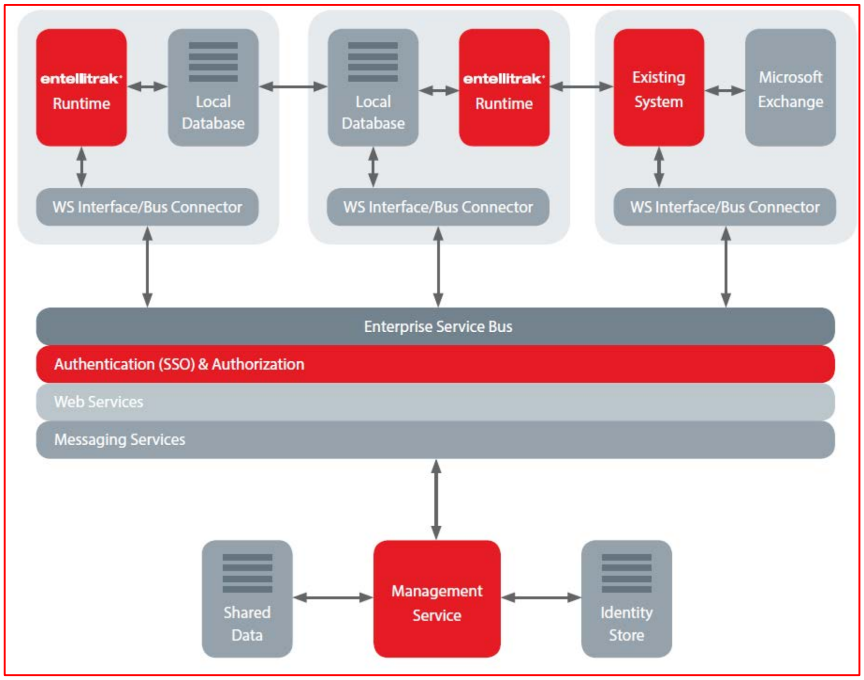


</td></tr>
<tr><td>ii.</td><td>have the ability to make calls to the API commands of external or third party applications. For example, the contractor must have the ability to customize the user interface allowing a button to be programmed with the functionality to make calls to an imaging application for displaying specific index and image information.</td><td>

It is common practice for the entellitrak platform to interoperate with existing systems and services when being deployed for a new system or to augment or replace an existing system. The SOA pattern provides a great model for allowing common capabilities to be exposed through services and shared among the various systems that need to interact. As shown in Figure 11 below, the entellitrak platform provides a very flexible integration architecture to allow services to be integrated in a variety of ways within the different layers of the application stack.

For consuming services, CMS can consume any service that provides an API that adheres to open industry standards (SOAP, WSDL, etc.) as well as any native Java APIs or Java-based communication technologies (JMS, RMI, etc.) For exposing services, due to its open architecture and public APIs, the native capabilities of the platform can be used to expose services directly. If preferred by NCBVI, services can also be built and exposed by using an existing web services framework or tool of choice. As depicted in Figure 11 below**,** depending on the type and need of the service, services can be built directly on top of the platform APIs or directly on top of the underlying application data allowing maximum flexibility.

</td></tr>
</table>

#	Description	Response
		Figure 11 - API Commands  CMS has the ability to customize the user interface to make calls to an imaging application for displaying specific index and image information.

E. Project Requirements

NCBVI is replacing the current eForce system with a commercially-available CMS that complies with accessibility guidelines and ensures that updates have been thoroughly tested with screen access technology.

The contractor must, at a minimum, continue to provide the current services for clients and NCBVI staff as outlined in section IV. C. Current Operating Environment and improve on the current system to enhance productivity and efficiency. The contractor will be responsible for the following services and functions.

1. Case Management

The NCBVI CMS must allow for data acquisition, reporting, and reimbursement tracking of all clients and, in particular, for data acquisition, reporting, and reimbursement tracking unique to SSI/SSDI recipients for SSA reimbursement. The CMS must facilitate client load management for rehabilitation professionals throughout the various NCBVI office locations.

The CMS will accommodate the transfer of clients between any authorized NCBVI staff based on proper authorization.

The CMS must be capable of managing an Order of Selection process, which includes:

a. assignment of clients to established priority groups,
b. system edits related to restricting movement of clients beyond eligibility status when in a closed priority group, and
c. notification to clients concerning priority group assignment and resulting service restrictions. Individual priority groups can be opened or closed as budgetary constraints require.

The NCBVI CMS must allow for policy requiring client participation in the cost of specified services.

The CMS shall provide reminders (ticklers) to complete a specific task or to perform an activity based on configurable schedules and/or due dates. Items in this category include, but are not limited to:
a. clients in employment status eligible to be closed,
d. action alert list on Client Services Status Codes,
e. closed client review,
f. client note entries,
g. expired client service purchase authorizations, and
h. outstanding IPEs requiring an action.

Management should be able to run a tickler report on counselor activity that is due at any time and direct it into the counselor's in-basket. Any or all of the items should be printable as a to-do list.

Response
CMS is designed to efficiently manage all aspects of Federal Rehabilitation programs, from initial service request and assessment through IPE development and post-employment follow-up. Clients can apply for services through any NCBVI Office.

CMS, among other things, allows the counselors to maintain clients and their dependent's information, allows for data acquisition, IPE creation and reporting, reimbursement tracking including SSI/SSDI recipients for SSA reimbursements. The solution also allows accurate and effective collaboration among stakeholders located in the local, regional and state offices.

Additional benefits of CMS include:

- **Workload Management** which facilitates a user to organize, prioritize, and manage their workload, enabling a counselor to spend more time working collaboratively with a client to develop a service plan supporting an individual's needs and goals. CMS helps increase participant satisfaction and service effectiveness.

  Staying current with every clients' progress is always a challenge. CMS applies a "Work Console" concept for just that purpose. The Work Console is a dashboard that lets counselors (or other authorized users) manage and prioritize their work across their entire workload. Using the console, the counselor can review rule-driven alerts (such as an overdue date sensitive documents), reminders (such as follow- ups), or tasks broken down by category (such as instructions to obtain progress reports).

- **Correspondence Management** which supports generation of customized letters and other correspondence to clients and their families.

- **Fiscal Management** which improves how the staff members manage the financial aspects of VR case management, including vendor and provider payments and reimbursements. This allows for strong financial controls for managing payments, authorizations, vendors, and other fiscal tasks, which enhanced the agency's accountability to clients, regulators and other stakeholders.

- **Dashboard-Style Reporting** which includes charts and graphs, data aggregation with subtotals and totals by group, and exporting of federal and state reports into additional formats for sharing with other program stakeholders.

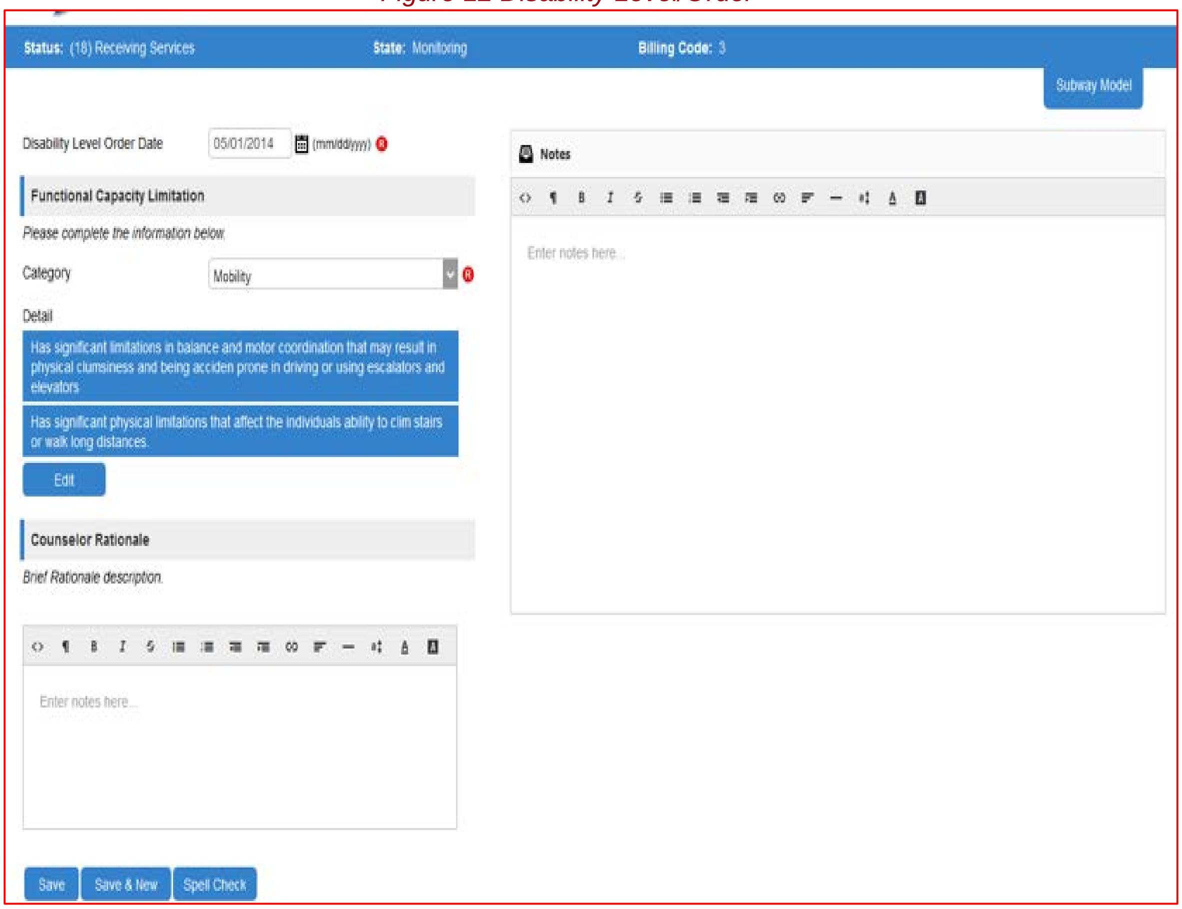
- **Paperless case management** reduces overall operating costs by improving efficiency every step of the way. The system includes an intuitive interface for conducting assessments and creating IPEs; appointment scheduling and calendaring; and dashboard-style reporting, a robust collection of out-of-the-box reports, including RSA 2,113,7OB and 911, and an ad-hoc report writer.

- **Case Transfers -** The CMS transfer functionality allows the counselor (with proper authority) to transfer a referral, client or case – either a single item at a time or an entire caseload at once. When transferring caseloads, only, clients or cases that are authorized to be worked on by the new staff member are transferred. A warning message appears alerting any items that cannot be transferred due to lack of authorization.

  Once a client or case has been transferred, the item is noted with the date of transfer, new assigned staff member, and staff member who performed the transfer. This data is retained in the items' case history. As part of case transfer, all items related to that or case including notifications and tasks are transferred to the new staff member and a notification is created to inform the old and new staff member of the transfer.

- **Order of Selection -** CMS' Disability Level/Order page (shown in Figure 12 below) allows the counselor to classify a case in one or more configurable categories that reflect the degree of functional limitations experienced in various life activities. It records Functional Capacity Limitations such as type of Communications, Mobility, Self-Care, Work Skills, Interpersonal Skills, Motor Skills, Self-Direction and Work Tolerance. Recording of the counselor's Rationale is also included.

Figure 12 Disability Level/Order



The established priority group is part of the Vocational Rehabilitation program information and is based on the number of limitations assigned in the Disability Level/Order assessment. Each group can be in an "Open" or "Closed" status which is handled through the Administrator Console. Before a Certificate of Eligibility is completed, a client will be assigned an Order of Selection priority group. CMS currently has three configurable priority groups:

- Priority One: eligible persons with most significant disabilities experiencing serious limitations in four or more functional capacities

- Priority Two: eligible persons with most significant disabilities experiencing serious limitations in at least three or more functional capacities.

- Priority Three**:** eligible persons with most significant disabilities experiencing serious limitations in at least two functional capacities.

Through the CMS workflow and business rules engines there are several system edits that restrict movement of clients beyond eligibility status when in a closed priority group such as:

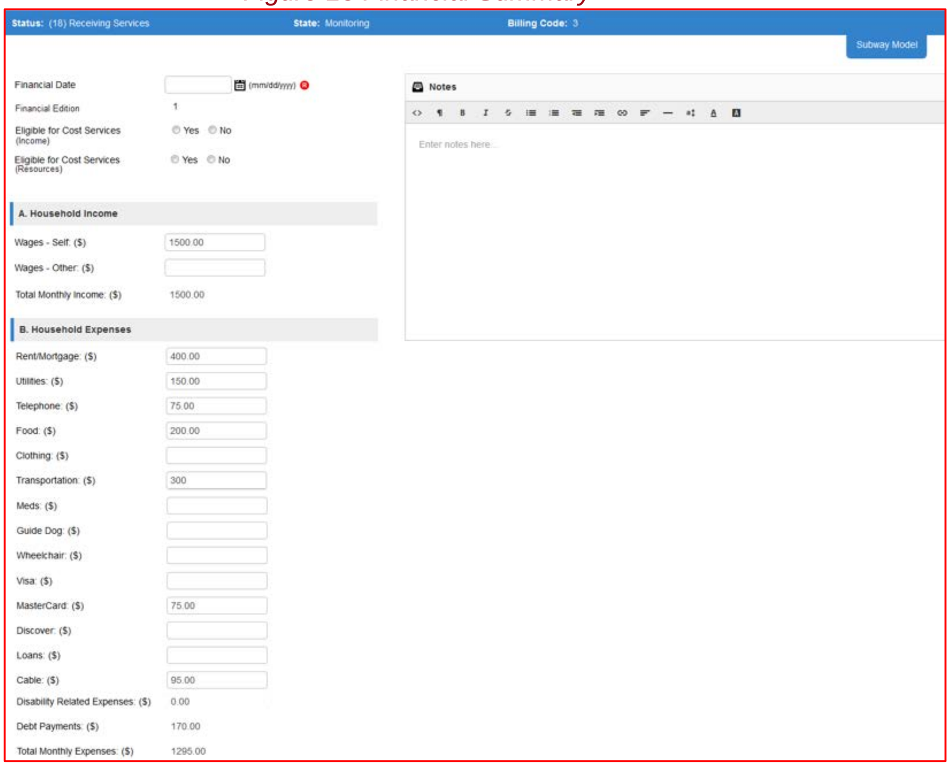
- If the OOS category assigned to a case is "Closed" at the time the COE is completed, the case status is changed to Status 04 once the Certificate of Eligibility is saved.
  Or
- A case already in Case Status 10 will remain in 10 regardless of what OOS category is closed. No cases will be moved from status 10 to status 04.

CMS can be configured for any additional OOS rules that apply to NCBVI.

When the Disability Level/Order moves to a 04 status, a letter is generated to the client informing them of their assignment of priority category and what that implies. The Counselor will then have an Order of Selection Alert established to requiring the case to be reviewed within 180 days from the data case moved to Status 04. As resources become available, clients can be then be moved to a Status 10 and the vocational rehabilitation workflow will continue.

- **Financial Summary -** CMS provides support for financial computations of participant incomes, assets, debts, and expenses to determine the participant's eligibility for Cost Services. As shown in Figure 13 below, in addition to the financial summary, when creating authorizations, the authorized user has the ability to determine the payee of each specified service (i.e. NCBVI, client, etc.)

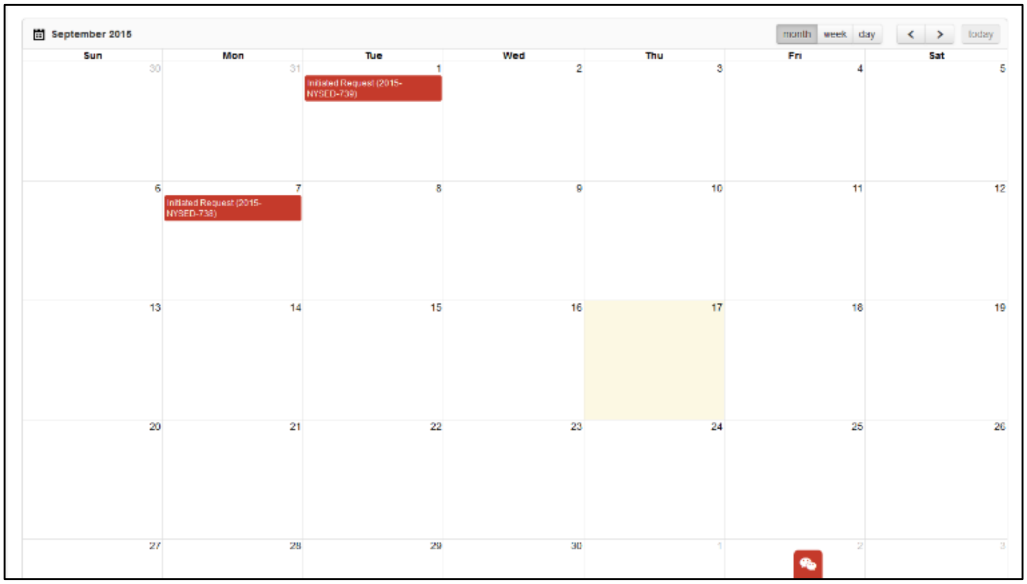
Figure 13 Financial Summary



Financial Summary will gather all assets, debts and expenses pertaining to a client.

- **Reminders and Notifications -** CMS allows counselors and other users to set up and receive ticklers and create personal reminders for any follow-up activity related to the case. For instance, a counselor may set up a reminder when an annual financial document is due within a certain number of days. Reminders and Notifications can also be viewed on the dashboard calendar as shown in Figure 14 below.

Figure 14 Dashboard Calendar



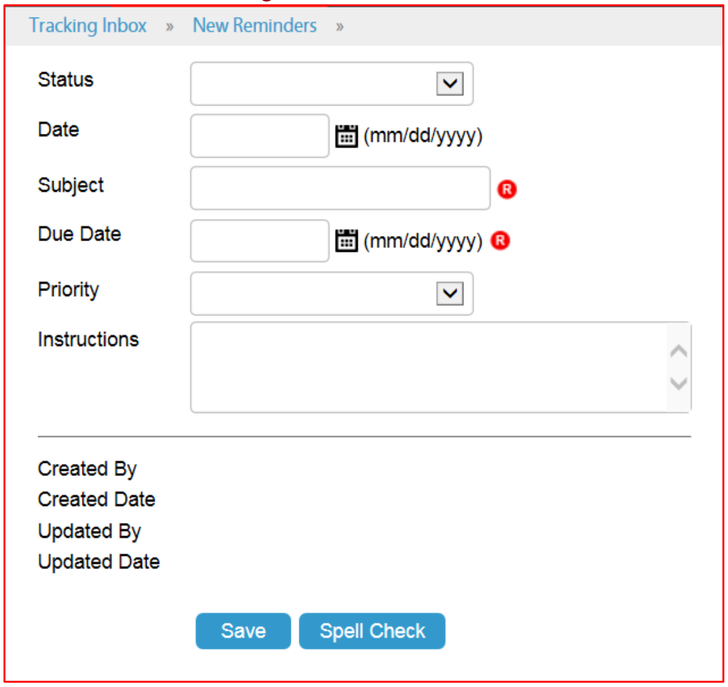
Reminders and Notifications can be configured to be displayed on the dashboard calendar.

Depending on the business requirement, the system is also capable of directly sending out alert email notifications.

CMS can be configured to create reminders for the items listed below as shown in Figure 15:

- clients in employment status eligible to be closed,
- action alert list on Client Services Status Codes,
- closed client review,
- client note entries,
- expired client service purchase authorizations, and
- outstanding IPEs requiring an action.

Figure 15 Reminders



Reminders can be created manually as well as system generated.

- **Reporting** - CMS comes with a powerful, multi-level searching capability allowing any searchable data element or column to be organized, sorted, and grouped under any business rules. Users can set parameters such as "greater than," "less than," or "equal to." Searches can be saved and recalled at a later date, used from a dashboard, shared with other users of the same role, and/or exported. Search capabilities can be restricted per user based on their role and position, while administrators retain global privileges to rapidly access all system data when needed. CMS provides both a basic and advanced search module providing users with all the power needed to quickly locate data.

  Within the Standard Reports feature, users can create real-time basic reports containing data grids and labels with options for simple formatting and parameter definitions. For more powerful pixel-perfect reporting options, the Report Builder Module allows for the development and execution of advanced reports with sub-reports, charting, and cross-tabs. For reports executed within CMS, forms are automatically developed and generated for entering report parameters and execution options such as the output format. For additional form development capabilities, customized forms for calling reports can be developed using ACMS's Pages module.

As described above, CMS provides many options to users for generating reports and locating critical data and analysis. By providing these powerful searching and reporting features out of the box, users can easily and effectively obtain the data and information such as the counselor activity or counselor workload reports they need to effectively perform their case management activities. All reports are printable and can be saved in a PDF format, exported to Excel, emailed or distributed to another user's inbox.

2. Application Security and Administrative Functions

The NCBVI CMS must support various levels of role-based security. The NCBVI system administrator should be able to assign staff to configurable roles. Each staff member who uses the NCBVI CMS is required to have a secure login ID, which is associated with his/her role.

The NCBVI CMS should allow the NCBVI system administrator to:

a. define role profiles to designate specific permissions for staff member access,
b. configure, based on role profile:
  i. which screens are visible,
  ii. which fields can be modified,
  iii. which reports can be requested,
  iv. session time out feature, and
  v. data validation criteria,
c. add, modify, and/or delete individual users or user profile security levels,
d. add, modify, and remove commonly used dropdown text items, help narratives, and data elements on screens/forms
e. set or modify business processes/rules by program,
f. prevent or limit back dating of selected items, and
g. randomly select a portion of a counselor's caseload for review.

The NCBVI CMS should retain a record of actions taken in the system together with information to identify who implemented the action.

Response

CMS provides a System Administration module (as shown in Figure 16 below) that emphasizes ease of use, which eliminates the need for specialized technical training for system administrators. This module employs familiar MS Windows features such as checkboxes, buttons, and dialog boxes. The module provides the administrator with capabilities such as adding or deleting users, creating or modifying system roles, reactivating closed cases, and generating or monitoring audit logs.

The CMS role-based security and access model is configurable to mimic any organizational structure. Because system access is role-based, users see only the data that is pertinent to their domain, enabling them to quickly focus on relevant information and tasks.

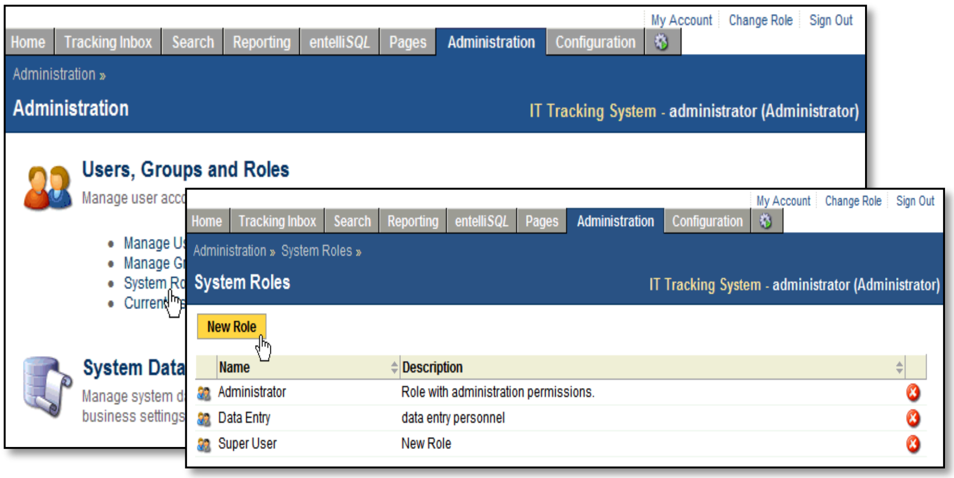
Functions that the user is not authorized to execute will be prohibited and not visible. Data (by case type, case instance, or field-level) that the user is not authorized to view or access will be prohibited. For example, a particular role/group may have the ability to view a case but not modify it. Likewise, certain users may not be allowed to view full SSN values. Once a user is established, he or she is assigned to internal organizations, regions, or offices and applicable roles within CMS.

System permissions are completely configurable through the GUI CRUD (Create/Read/Update/ Delete) controls. These permissions are assigned to various roles that are also built into the system during configuration. The roles are configured down to the table/object level. Permissions can be read-only for various roles, and any data object or category can be invisible or password-protected. All NCBVI employees who use CMS will be subject to the same security features.

Roles can be configured on the following:

- Which screens are visible
- Which fields can be modified
- Which reports can be requested
- Session time out
- Data validation criteria

Figure 16 Administration Module



CMS' administration module allows user account and configuration changes to be made.

All user accounts and role/group memberships may be remotely managed by any authorized administrator using CMS' System Administration module. It is through this System Administration module, that an authorized user can view, add, update or delete a user account or user profile security level. CMS employs validation rules warning messages when revising critical data such as user accounts. For example, a staff member cannot delete a user account if there are any clients, referrals, or cases assigned to it.

In addition to security management, the Administrator Console allows local and remote system administrators to manage system-wide settings such as configuration management, help narrative and database lookup tables (e.g. case types, internal organization setup). As the NCBVI systems and processes change over time, CMS can be configured to adapt to these evolving processes and workflows.

Since configuration is primarily "point-and-click," with "low-code" technical requirements, MicroPact can train NCBVI administrators to assist in configuration of the CMS software over time.

CMS employs hierarchical role-based security to maintain program integrity and to prevent unauthorized access, inappropriate disclosure, or compromise of Personally Identifiable Information (PII). The system restricts user access configuration and management based on role and group. In addition to role-based create-read-update-delete (CRUD) permissions, CMS supports both Single Sign-On (SSO) and multi-factor authentication for protected log-ins to the system.

CMS authenticates all users upon login ensuring each has valid user credentials. Once authenticated, CMS enforces permissions to functions and data, based on the user's role/group memberships and associated permissions. Users may be members of one or more roles/groups as defined by NCBVI

Administrators will receive training on post-implementation activities including security administration (including profile set-up and user maintenance procedures), and configuration administration (including lookup table administration), etc.

CMS stores all system information in an audit log, including information on user identification, user logon and logoff date/times, transaction type, database access type (i.e., create, read, update, delete, search, report), and before/after views of the record accessed. CMS' audit mechanism is designed for system and database administrators to view user activity and/or database modifications within the system. The audit log provides historical reporting for all data.

3. Financial

The NCBVI CMS must be able to generate .csv transaction files of financial items to be sent to the State's PFC and accept .csv files with information from the State's PFC. Financial items will include purchase orders and vouchers.

The NCBVI CMS must be able to process refunds from vendors.

Response

CMS facilitates the import and export of data in Graphical User Interface (GUI), Comma Separated Value lists (CSV), and Tab Separated Value lists (TSV), Data Interchange Format (DIF), and most delimited formats.

CMS has a complete suite of services that allows users to create new Authorization/Purchase orders and vouchers to authorize and order services for a client. Authorizations can also be updated with invoice information and approved for payment. The process includes the entry or updated of the vendor invoice and an interface to the state fiscal system for processing and tracking of payments. CMS can also be configured to import financial data from the State's PFC such as payment data.

As part of the financial management module, CMS can be configured to process refunds from vendors the NCBVI staff member would use the Payment tab in the Advanced Search feature to find Final Paid authorizations. When an authorization is selected from the list, the Refund button is enabled. On the Refund Payment page, the user can enter the refund amount and description of the refund. A transaction is then sent to the state's fiscal system. Budget line data is adjusted for refunds, as well.

4. Reports

The majority of reports required of the NCBVI CMS are those that are required by Federal regulation. The CMS must satisfy mandatory federal reporting requirements as specified by RSA, including those required beginning in Federal Fiscal Year 2014 and subsequent federal rule and regulation changes.

Response

The CMS Report Builder module offers the ability to view and print Federal and State mandated reports. These reports are run in real-time and can be viewed and printed within the application. CMS includes reporting for the following Federal Reporting requirements: RSA 2, 7OB, 113, 911 and will be configured for RSA-704, NE form 13 and State's Annual Report to the Governor. Any other federal or state report or updates to existing reports will be handled through the Change Control Process.

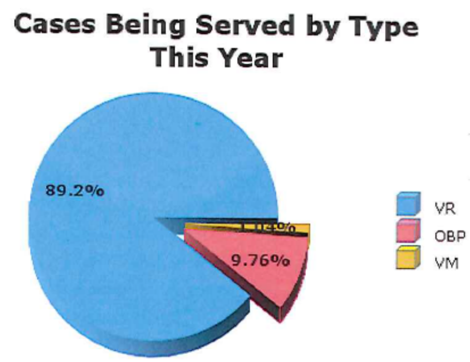
The CMS must be able to produce management reports on client load and on financial information at all levels of NCBVI in an easy to use format. For descriptions/examples of additional reports required for internal use by NCBVI, see Appendix A - Reports,

Response

CMS can be configured to allow NCBVI personnel to provide senior staff and management with progress measurements, caseload, financial and metric reporting as necessary as shown in Figures 17 and 18 below. Additionally, agency-specific reports can be configured within the application. The project cost includes NCBVI's top five internal financial and management reports to be configured. Any additional internal financial and management report will be handled through the change control process.

Figure 17CMS Reporting

VR Indicator	This Year	Last Year
Employment Outcomes	513	860
Percent of Cases with Employment Outcome	35.9%	42.2%
Percent of Cases with Competitive Outcome	96.5%	97.7%
Percent of Cases with Significant Disabilities	88.3%	84.5%
Ratio of Average Hourly Wage to Average State Wage	61.5%	64%
Percent of Self-Supporting at Closure Vs. Application	49.5%	54.2%
Ratio of Minority Service Rate to Non-Minority Service Rate	100%	90%
VR Minority Service Rate	100%	54.5%
VR Non-Minority Service Rate	100%	60.5%
OBP Indicator	**This Year**	**Last Year**
OBP Cases Being Served	272	272
OBP Closed Cases	289	293
Receiving Rehab Teaching	30	11
Receiving Orientation Mobility	0	0
VM Indicator	**This Year**	**Last Year**
VM Cases Being Served	29	29
VM Closed Cases	25	44



CMS Reporting allows for statistical data to be displayed

Figure 18 Caseload Report

VR 1270 — 03/29/2016

Vocational Rehabilitation
Public Health and Human Resources
All Voc Rehab Caseload Summary Counts
10/01/2014 To 09/30/2015

Region Name	App 02	Elig OOS 04	Accept 10	Init_Plan 12	RecvServ 14-16-18 20-24	Empl 22	Total 10-24	SD 10-24	SD % 10-24	PES 32	Total Open
BLV	8	0	17	0	160	33	210	175	83	7	225
Billings (Region)	76	0	120	2	556	42	720	602	84	3	799
Butte (Region)	61	0	124	0	583	45	752	690	92	0	813
Great Falls (Region)	47	0	63	0	501	43	607	569	94	2	656
Missoula (Region)	149	3	217	3	1,205	115	1,540	1,356	88	12	1,704
TOTAL :	341	3	541	5	3,005	278	3,829	3,392	89	24	4,197

Caseload reports can also be configured in CMS.

All reports must be available for on-screen display, for formatted printing, and for export into Microsoft Excel and PDF worksheets. Data should be selectable by date and location parameters. Reports should be sortable. The CMS must provide ad hoc reporting capability.
Any ad hoc query must be created to search for all records in the CMS that contain the values entered in the current business process/form the user is completing. The CMS must provide a method for users to save searches.

Response

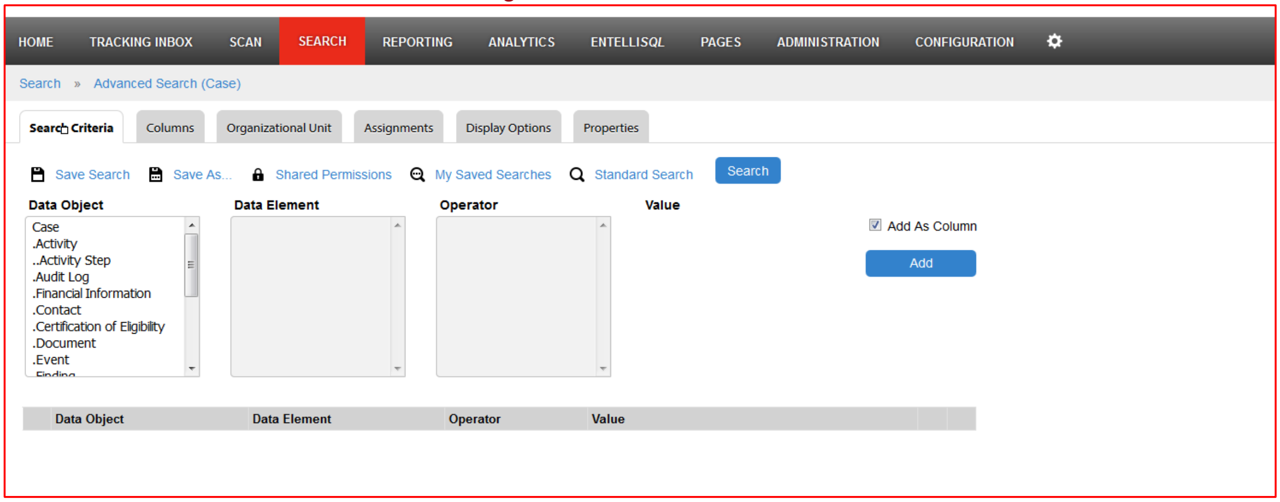
The CMS Report Builder module offers the ability for on-screen display and printing of all reports through a user-friendly interface and provides a variety of options for report output including HTML documents, Microsoft Word documents, Microsoft Excel spreadsheets, and PDF documents.

These reports are run in real-time and can be viewed and printed within the application.

All data within CMS can be sorted on the fields on a screen, allowing the most recent to be shown if the data entered/updated is used as the sort criteria.

CMS offers a robust search feature for data querying. There are two options - standard search and the advanced search. The standard search allows users to search on any field within CMS that has been made searchable (controllable by the system administrator) using Boolean, like, between, greater/less then, equal search criteria. The results are returned in an easy to read, sortable format that is interactive on the screen. The advanced search tool set, as shown below in Figure 19, is as much more powerful version of the standard search, along with the criteria of the standard search, it allows a combination of joins, custom view of the data returned, and allows other criteria similar to writing a SQL query. The advanced searches have the advantage with the ability for them to be saved and shared based on user's roles permissions.

Figure 19 Advance Search



5. Accessibility

The CMS must be totally accessible with JAWS and ZoomText, and should additionally be accessible with MAGic, VoiceOver for iOS, and Non-Visual Desktop Access (NVDA).

Response

CMS is accessible with JAWS and ZoomText at part of the initial implementation. Any enhancements that are needed to be compatible with MAGic, VoiceOver for iOS and Non-Visual Desktop Access (NVDA) will be handled through MicroPact's Change Control process.

Non-visual Access

The CMS must have interface capabilities to devices and enhancements to assist persons with visual impairments and comply with Section 508 of the Rehabilitation Act of 1973, as amended. It shall accommodate screen reader software. The bidder must warrant that the information technology offered under this bid proposal:

a. will provide equivalent access for effective use by both visual and non-visual means;

Response

CMS will provide equivalent access for effective use by both visual and non-visual means. In addition to the features discussed above, MicroPact understands the importance of designing, developing, and distributing software applications that are compliant with disability accessibility laws and standards, specifically Section 508 of the Rehabilitation Act. All applications developed by MicroPact, including CMS, are designed to be, and are, compliant with Section 508 accessibility requirements. A copy of a completed entellitrak platform Voluntary Product accessibility Template (VPAT) can be found at http://www.micropact.com/508/entellitrakVPAT.html

b. will present information, including prompts used for interactive communication, in formats intended for both visual and non-visual use;

Response
CMS will present information, including prompts used for interactive communication, in formats intended for both visual and non-visual use.

c. if intended for use in a network, can be integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired; and is available, whenever possible and without undue burden, without modification for compatibility with software and hardware for non-visual access. If the original information is inherently inaccessible, i.e., graphical, an alternative accessible version shall be provided.

Response
Any stored information and MicroPact's actual Case Management Solution supports both visual and non-visual users. The project costs include the assumption that any document or spreadsheet opened will utilize that viewer's accessibility tools.

d. The cost, if any, of modifying the information technology for compatibility with software and hardware used for non-visual access will be at no additional cost to the State.

Response
CMS accommodates JAWS screen reader software and ZoomText magnification. As part of the implementation phase, MicroPact will ensure that the initial install of CMS is compatibility with JAWS and ZoomText software and hardware used for non-visual access as part of the project cost. Any additional information technology upgrades would be handled through MicroPact's Change Control Process.

6. User Interface
The CMS shall provide a graphical user interface (GUI) for the entry of data into the system. The names and naming conventions of these business process input forms shall be made customizable to meet the needs of NCBVI

Response
CMS leverages Web 2.0 technology to give each users the richness of a client server application in a browser-based solution. CMS uses the latest in user interface (UI) best practices to ensure a seamless user experience both for internal and external stakeholders. CMS employs best practices for web-based user interface design and usability throughout the system. It is a state of the art case management solution designed and developed from experience and expertise with some of the most sophisticated case management systems in the world. The solution provides a user-centric design built around a combination of human factors engineering and real world experience working with various stakeholders.

Due to the configurable nature of CMS, customizing names and naming conventions can be accomplished easily and quickly as part of the CMS configuration in an Agile process,

7. Navigation and Design

Operating Controls
This software will work directly with browser controls and screen access software commands to allow use of the CMS. No screen access software scripts, set files, or similar will be used to modify standard keystrokes or change the standard operating methodologies of the browser or the screen access software with this product.

Response
CMS works directly with browsers and allows normal functionality of the browsers with the exception of the forward and back button due to the nature of how the web page renders. For this functionality, CMS handles forward and back navigation inside its own solution, much like other web-based solutions on the market today.

Messages
The software shall provide feedback to the user in the form of error messages and messages indicating successful completion of functions. These messages may be in the form of pop-up windows or may appear in a status bar on each data entry form.

Response
Any data recorded is automatically validated by CMS' field-level validation rules to be sure all required fields are completed and any prescribed data formats are adhered to. Wherever possible, CMS' forms employ pick lists, radio buttons and checkboxes to further minimize data recording errors. All data validation occurs at the time the data is input and attempted to be saved by the user. When a validation error is detected, CMS prompts the user to correct it.

The nature of these notifications may be informational, warnings, or errors – and different behaviors may be associated with each. For example, an informational notification might allow the user to proceed to the next step in the process, while an error condition would force the user to take corrective action before proceeding. All of these notification messages are customizable as well. CMS forms use data entry controls – rather than free form data entry – that provide data consistency and more inherent error avoidance. These controls include pick-lists, radio buttons, check boxes and calendar widgets for date selections.

Statements of Policy
In any instance where the software denies an activity, the screen shall display a message that clearly explains why the action has been denied.

Response
CMS compiles with the Statements of Policy requirements listed above.

8. System Attributes

Database and Data Attributes
NCBVI conforms to the requirements for data as defined in the Code of Federal Regulations and the Rehabilitation Act of 1973, as amended, and the CMS database shall comply and support these requirements. The CMS shall provide the capability to add NCBVI specific information. The CMS must be compatible with the revisions to the Rehabilitation Act in the Work Innovation and Opportunity Act of 2014.

Response
CMS complies and supports the data as defined in the Code of Federal Regulations and the Rehabilitation Act of 1973. CMS will be configured to meet all NCBVI requirements, marked as 'Yes', as defined in the Requirements Traceability Matrix. CMS will be configured to be compatible with the revisions to the Rehabilitation Act in the Work Innovation and Opportunity Act of 2014.

Real-time Updates
The CMS shall provide for real-time (immediate) updating of data files.

Response
CMS provides real-time case management and information sharing as well as updating of data files.

Printing
Printing of any form, letter, or report should be as simple as activating a "Print" keystroke from the keyboard.

Response
CMS can be configured to have all print functionality activated from a 'Print' keystroke from the keyboard.

F. Technical Requirements

1. Business Continuity Planning and Disaster Recovery
The contractor must provide a primary site and a secondary site as bi-directional (or fail over ready) sites. Both facilities need to be classified as "Tier III" or above under the guidelines set forth by the National Uptime Institute at http://www.gpxglobal.net/wpcontent/uploads/2012/10/TIERSTANDARD_Topology_120801.pdf.

Contractor will be required to create, document, and test annually the backup, failover, and disaster recovery procedures and provide a report of the results to NCBVI.

Response
Systems are hosted in a secure environment, and options exist to choose hosting at MicroPact's data center or an agency-approved third-party hosting service. MicroPact's cloud hosting environment has been granted ATOs by many Federal agencies using NIST 800-53 standards. MicroPact has been granted a FedRAMP compliant ATO as a Platform as a Service (PaaS) Public Cloud provider at the "Moderate" impact level.

MicroPact performs daily encrypted backups of each system, as well as offsite storage of data. All backed up data is only handled by cleared MicroPact employees. Data is replicated offsite to a secure tertiary site. Both transmission and storage of the data is encrypted. Restores are tested on a regular basis, as requests for this occurs frequently.

In the event of disaster, MicroPact's critical functions must be sustained in order to meet the minimum service level agreement expectations ("SLA's") of its clients. The greatest threat of a natural disaster such as an influenza pandemic, fire, or flood to MicroPact is the loss of labor resources. In a pandemic, hardware and software sustainability and accessibility is generally considered a low risk. For other natural disasters MicroPact's disaster recovery plans provides for hardware and software sustainment in the event of non-labor resource related threats. Local hardware and software outages are managed via off site backups. With connected office facilities in at least seven major North American cities, essential services will be transferred from any office impacted by a disaster. Our Pandemic Alert Phases are shown in Table 9 below.

Table 7 Alert Phases

Alert Phase	Trigger Point	Policy Options	Required Action
Green	Business as Usual	• Per Employee Manual • All absences must be reported as sick, PTO or unpaid	None
Yellow	Localized influenza cases reported; non-critical levels of employee absences; absence periods generally short	• Employee level approval to work remotely • Approval to provide employee level bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 3 days	Heightened office sanitary measures; heightened wellness checks by supervisors.
Orange	Regionalized influenza cases reported; critical levels of employee absences; absence periods ranging from 3-5 business days.	• Employee level approval to work remotely • Approval to provide employee level bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 5 days	Heightened office sanitary measures; required wellness checks by supervisors.
Red	Widespread influenza cases reported in large regional numbers; critical levels of employee absences; absence	• Global approval to work remotely • Approval to provide bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 7 days	Heightened office sanitary measures; Required wellness screening upon

	periods in excess of 3-5 business days	• Employee level approval to bring children over the age of 5 to work	entry to office; potential use of face masks for personal protection.

Upon contract, MicroPact will provide NCBVI a documented Disaster Recovery Plan and Business Continuity Plan.

2. Data Ownership And Accessibility

All data from October 1, 2013 forward must be migrated from the current system to the new CMS prior to the go-live date. Testing of data migration must be done in advance according to the Project Management Plan (see Section IV.H.) to ensure data has not been lost or corrupted.

NCBVI is, and will remain, the owner of all data maintained on the database. The contractor will be responsible for storing, and for the safe keeping of, all data on a central database and for maintaining all data as specified in Federal regulations, which require retention of all data for Active, Referred, and Applicant cases and all data for Closed cases until the end of the federal fiscal year, 3 years after the federal fiscal year of the closure of the grant which paid for the client's last service on his/her case. (Approximately six (6) years, in most circumstances.)The contractor will be responsible for maintaining a full backup copy of the Production database.

All data in the CMS must remain accessible to NCBVI.

Response

MicroPact's data migration plan includes detailed data mapping to identify sources (e.g., existing legacy table/column/data type) to target (CMS table/column/data type) as the basis for SQL scripts to be developed. Typically the subset of the data to be migrated is exported from its source into an intermediate format, often utilizing Excel or CSV format. The data from each table will be saved and processed separately, and then these data files are imported into the CMS database.

Since the data to be migrated includes PII, the appropriate precautions are taken to preserve data privacy.

MicroPact validates - with NCBVI and in advance - all of the mandatory fields required for the functioning of CMS that are not available in the legacy system and that need to be obtained by NCBVI. In the event NCBVI is unable to obtain all of the mandatory fields, MicroPact will suggest the most suitable workaround to NCBVI. MicroPact will document the suggested workaround and obtain written approval from NCBVI.

MicroPact will build the SQL scripts and other interfaces required to migrate/ convert the data from the existing eForce system to CMS. MicroPact will work with the NCBVI project manager and stakeholders to build the scripts and to identify business rules (e.g., compliance data migration business rules) that may be required.

MicroPact will migrate/ convert existing data to the non-production target CMS and will work with NCBVI to validate the migrated data and make any necessary adjustments in the SQL scripts. MicroPact will support the execution of the data migration and conversion of legacy data to CMS in NCBVI's production environment, and shall assist with troubleshooting any issues that arise during production implementation and legacy data migration into production. If the legacy system is still in use, then MicroPact will coordinate the timing with NCBVI for the final data migration, and make sure all relevant data is captured and migrated.

MicroPact compiles with these requirements and will migrate all data from October 1, 2013 forward.

3. Data Storage, Replication, and Backup

Data storage, replication, and backup services must be located in the United States and must use leading technologies. Contractor must provide a high-speed Storage Area Network (SAN) fabric that allows for fiber data transfer speeds for offsite replication of the NCBVI CMS's data. Contractor is responsible for having a data recovery plan emphasizing data and system recovery timeline.

Response
MicroPact would host the hardware and software (including servers, storage devices, and network devices) at MicroPact's secure data center discretely located in Sterling, VA. MicroPact currently hosts hardware and software for more than 140 federal and commercial organizations. MicroPact understands that critical applications and hardware demand fast, expert solutions to facilitate maximum productivity. The ability to proactively monitor and manage network systems is essential to ensuring system availability and optimal performance. MicroPact stands ready with support professionals who provide hosting services while utilizing state-of-the-art network monitoring and analysis tools to monitor all network resources and identify problems before they occur.

When hosting, MicroPact provides preventive maintenance so that all hardware and software is in optimum working condition. MicroPact provides virus scanning and automatic updating of virus definitions daily. MicroPact keeps servers up to date with the latest security patches, as well as up to date with upgrades and bug fixes. Event logs and error logs are reviewed daily on servers to verify optimal system performance.

MicroPact maintains an aggressive monitoring and alert system that provides immediately notification of any trouble with connections and/or the servers on the network. Additionally, MicroPact runs traffic monitoring systems to provide ongoing statistics of all network activity. MicroPact's highly secure infrastructure includes multiple firewalls, video surveillance, motion detectors, reinforced door locks, building security and other physical security features. A sophisticated power management system is utilized, featuring UPSs, diesel generators, and automatic transfer switches, so that servers will not shut down upon power failure. Detailed procedures for backup and recovery are maintained, with controls in place to survive Level I and II outages and mitigate the impact of various disasters.

MicroPact performs daily encrypted backups of each system, as well as offsite storage of data. All backed up data is only handled by cleared MicroPact employees. Data is replicated offsite to a secure tertiary site. Both transmission and storage of the data is encrypted. Restores are tested on a regular basis, as requests for this occurs frequently. Backups occur nightly, Monday through Friday. Incremental backups occur during the week with a full backup occurring on Friday nights. Archiving occurs on a scheduled basis, and can be customized to meet NCBVI's compliance needs.

The contractor must provide a secure file transfer process as the means to upload and download data.

Response
CMS allows for the manual importation and exportation of information through a secure file transfer process throughout most areas of the system.

A backup of all databases will be provided to NCBVI on minimum of a monthly basis, or as requested, to include a database mapping when the structure/fields of the database change(s).

Response
MicroPact performs daily encrypted backups of each system, as well as offsite storage of data. All backed up data is only handled by cleared MicroPact employees. Data is replicated offsite to a secure tertiary site. Both transmission and storage of the data is encrypted. Restores are tested on a regular basis, as requests for this occurs frequently. All backed up data can be retrieved on demand.

Backups occur nightly, Monday through Friday. Incremental backups occur during the week with a full backup occurring on Friday nights. Archiving occurs on a scheduled basis, and can be customized to meet NCBVI's compliance needs.

MicroPact will work with NCBVI to develop a sound backup and retention policy that meets the agencies compliance requirements.

4. Hosted Environment
a. Three Environments
The contractor should provide a Development environment and a Customer Acceptance Testing/Training (CAT/T) environment as well as a Production environment. The Development environment will be used by the contractor's staff to test the product, make enhancements, and correct deficiencies before new code

is moved to the CAT/T environment. The NCBVI system administrator and designee(s) should have access to the Development environment throughout the development process.

Response
MicroPact will install CMS in a MicroPact hosted development environment. The installation of the system will verify the overall architecture is working correctly and that infrastructure issues are discovered and rectified long before the system is scheduled to go into production. The environment will also serve as the repository for NCBVI configuration data. Due to the continual configuration updates and restarting of the development environment, MicroPact restricts the development environment to only cleared MicroPact IT staff. However, the Customer Acceptance Testing environment is solely for NCBVI's use.

For User Acceptance Testing, MicroPact will define specific business processes that must be tested in order to verify the system will support NCBVI's needs. Converted data will be moved into the Customer Acceptance Testing environment and provide users with realistic scenarios. With MicroPact's assistance, users will drive the testing of the pre-defined scenarios. This will not only validate the system, but serve to create a group of "super users" that will provide NCBVI with a deep base of knowledge about the system that will be useful in future training and post-production support.

MicroPact will deploy the final go-live conversion of data migration and configuration revisions to the hosted production environment. The final go-live conversion run is simply the last conversion run which is performed and moved to the production instance. It is recommended that the production instance is the actual instance where UAT is performed so MicroPact is certain that this instance, and procedures to load it, are thoroughly vetted by go-live.

A CAT/T site and database that mirrors the structure and functions of the Production environment should be available at all times for training purposes. This CAT/T database will be synchronized with the Production database on at least a quarterly basis. The CAT/T environment must be completely separate and should be easily identifiable to distinguish it from the Production environment. After the initial development and implementation is complete, the CAT/T environment must be kept and maintained for training and for user acceptance testing of any subsequent additions or modifications to the NCBVI CMS.

Response
The Customer Acceptance Testing/Training environment is a stand-alone and MicroPact hosted environment that mirrors the structure and function of the Production environment and will be available at all times during the contract period.

During the implementation stage, as part of the Agile methodology, at the end of every Sprint the CAT/T environment is updated with the latest completed code for customer review and testing. This way NCBVI can review the system as it is being developed and provide feedback The CAT/T environment is updated every time a new release/build is created to allow NCBVI to validate the revisions before they are applied.

b. Hardware
NCBVI will provide personal computers and document printers at the district offices and the administrative office.

The contractor's NCBVI CMS must be able to operate at the State's current minimum hardware configuration. The CMS will be compatible with hardware and software listed in IV.C. CURRENT OPERATING ENVIRONMENT. Contractor will provide for compatibility with future browsers, OS versions, and screen access software, as updates to their system are released.

Response
CMS complies with these requirements.

c. Internet Connectivity
NCBVI is responsible for internet connectivity at the district offices and NCBVI's administrative offices.

Response
MicroPact has read and understands the above requirement.

d. Browser Compatibility
The NCBVI CMS should be accessible using popular, widely available browsers such as Microsoft Internet Explorer, Safari, Firefox, and Chrome, including all currently supported versions, as well as on Apple and Android devices, and on other personal mobile devices. No custom software will be required to reside on the user's device.

Response
CMS employs a thin-client implementation that requires no client-side support files. User access to the system is provided securely through Web browsers. The browsers supported by CMS are Microsoft Internet Explorer, Firefox, Google Chrome, and Safari.

Web services within CMS allow the capability of pushing information to android/IOS apps so NCBVI staff members are able to perform basic CMS functionality on their Apple mobile devices.

e. Performance
The Production environment:

i. **Should provide sub-second response time to the State's firewall 95% of the time,**

Response
MicroPact provides an uptime guarantee of 99.5%, except for scheduled downtime. Response times will vary based on connection speeds from the customer. Bandwidth for the redundant incoming connection used to access hosted sites is currently set to 100Mbps, and can be increased should the need arise.

ii. **Must provide a report of performance quarterly, or as requested**

Response
MicroPact will provide reporting for all performance levels identified in this agreement at the identified time intervals upon request.

iii. **Must use redundant network connections,**

Response
MicroPact utilizes redundant incoming connections used to access hosted sites.

iv. **Must offer backup power via redundant power sources, and**

Response
MicroPact collocates our hosting infrastructure in the Equinix DC International Business Exchange (IBX). Equinix is a market leader in colocation services and data center management. MicroPact's cloud hosting environment has been granted ATOs by many Federal agencies using NIST 800-53 standards. MicroPact has been granted a FedRAMP compliant ATO as a Platform as a Service (PaaS) Public Cloud provider at the "Moderate" impact level. In the event of long-term power failures or any other disaster, MicroPact has a warm site available with data replication between the production and warm sites via a private data connection. MicroPact also has a tailored Continuity of Operations (COOP) plan which is provided as part of implementation.

v. **Must protect the physical security of the facility**

Response
MicroPact's data center provider (Equinox) provides a 24-hour manned security desk as well as 24-hour video surveillance. Any OALJ hardware would be protected by a secured cage which requires two (2)-factor authentication for access through a biometric keypad. All access to this cage is logged and audited regularly by MicroPact's security team.

Equinix utilizes 5 points of biometrics before accessing servers. MicroPact's server racks are equipped with combo locks per cabinet.

5. Maintenance

The contractor must have a plan for updating, enhancing, and modifying the CMS in response to technological advances and the need for additional features to improve efficiency and ability to meet NCBVI's requirements. This shall include any and all upgrades to the software.

Response

All configurations built upon the entellitrak platform by MicroPact are fully supported. All software bugs and errors in the business logic are covered and will be corrected as part of standard support and maintenance.

All product-level upgrades are fully tested to ensure compatibility with each specific configuration. When required, support includes all development costs required to maintain existing functionality when refactoring to facilitate a product-level upgrade. The platform is designed to ensure that modifications of the specific solution/ configuration can continue to be made efficiently throughout the lifecycle of the application.

The entellitrak platform releases alternating major and minor updates on roughly a 6-week cycle, i.e., 1 major release per quarter. Additional releases may be produced as required. All upgrades to the product are included as part of the standard maintenance, but must be coordinated with MicroPact and supported through user acceptance testing.

MicroPact will make sure that CMS remains current with reporting regulations and statutory changes. However, any reporting regulations and statutory changes after the initial implementation will be handled through MicroPact's change control process

Additionally, the NCBVI user community has access to MicroPact's online customer portal OPTICS that provides a variety of technical and functional information.

Normal and preventative maintenance shall be performed at a time that shall not adversely impact daily operations, with prior notification to NCBVI of the downtime.

Response

MicroPact complies with this requirement.

The contractor shall provide a list of all enhancements and changes to be made to the NCBVI Client Management CMS in a maintenance release prior to the release.

Response

MicroPact will provide release notes prior to the release.

Ongoing Software Upgrades

The CMS shall provide the ability to maintain compliance with federal regulations, including RSA reporting, on an ongoing basis. These updates shall be performed by the contractor's personnel.

Response

MicroPact will make sure that CMS remains current with reporting regulations and statutory changes. However, any reporting regulations and statutory changes after the initial implementation will be handled through MicroPact's change control process. All product updates resulting from regulatory changes will be fully tested and deployed before the effective date of the changes where possible. MicroPact will fully test both software patches and upgrades prior to installation and provide NCBVI with test results. MicroPact will notify NCBVI when upgrades are available.

Transaction Processing Requirements
The CMS shall provide error trapping to allow for the diagnosis and resolution of system and application errors. The CMS shall record transaction data from user sessions and log information contained within those transactions to a system database table.

Response
Due to overhead capacities and performance requirements, CMS does not contain these transactions in a system database table. However, CMS does capture key transaction points within a log file that can then be used to trace and analyze errors. This does not contain every transaction and the logging has certain levels to capture more detailed information e.g. log level one captures only basic info while log level 3 captures almost everything. The actual log levels are asl follows: Info, Error and Debug with debug being the highest (Level 3). Due to the performance impact, MicroPact suggests only running with log level 3 to help troubleshoot an issue.

All of the above maintenance requirements shall be covered in the subscription fees for Option 1 or in the Hosting, Maintenance, and Support fee for Option 2.

Response
Maintenance requirements are covered in the Hosting, Maintenance, and Support fee for Option 2. MicroPact will work with NCBVI to come to a mutually agreeable SLA plan.

6. Information Security

The Nebraska Information Technology Commission (NITC) has adopted an Information Security Policy to provide a uniform set of reasonable and appropriate security safeguards for protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used to serve the citizens of the State. Contractor shall comply with any standard and policy changes that are implemented by the NITC.

a. Server Security

i. ***Protection against Malicious Code:*** **Software and associated controls must be implemented across systems, and logs monitored, to detect and prevent the introduction of malicious code into the State environment. The introduction of malicious code such as a computer virus, worm, or Trojan horse can cause serious damage to networks, workstations, and state data. On host systems or servers, the signature files must be updated daily or when the virus software vendor's signature files are updated and published.**

Response
MicroPact's perimeter network is protected using CheckPoint firewalls. Our CheckPoint devices provide deep packet inspection which detects and prevents security intrusions as well as scans all inbound and outbound network traffic for security exploits and virus and malware signatures.

MicroPact's IT Operations team employs Shavlik Protect to provide malicious code protection at information system entry and exit points and at workstations and servers on the network to detect and eradicate malicious code. Shavlik Protect updates daily, malicious code protection mechanisms (including signature definitions) whenever new releases are available in accordance with organizational configuration management policy and procedures

ii. ***Software Maintenance:*** **All installed software must be maintained at a contractor-supported level to ensure accuracy and integrity. All known security patches, release updates, service packs, and other fixes must be reviewed, evaluated, and appropriately applied in a timely manner. A baseline configuration of all systems must be provided at the end of the implementation period, prior to acceptance of the system.**

Response
MicroPact follows its Personnel Security Policy to ensure all employees have been properly trained and understand their roles and responsibilities within the organization. Furthermore, all personnel required to access

sensitive information or work on projects with special data classification must go through background and clearance checks.

The MicroPact IT Operations team then installs newly released security patches, service packs, and hot fixes during its regularly scheduled maintenance window ; Last Saturday of the month, unless the severity of the security patch calls for an emergency update. Scheduling of emergency updates is evaluated and determined on a case-by-case basis.

MicroPact's IT Operations team addresses security flaws within 30 days of discovery. Flaw remediation occurs during monthly production maintenance window. The MicroPact IT Operations team applies fixes during those time periods and MicroPact information security team conduct security scans to verify fixes and flaws are properly applied and remediated.

MicroPact will deploy the final go-live conversion of data migration and configuration revisions to the hosted production environment. The final go-live conversion run is simply the last conversion run which is performed and moved to the production instance. It is recommended that the production instance is the actual instance where UAT is performed so MicroPact is certain that this instance and procedures to load it are thoroughly vetted by go-live.

b. Access Control In order to preserve confidentiality, integrity, and availability, state information assets must be protected by logical and physical access control mechanisms.

i. **Logon banners should be implemented to inform users that the NCBVI CMS is for official agency use, or other approved use consistent with agency policy, and that user activities may be monitored, and the user should have no expectation of privacy. Logon banners are usually presented during the authentication process.**

Response
CMS will be configured to include logon banners.

ii. **The issuance and use of privileged accounts will be restricted and controlled.**

Response
The CMS administrator can determine who can see different items through a completely configurable permissions capability utilizing GUI CRUD (Create/Read/Update/ Delete). These permissions are assigned to various roles that are also built into the system during configuration. The roles are configured down to the table/object level. Permissions can be read-only for various roles, and any data object or category can be invisible or password-protected. All NCBVI employees who use CMS will be subject to the same security features.

The issuance and use of privileged accounts will be restricted and controlled.

iii. **Access to an agency's trusted internal network must require all authorized users to authenticate themselves through the use of an individually assigned User ID and an authentication mechanism (e.g., password, token, smart card).**

Response
CMS supports both SSO authentication and RSA multi-factor authentication. In addition to a strong user name/password authentication validation interface, the options available for 2- and 3-factor authentication include Active Directory, RSA Tokens, Authentication Portals, Smart Cards, and CAC Cards.

For Active Directory authentication through Lightweight Directory Access Protocol (LDAP), CMS supports several mechanisms such as Kerberos v4, and Java Naming & Directory Interface, as a way to perform an LDAP bind using the supplied credentials via a secure channel. LDAP Authentication can accept both Domain account and email address-based authentication.

iv. Access to operating system code, services, and commands must be restricted to only those individuals who need such access in the normal performance of their job responsibilities.

Response
MicroPact complies with this requirement

The CMS must be in compliance with the Rehabilitation Act of 1973, as amended, as it pertains to confidentiality of client information.

The bidder's system must comply with the NITC Information Security Policy to include browser client security and, at a minimum, use of Secure Sockets Layer ("SSL") with 128 bit encryption or higher. (Full NITC 8-101: Information Security Policy is at: http://nitc.nebraska.gov/standards/8-101.html. NITC 8-301: Password Standard is at: http://nitc.nebraska.gov/standards/8-301.html. NITC 8-302: Identity and Access Management Standard for State Government Agencies is at: http://nitc.nebraska.gov/standards/8-302.html.)

Response
CMS provides data encryption at any desired level (128 bit, 256 bit, etc.). The application employs a variety of methods depending on the data to be protected. For data at rest (i.e., stored/archived in the database), CMS has options available for common database encryption tools. For data "on the wire" (i.e., in transit between the Web browser and the application server), CMS uses SSL. CMS can be configured to implement a method for recognizing and purging PII, PHI, PCI and other sensitive data from input.

G. Escrow – for Option 2 only

The contractor should deposit on a quarterly basis, at its own expense, with an escrow agent mutually chosen by the contractor and NCBVI, a copy of all items that are necessary for the operation and support of the NCBVI CMS, or provide an alternate, similar arrangement. Escrow items should include the following:

1. the software source code and executables,
2. a list of Third Party Software used and how it's used,
3. documentation for the source code,
4. software architecture and design documentation,
5. diagram of network design and hardware configuration,
6. entity relationship and table and field definitions of the database,
7. all NCBVI CMS documentation,
8. all current and valid passwords and encryption keys, and
9. any other necessary or useful documentation.

Contractor will have the authority to remove superseded source code and documentation if it is simultaneously replaced with the most current version of the superseded source code and documentation.

The Contractor shall provide evidence to the NCBVI, annually each October, of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement).

The escrow agreement will include direction to the escrow agent to send confirmation to NCBVI (contact to be determined at contract award) of initial deposit and any and all subsequent deposits.

The escrow agreement will include direction to the escrow agent to release all escrowed items to NCBVI within three (3) calendar days of a termination for breach of contract, litigation, or failed transition to a successor contractor.

Response

With respect to the Escrow Provision, MicroPact will be entering into a 3-party agreement where we define when the State would acquire the source code.

Therefore, the exact terms and conditions of the escrow agreement (as per Section G on p. 36 of the RFP document) will have to be negotiated further between MicroPact and the State to explicitly identify the circumstances where the State would acquire the source code.

H. Project Planning and Management

1. Project Management Plan

The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the one proposed in response to this RFP and will manage the project to ensure the project stays on task and within scope of the contract.

Within ten (10) business days of contract award/contractor start date, the contractor shall provide a full Project Management Plan. The contractor and NCBVI will jointly discuss timing and staffing issues that will impact the timeline. The result shall be an updated Project Management Plan. The Project Management Plan shall be mutually agreed to and further developed by both the contractor and NCBVI. The finalized Project Management Plan must be completed within fifteen (15) business days of contract award/contractor start date and shall be subject to NCBVI's approval. The contractor must send a copy of the signed finalized Project Management Plan to NCBVI.

The Project Management Plan should include the following items:

a. **A description of how the project will be defined, managed, controlled, verified, and communicated to the contractor's and NCBVI's project teams.**
b. **A description of all of the major project tasks that shall be completed by the contractor.**
c. **Identification of the specific tasks within each component of the plan that will be completed by NCBVI.**
d. **A complete data mapping document and data conversion strategy.**
e. **A project schedule consolidating all tasks into a logical and manageable flow. This should be a time-based representation of each major task of the project: milestones, dependencies, resource requirements, task durations, and deadlines. The schedule will be detailed enough to show each task to be performed, the start and end date of each task, the expected duration of the task, and turnaround times for NCBVI to review, approve, and formally accept or reject the components of the work performed.**

The Project Management Plan shall be considered finalized when the NCBVI system administrator or designee and the contractor have provided signature approval of the project plan.

The contractor's Project Manager and team lead should correspond with NCBVI staff on an agreed-upon basis in order to report on work progress and general issues and to test approved applications.

Response

MicroPact understands that it takes more than technical expertise to implement a successful IT system. We have learned that engineering activities and support activities must be planned, integrated, monitored, and controlled. Implementation of these activities will reduce risk and assist the new system in having a positive impact on the operational mission of NCBVI.

Building upon our current understanding of the agency's vision, MicroPact will work with NCBVI so that CMS is a success. We will follow a program management control process linked to well-designed performance metrics consistent with the NCBVI provided Project Plan. These processes and quantitative checkpoints will help facilitate timely completion of deliverables and early identification and mitigation of program risks.
Our management approach affords NCBVI with access to MicroPact's corporate structure to provide the proper degree of management oversight, yet allow for flexibility and responsiveness in task execution. MicroPact's approach is based on M-TOM^2, a management methodology derived through an iterative process in which all elements necessary to successfully execute task or delivery orders are identified, mapped, implemented, and

tracked. M-TOM² is based on a seven-step process approach for each task: (1) Task Definition, (2) Work Breakdown Structure, (3) Staffing, (4) Estimating/Scheduling, (5) Project Tracking and Reporting, (6) Change Management, and (7) Product Acceptance.

MicroPact has in-house tools to enable proper monitoring of project performance. An independent Quality Control Officer monitors all MicroPact projects and coordinates with the officers of the organization to make sure all projects are delivered to the agreed-upon project schedule. Monthly status reports are provided to the customer with budget data, milestones accomplished, and areas of concern. MicroPact helps the customer proactively identify risk and develop mitigation plans. During each implementation, MicroPact takes responsibility to identify potential risks, predict the likelihood of the risks occurring, quantify the impact should they occur, and develop plans for undertaking the mitigation actions. MicroPact's experienced team strives to minimize the impact of risk on schedule, cost, or level of service.

Project Management Activities
MicroPact's standard practice is to give our Project Manager (PM) full authority to act for the company on all contractual matters relating to daily operations of a contract. MicroPact's PM has full responsibility and authority to manage the following tasks:

Table 8 Project Management Activities

• Assigning and budgeting resources	• Configuration management
• Scheduling	• Deliverable submission
• Quality control	• Progress reports
• Scope management	• Project closeout
• Risk management	• Meetings

Within agreed upon number of days of contract award, MicroPact will coordinate a project kick-off meeting and provide a project management plan, which will outline deliverables and deadlines to be met by both MicroPact and NCBVI. The project management plan must be accepted by all parties before MicroPact performs the tasks outlined in the plan. The project management plan will define timelines and intervals that all resources from all parties will be obligated to meet. MicroPact shall not be responsible for delays to the project that are directly related to resources outside of MicroPact's control. The project management plan will include a schedule for regular project review meetings. If the scheduled meeting date is a Government closing or Federal holiday, the project review shall be submitted the following business day.

The project management plan will include the following:

- A schedule of status meetings, including dates, time, and resources allotted, that will be required to fully transition all materials developed to NCBVI and/or its designee
- Work breakdown for the project
- An inventory of work in progress
- The key business areas to be addressed during the project kickoff meeting

Performance Evaluation Meetings
MicroPact will meet regularly with NCBVI to discuss progress, strategies, and upcoming events. MicroPact will prepare written minutes for NCBVI review. If NCBVI does not concur with any portion of the minutes, notice of such non-concurrence shall be provided to MicroPact's PM and contractor representatives within three (3) working days following receipt of the minutes. MicroPact will acknowledge or resolve all disputes and resubmit minutes to the within the agreed upon number of days of receipt of NCBVI non-concurrence.

2. Project Status Reports
For the period of contract award through 60 days past CMS implementation, the contractor's Project Manager shall provide weekly Project Status Reports, which shall include;

a. significant work plan activities performed during the reporting period, with review of the completed activities and comparison with plan;
b. identification of project risks and documented recommendations to mitigate such risks;
c. deliverables completed during the reporting period and Identification of milestones reached and comparison with plan;

d. significant work plan activities and resources planned for the next reporting period;
e. deliverables expected to be completed in the next reporting period;
f. identification of problems or issues and tracking status of problems/issues;
g. documentation of what is being done to achieve resolution of problems/issues; and
h. project notes and comments.

The contractor will comply with NITC standards for Project Status Reporting on Enterprise Projects. A copy of the standards document is available at: http://nitc.ne.gov/standards The NCBVI system administrator will work directly with the contractor's Project Manager and will be responsible for overall quality assurance. During development, the contractor shall conduct and document weekly management status meetings or phone calls and provide weekly written status reports including an updated electronic copy of the complete and up-to-date project work plan including major NCBVI activities and milestones.

Response

MicroPact confirms it will provide weekly Project Status Reports including significant work plan activities performed during the reporting period, with review of the completed activities and comparison with plan; identification of project risks and documented recommendations to mitigate such risks; deliverables completed during the reporting period and Identification of milestones reached and comparison with plan; significant work plan activities and resources planned for the next reporting period; deliverables expected to be completed in the next reporting period; identification of problems or issues and tracking status of problems/issues; documentation of what is being done to achieve resolution of problems/issues; and project notes and comments. The above will be compliant with NITC standards for Project Status Reporting on Enterprise Projects.

Figure 20 below is an example of our Project Status Report:

Figure 20 Project Status Report

MICROPACT®

12901 Worldgate Drive
Suite 800
Herndon, VA 20170

Phone 703.709.6110
Fax 703.709.6118

Monthly Status Report

Project Manager: Name

Contract Number: XXX

Client Name: XXXX

Vertical: XXX

Period: Start Date to End Date

PROJECT BUDGET

Displays monthly project expenses/invoices and total budget to date to track burn down.

ACCOMPLISHED

ACCOMPLISHED BUT NOT PLANNED

-

DELIVERABLES

-

PLANNED BUT NOT ACCOMPLISHED

OBJECTIVES FOR NEXT PERIOD

-

ISSUES / RISKS/ PROBLEMS / WARNINGS

Created on 4/18/2016

Page 1 of 1

Example of MicroPact's Project Status Report.

3. Coordination
The NCBVI system administrator or designee will act as liaison between the contractor and NCBVI staff on issues related to the NCBVI CMS and communicate needs to the contractor for inclusion in future upgrades.

Response
MicroPact will liaise with the NCBVI system administrator/designee on issues related to the NCBVI CMS.

4. Testing
The contractor shall provide a unit testing plan to be approved by NCBVI and shall complete unit testing before installing the contractor's CMS to the Customer Acceptance Testing/Training (CAT/T) environment.

A user acceptance test plan will be designed by NCBVI and user acceptance testing will be completed by NCBVI staff, with assistance from contractor staff, before installing the contractor's CMS to the Production environment.

Unit testing shall begin approximately two (2) months prior to parallel testing.

Response
MP recommends adopting an agile methodology which will allow unit testing to run in parallel with development. This allows functionality to be reviewed more frequently in a more complete and stable state by NCBVI, providing NCBVI multiple feedback points for further improvement/refinement of the solution following agile best practices. If desired, Unit Testing can be scheduled two (2) months prior to parallel testing.

Since unit testing will be performed by MicroPact personnel and run in parallel with development, only a Customer Acceptance Testing Plan will be submitted for approval.

5. Change Control
The contractor must identify any changes to the project plan that affect the originally agreed upon delivery date. The NCBVI system administrator and designees will be included in the change management process. Change management includes assessing and reporting on the risk and timing of an implementation against the other components of the NCBVI CMS. Any plan changes must be agreed upon by both parties, documented as a change to the project plan, and shall require an approval signature on the revised project plan from the NCBVI system administrator or designee and the contractor.

Contractor must communicate and coordinate any changes to contractor's security infrastructure which directly affect the security of NCBVI CMS data. Contractor must not modify any part of the security posture of the NCBVI CMS unless this is coordinated in advance with NCBVI system administrator and designees. This includes any changes to the hardware, software, or any technical services that may indirectly have an impact to the contractor security posture.

Response
MicroPact uses a strict change control tracking process for all projects it operates:

NCBVI Initiated Changes
If NCBVI desires an additional function or feature (e.g., a new report), the NCBVI Project Manager will communicate the request to the MicroPact Project Manager, who will ascertain whether the request is in-scope or out-of-scope. For out-of-scope work, if the request is well defined, the MicroPact Project Manager may give a preliminary indication of the approximate impact of the change in terms of cost and schedule.

If the NCBVI Project Manager wishes to proceed, he will submit a written Project Change Request (PCR) to the MicroPact Project Manager. The PCR will clearly describe the requested change and the rationale for the change. The MicroPact Project Manager will investigate the request and provide one or more options for achieving the desired result, then append this information to the PCR.

The NCBVI Project Manager may accept one of the proposed options, or update the PCR to clarify the requested change, and resubmit the PCR.

MicroPact Initiated Changes

If the MicroPact team has an additional feature or function that should be considered as part of the project, the MicroPact Project Manager will discuss this change with the NCBVI Project Manager. If the NCBVI Project Manager agrees with the concept, the MicroPact Project Manager will write up the suggested change, including one or more price and schedule impacts, and submit to the NCBVI Project Manager.

The NCBVI Project Manager may accept one of the options, or update the PCR to clarify the suggested change, and resubmit the PCR as a NCBVI Initiated Change.

When a PCR is acceptable, the PCR must be signed by both parties in order to authorize the implementation of the proposed changes. MicroPact will invoice NCBVI for changes (if any) after implementation of the PCR. NCBVI will be assigned an Account Manager who should be contacted with any concerns or questions. A MicroPact Business Analyst will initially work with the Project Managers on any product issues, new requirements or revisions. The Account Manager will schedule calls at a minimum frequency of quarterly to check in and discuss upcoming releases and new products.

Figure 21 below is a sample of our Change Management documents.

Figure 21 Change Management Form

MICROPACT

PROJECT CHANGE REQUEST

Client #	Client Name	Ticket Reference	PCR #
			001
PCR Title			

QUOTATION

This is our quotation to deliver the change requested according to the solution described. This offer is subject to the terms and conditions contained in our Licensing Agreement.

Effort Estimate	$ Rate	Total Price	Valid to Date
In Days: In Hours:	Per Day: Per Hour:		
Support Required (Y/N)?	**If Yes - Monthly Support Cost 2**	**Annual Support Cost 2**	**Annual Support Period End Date**
N			
Submitted By	**Date**	**Accepted By**	**Date**

MicroPact's offer to implement the work specified below and your acceptance are subject to the terms and conditions of your MicroPact contract and Software License and Maintenance Agreement.

*[2] If this work requires additional annual maintenance and support services, the **Monthly Support Cost** is computed at an annual rate of **XX%** of the PCR cost. Support costs are billed 60 days after acceptance or first production use and pro-rated at the **Monthly Support Cost** for the number of months remaining up to the **Annual Support Period End Date**. Thereafter, the **Annual Support Cost** will be added to your annual contract at renewal.*

Specification

The detailed business requirements for the requested enhancement are outlined below:

Version Control Log:

Version	Date	By	Summary

Approval:

Name	Project Role	Version	Approval Date & Method	Attachment

Detailed Business Requirements	Page 2 of 2
	PCR 000
PCR Description	March 22, 2016

Purpose

Change # 1

Change Requested

Resolution

Change # 2

Change Requested

Resolution

Page 2 of 2

I. Training Requirements

The contractor shall train approximately 50 NCBVI staff on the use of the NCBVI Client Management CMS. Training sessions will be conducted at two locations – in Lincoln and in Kearney. The contractor is responsible for contractor staff costs for these training sessions (i.e., travel, hotel accommodations, food, materials, and incidentals). Training sessions will be geared toward the duties and access levels associated with the roles of the groups being trained.

The first group to be trained will consist of approximately 13 supervisors and administrators in the state and will be held in Lincoln, NE. The second group will also be trained in Lincoln, NE and will consist of approximately 8 support staff in the State. Approximately 7 teachers will make up the third group; they are all located in Lincoln, NE, where they will be trained. Counselors and technical specialists working in Lincoln, NE and Omaha, NE make up the fourth group of approximately 12 and they will be trained in Lincoln, NE. The last group will consist of approximately 7 counselors and technical specialists working in greater Nebraska; their training will take place in Kearney, NE.

Training is anticipated to be conducted two (2) weeks prior to parallel testing.

The contractor will provide a User Manual to the NCBVI system administrator prior to the training sessions for review and approval. The contractor must provide an electronic manual that will be accessible to all NCBVI staff through a link from the main menu of the NCBVI CMS and must be accessible with all current screen access technology. This will enable the contractor to keep the online manual updated and provide real time instruction. Hard copies of the manual will be reproduced by NCBVI.

Response
CMS can be configured to contain a link within the solution to the user manual. This user manual will be in a Microsoft Word document in order for any user that has Windows 8 or higher to be able to utilize Word's accessibility features to read the manual.

The contractor will be responsible for training the NCBVI system administrator and designee when the services provided are enhanced or modified, at no additional cost to the State. The location for this training will be determined by the NCBVI system administrator and the contractor. Any such session should provide refresher training, as needed, and update training on NCBVI CMS enhancements.

Response
An essential and key element in the successful implementation of any system is training. MicroPact adopts a comprehensive approach to the design, development, and implementation of its training. Working with customers, MicroPact develops customized programs that support the training necessary for users to become comfortable and proficient with the solution. Through on-site classroom training, along with hands on experience and mentoring, MicroPact instructors provide an environment that supports the user's skills and abilities to enable efficient job performance and workload management by leveraging the new solution.

MicroPact prides itself in identifying the learning objectives of all users involved in the life cycle of a case who are involved in the successful implementation of the NCBVI solution — from supervisors to counselors, support staff, and system administrator personnel. MicroPact has a proven track record of designing flexible training plans and schedules that effectively address and provide blended learning solutions to all the users of a system. Furthermore, these services are delivered by professionals who are experts in the product and understand the marketplace. As an example, for more than 30 years MicroPact has delivered all end-user training for each release of the disability case management solution it provides to 47 of the Social Security Administration's (SSA) Disability Determination Services (DDS) agencies.

MicroPact will provide on-site sessions in Lincoln and Kearny, NE (travel costs apply) that facilitate one-on-one mentoring assistance and guidance. Each training class corresponds to the business responsibilities of each particular user role.

MicroPact and NCBVI respective roles and responsibilities in meeting the proposed NCBVI Training Plan:

- Team Training Plan Responsibilities
- Team Responsibilities

MicroPact

- Develop and implement the Training Plan
- Develop and disseminate the required the training materials (training agenda, classroom exercises, training manual) to NCBVI's point of contact.
- Train NCBVI users in following user group functionality: End-users, Supervisors and System Administrators.
- Assist in knowledge transfer process for IT personnel

NCBVI

- Review and approve the Training Plan
- Review and approve the training materials (training agenda, classroom exercises, training manual). Note: there will be one round of review and final acceptance.
- Identify the appropriate attendees for training
- Provide classroom facility, necessary equipment and network connections

Training Prerequisites

The basic prerequisite of MicroPact's proposed training plan is computer literacy. Participants are expected to have general computer skills in order to be trained to use and administer CMS features and functions. Prerequisite computer skills include but are not limited to the following:

- Basic use of a mouse, scroll bar, menu and icon bar
- Basic understanding of a word processor
- Basic understanding of a web browser such as Internet Explorer (10.0+)
- Basic understanding of the principles of selecting by pull down menus
- Basic understanding of screen navigation

Delivery of Training

MicroPact strongly encourages the assistance and participation of NCBVI trainers in the delivery of end-user courses. Scheduled training dates will be mutually-agreed upon with a typical day beginning at 9:00 am and ending at 4:30 pm. Training session times will be arranged with the NCBVI project manager and other system stakeholders. Start and end times will be agreed upon to accommodate trainee schedules.

Courses cover a wide range of topics from basic tool utilization, to advanced searching and reporting, to user-led configuration. NCBVI staff members receive all the training and personal attention needed to facilitate a successful relationship.

MicroPact's Business Analyst/Technical Writer will work with NCBVI to develop training materials including training manuals and user/administrator guides. MicroPact ensures that all training materials demonstrate the components, application/modules, reporting, functional and technical aspects based on CMS provided.

MicroPact will make sure that CMS remains current with reporting regulations and statutory changes. However, any reporting regulations and statutory changes after the initial implementation will be handled through MicroPact's change control process. All product updates resulting from regulatory changes will be fully tested and deployed before the effective date of the changes where possible. MicroPact will notify NCBVI when upgrades are available and will provide detailed release notes as well.

As the primary provider of entellitrak training services, MicroPact stands behind CMS with a large team of product experts. MicroPact's training program empowers NCBVI to fully configure CMS to meet the users' environmental needs. It drives knowledge transfer and CMS expertise across NCBVI. The training of the initial implementation is included in the project costs; however, training for additional enhancements and services that are handled through the control changes process will incur additional training costs.

MicroPact offers a range of Annual Support and Upgrade Subscriptions to ensure that NCBVI has access to needed resources, highlighted are the training related items as shown in the table below. The project costs includes standard level support; however, MicroPact can work with NCBVI if NCBVI wishes to upgrade to either the gold or platinum level support.

Table 9 Annual Support and Upgrade Subscriptions

Description	Standard	Gold	Platinum
Technical support M-F, 7:30 a.m. to 5:00 p.m. (CT) with toll free support number and support email address.	Included	Included	Included
Regular software product releases and enhancements	Included	Included	Included
Access to MicroPact's Product Ticket System (PTS).	Included	Included	Included
Access to MicroPact's "connect" product information portal.	Included	Included	Included
Onsite upgrade support (does not include travel costs).	Two hours per quarter	Two hours per quarter	Two hours per quarter
Annual C&A review support and / or Security Scan support.		32 hours per year	32 hours per year
On-call technical support for weekend upgrades 8 a.m. to 8 p.m. (Eastern time).		40 hours per year	80 hours per year
Custom report / query support.		40 hours per year	80 hours per year
Custom configuration support.		80 hours per year	320 hours per year
Ad hoc user and role administration support.		32 hours per year	96 hours per year
Onsite infrastructure and network support (non-entellitrak-related items).		Included	Included
Annual system, platform, architecture, and process review and recommendations by a MicroPact Application Engineer		40 hours per year	80 hours per year
50% discount on training		Included	Included
Two Free training classes (up to 10 people) + 50% off each additional class.			Included
Unlimited use of MicroPact's training and meeting facilities (based on scheduling and availability).			Included
Dedicated support team point of contact (in addition to standard Help Desk support).			Included

J. Perform Implementation

The contractor will provide and configure a NCBVI CMS for state-wide implementation.

Response
MicroPact will install and configure CMS according to the State's specifications. With CMS, MicroPact meets or exceeds all business and technical requirements outlined throughout this RFP

NCBVI will provide the contractor with the file and format of all NCBVI client information and current system data to be converted from the current system to the contractor's NCBVI CMS. Conversion must be completed prior to the go-live date. Data migration and testing of that process must be done in advance, according to the Project Management Plan, to ensure seamless transition for go-live.

Response
MicroPact confirms that conversion, data migration and testing will be completed in advance prior to the go-live date and will follow the Project Management Plan. Our Project Management methodology will ensure seamless transition for go-live.

All components of the NCBVI CMS must be installed and implemented for all NCBVI facilities at the same time. The existing system will run in parallel with the new CMS for approximately two months before final acceptance by NCBVI.

Response
MicroPact confirms that all components of the NCBVI CMS will be installed and implemented for all NCBVI facilities at the same time for approximately two months before final acceptance by NCBVI. After the go-live and while the systems are running parallel, it is the responsibility of NCBVI to ensure that all data is up to date in the newly deployed CMS. If additional data conversion and migration is needed after go-live, it will be handled through the change control process.

K. Documentation

The contractor must provide complete documentation of the project implementation, any customization, or configuration of the software, data migration strategy, end user training guides, testing scripts, cutover documentation, software updates, and any other documents identified during the implementation.

Response
MicroPact will provide the following documentation as it pertains to CMS:

- Detailed user manuals in including any customizations and special configuration unique to NCBVI. (If NCBVI chooses the optional custom manuals)
- Data Migration Plan which includes the data migration strategy
- MicroPact's project team will provide comprehensive training materials (such as training agenda, classroom exercise and training manuals).
- To initiate the Customer Acceptance Testing task, MicroPact will provide a set of sample test cases/scripts in addition to the Customer Acceptance Testing Plan. NCBVI will tailor these cases to any unique situations or requirements.
- Deployment Plan
- Software updates as part of the maintenance and support subscription

L. Provide Post Implementation Support

1. Scheduled Downtime

The contractor shall provide written advance notification, one month prior to scheduled downtime and NCBVI CMS updates, allowing time for NCBVI staff to plan and test.

Response
MicroPact confirms it will provide written advance notification, one month prior to scheduled downtime and NCBVI CMS updates, allowing time for NCBVI staff to plan and test.

2. Status Meetings

The contractor will conduct monthly phone calls with the NCBVI system administrator or designee for the life of the contract.

Response
MicroPact confirms it will conduct monthly phone calls with the NCBVI system administrator or designee for the life of the contract.

3. Change Control

Changes to the NCBVI CMS will be agreed upon between the contractor's Project Manager and NCBVI. Any proposed changes will be thoroughly documented. This documentation will include descriptions of any user interface modifications, i.e. added or removed fields or functionality changes respective to existing user interface elements, changes to system behavior when completing functions, and any changes to reports or other system output. Enhancements to the CMS should be tested for usability with screen access technology by the contractor and reports on such testing should be provided. Changes shall be deployed in the test environment such that NCBVI can complete its own analysis of the changes respective to its business processes, and to ensure that it deems the interface modifications to be accessible with screen access technology. No changes will be promoted to the Production environment until permission has been granted by NCBVI.

Response
MicroPact adheres to its strict change control tracking process for all projects it operates. Any proposed changes will be thoroughly documented. For detailed information on MicroPact change control process please refer to our response to the question 5. Change Control in section H. Project Planning and Management.

4. Help Desk
NCBVI will be the primary source of Help Desk support for its field counselors, supervisors, and support staff. The Help Desk component of the contractor's system will assist NCBVI's system administrator and designees in resolving issues that NCBVI receives from its staff. The contractor's Help Desk component will be available to NCBVI via a toll-free telephone line and through electronic means such as email or web-based ticketing system Monday-Friday from 8 AM-6:30 PM Central Time, excluding State holidays. As problems are reported, the Help Desk and other contractor departments should provide progress reports on problem resolutions.

Critical issues are any reported difficulties that hinder the work of NCBVI employees. These include one or more users being unable to access the CMS from their desk or while in the field, loss of system functionality for client search or viewing client information, the inability to add client case notes, issues related to drafting or amending client plans, or issues preventing exchange of data between the NCBVI CMS and the State of Nebraska PFC. Status on the resolution of these issues should be provided to NCBVI every three hours.

Noncritical issues are those that have been reported to the contractor, but do not hinder the everyday use of the CMS for completing client transactions. Noncritical issues are also those where a known work-around has been found that can be used until a critical issue is resolved, and which has been reported to NCBVI. The contractor will provide daily status updates on resolution of noncritical issues.

Response
MicroPact has designated an experienced Product Operations Manager to manage the CMS application and to act as the principal point-of-contact (POC) for NCBVI. The MicroPact IT Operations Team will also provide support for monitoring and maintaining performance. Product Operations Management will coordinate all activities necessary to fulfill the Service Level Agreement (SLA) between MicroPact and NCBVI. Service issues that are routine in nature will follow the normal Service Desk contact and escalation process.

The maximum time to respond to any issues reported to the Service Desk/Help Desk is defined in the SLA. Note that an SLA pertains to the initial response to user communication and does not define the time taken for resolution of the issue reported by the users. The MicroPact OPTICS system will be used to track change control and application defect resolution.

Standard Support
Standard support contains provisions for 24/7 emergency off-hours support for critical issues. MicroPact will assist with off-hours services through standard change windows on Tuesday and Saturday evenings with the following caveat: the Tuesday and Saturday change windows pertain only to systems hosted by MicroPact. If maintenance must be coordinated on a routine basis outside of these time frames, enhanced services must be agreed upon and purchased accordingly.

MicroPact offers a range of Annual Support and Upgrade Subscriptions as shown in Table 12 below, to ensure that NCBVI has access to needed resources, as shown in the table below. Standard Annual Support is required to maintain support and maintenance of the licenses. Upgrade subscriptions (Gold & Platinum) are available at additional charges and the period of performance runs parallel to Standard support.

Table 10 Annual Support and Upgrade Subscriptions

Description	Standard	Gold	Platinum
Technical support M-F, 8:00 a.m. to 6:30 p.m. (CT) with toll free support number and support email address.	Included	Included	Included
Regular software product releases and enhancements	Included	Included	Included

Access to MicroPact's Product Ticket System (CT).	Included	Included	Included
Access to MicroPact's "connect" product information portal.	Included	Included	Included
Onsite upgrade support (does not include travel costs).	Two hours per quarter	Two hours per quarter	Two hours per quarter
Annual C&A review support and / or Security Scan support.		32 hours per year	32 hours per year
On-call technical support for weekend upgrades 8 a.m. to 8 p.m. (Eastern time).		40 hours per year	80 hours per year
Custom report / query support.		40 hours per year	80 hours per year
Custom configuration support.		80 hours per year	320 hours per year
Ad hoc user and role administration support.		32 hours per year	96 hours per year
Onsite infrastructure and network support (non-entellitrak-related items).		Included	Included
Annual system, platform, architecture, and process review and recommendations by a MicroPact Application Engineer		40 hours per year	80 hours per year
50% discount on training		Included	Included
Two Free training classes (up to 10 people) + 50% off each additional class.			Included
Unlimited use of MicroPact's training and meeting facilities (based on scheduling and availability).			Included
Dedicated support team point of contact (in addition to standard Help Desk support).			Included

M. Transition Plan Requirements

At the end of the contract, the contractor will collaborate with the subsequent contractor to:

1. **convert NCBVI CMS data, and provide data mapping documentation,**
2. **identify roles and responsibilities as they relate to the transition, and**
3. **identify point of contact and procedures for managing problems or issues during the transition period.**

Response

Should NCBVI choose to transfer transition CMS to an alternative system and/or location, MicroPact will facilitate the effort through supportive operational procedures and this process will be handled through the Change Control Process.

Transition Plan - While the tasks and activities required are dependent on the nature of the project, the transition activities will be performed based upon an agreed upon Transition Plan. The Transition Plan identifies:

- How the transition of the system/data will be conducted and when.
- The system transition and retirement dates
- Software components to be preserved
- Data and documents to be preserved
- Disposition of remaining software and data.

Archiving of Lifecycle Products - Project Archives include the system data, software, and documentation designated for archiving in the Transition Plan. The data and documents from the old system will be transferred to NCBVI for use in the new system or archived. Similar to the data that is archived or transferred, software components, such as interface services or business rules, will need to be transferred to the new system, or if that is not feasible, dispositioned appropriately. The documentation that resulted from the development of the application or system will already be in the hands of NCBVI, where it can be referenced, if needed, at a later date.

Exit Criteria - To ensure an orderly shutdown of the business operation, MicroPact will work with NCBVI to identify specific exit criteria that includes (but will not be limited to):

- The Transition Plan and component plans have been reviewed and agreed upon
- Data archiving, security, data, and systems migrations are complete
- Final phase-end review has been conducted
- Contract terms have been finalized

N. Suggested Target Dates

Data Conversion to Test environment	**To begin within 60 days, and completed within 150 days from contract start date**
Configuration and Testing	**To begin on contract start date and end with user sign off to begin the parallel run**
Parallel runs	**To extend for 60 days after configuration and testing sign off**
Training	**To occur during the first 2 weeks of parallel runs**
Production Conversion	**To be completed the last day of the calendar quarter prior to the go-live date (i.e. last day: September 30; Go-Live: October 1)**
Go-Live Date	**To coincide with the beginning of a calendar quarter, no later than October 1, 2017**
Maintenance starts	**To coincide with the Go-Live date**

The bidder is encouraged to propose a schedule that fits the requirements above.

Response

Figure 22 below shows a Draft Project Schedule, actual dates might change once Project is started.

Figure 22 Draft Project Schedule

	Task Mode	Task Name	Duration	Start	Finish	Predecessors
34		System Notifications	2 days	Wed 11/30/16	Thu 12/1/16	33
35		**System Architecture/Design Document**	**5 days**	**Mon 10/24/16**	**Fri 10/28/16**	**34**
36		Business Analysis Planning	10 days?	Tue 11/1/16	Mon 11/14/16	
37		Identify current Backlog(s)	1 day	Tue 11/1/16	Tue 11/1/16	
38		Creation of Epics, Initial User Stories	5 days	Wed 11/2/16	Tue 11/8/16	37
39		Initial Roadmapping	3 days	Wed 11/9/16	Fri 11/11/16	38
40		**Requirements Management Plan**	**1 day?**	**Mon 11/14/16**	**Mon 11/14/16**	**39**
41		Quality Assurance Planning	10 days	Wed 11/16/16	Tue 11/29/16	
42		Quality Assurance Plan	53 days	Tue 11/1/16	Thu 1/12/17	
43		Unit Test Plan	2 days	Tue 11/1/16	Wed 11/2/16	
44		Full Scale Test Plan	3 days	Thu 11/3/16	Mon 11/7/16	43
45		UAT Test Plan	2 days	Tue 11/8/16	Wed 11/9/16	44
46		508 Testing Plan	3 days	Thu 11/10/16	Mon 11/14/16	45
47		ST&E/Security Planning	1 day?	Thu 10/20/16	Thu 10/20/16	17
48		Deliverable: Business Continuity and DR Plan	0 days	Fri 10/28/16	Fri 10/28/16	
49		**Planning Gate Review**	**1 day?**	**Fri 12/2/16**	**Fri 12/2/16**	**29**
50		**Monitoring and Control**	**260 days**	**Mon 10/3/16**	**Fri 9/29/17**	
51		Daily Stand-up Meetings	260 days	Mon 10/3/16	Fri 9/29/17	
52		Weekly/Bi-weekly PM Meetings	260 days	Mon 10/3/16	Fri 9/29/17	
53		Monthly Status Reports	260 days	Mon 10/3/16	Fri 9/29/17	
54		**Execution/Build**	**152 days?**	**Fri 12/2/16**	**Mon 7/3/17**	
55		**Preliminary Design Review**	**1 day?**	**Fri 12/2/16**	**Fri 12/2/16**	**49FS-1 day**
56		Sprint 3	20 days	Mon 12/5/16	Fri 12/30/16	55
57		Sprint Planning Session (Sprint Stories Finalization)	20 days	Mon 12/5/16	Fri 12/30/16	55
58		Configuration	20 days	Mon 12/5/16	Fri 12/30/16	
59		QA Testing	20 days	Mon 12/5/16	Fri 12/30/16	
60		Iterative Review	20 days	Mon 12/5/16	Fri 12/30/16	
61		Sprint Demo, Sprint Retrospective	20 days	Mon 12/5/16	Fri 12/30/16	
62		Sprint 4	22 days	Mon 1/2/17	Tue 1/31/17	56
63		Sprint Planning Session (Sprint Stories Finalization)	22 days	Mon 1/2/17	Tue 1/31/17	56
64		Configuration	22 days	Mon 1/2/17	Tue 1/31/17	56
65		QA Testing	22 days	Mon 1/2/17	Tue 1/31/17	56
66		Iterative Review	22 days	Mon 1/2/17	Tue 1/31/17	56

Figure 23 Draft Project Schedule - Continued

		Task Mode	Task Name	Duration	Start	Finish	Predecessors
34			System Notifications	2 days	Wed 11/30/16	Thu 12/1/16	33
35			**System Architecture/Design Document**	**5 days**	**Mon 10/24/16**	**Fri 10/28/16**	**34**
36			Business Analysis Planning	10 days?	Tue 11/1/16	Mon 11/14/16	
37			Identify current Backlog(s)	1 day	Tue 11/1/16	Tue 11/1/16	
38			Creation of Epics, Initial User Stories	5 days	Wed 11/2/16	Tue 11/8/16	37
39			Initial Roadmapping	3 days	Wed 11/9/16	Fri 11/11/16	38
40			**Requirements Management Plan**	**1 day?**	**Mon 11/14/16**	**Mon 11/14/16**	**39**
41			Quality Assurance Planning	10 days	Wed 11/16/16	Tue 11/29/16	
42			Quality Assurance Plan	53 days	Tue 11/1/16	Thu 1/12/17	
43			Unit Test Plan	2 days	Tue 11/1/16	Wed 11/2/16	
44			Full Scale Test Plan	3 days	Thu 11/3/16	Mon 11/7/16	43
45			UAT Test Plan	2 days	Tue 11/8/16	Wed 11/9/16	44
46			508 Testing Plan	3 days	Thu 11/10/16	Mon 11/14/16	45
47			ST&E/Security Planning	1 day?	Thu 10/20/16	Thu 10/20/16	17
48			Deliverable: Business Continuity and DR Plan	0 days	Fri 10/28/16	Fri 10/28/16	
49			**Planning Gate Review**	**1 day?**	**Fri 12/2/16**	**Fri 12/2/16**	**29**
50			**Monitoring and Control**	**260 days**	**Mon 10/3/16**	**Fri 9/29/17**	
51			Daily Stand-up Meetings	260 days	Mon 10/3/16	Fri 9/29/17	
52			Weekly/Bi-weekly PM Meetings	260 days	Mon 10/3/16	Fri 9/29/17	
53			Monthly Status Reports	260 days	Mon 10/3/16	Fri 9/29/17	
54			**Execution/Build**	**152 days?**	**Fri 12/2/16**	**Mon 7/3/17**	
55			**Preliminary Design Review**	**1 day?**	**Fri 12/2/16**	**Fri 12/2/16**	**49FS-1 day**
56			Sprint 3	20 days	Mon 12/5/16	Fri 12/30/16	55
57			Sprint Planning Session (Sprint Stories Finalization)	20 days	Mon 12/5/16	Fri 12/30/16	55
58			Configuration	20 days	Mon 12/5/16	Fri 12/30/16	
59			QA Testing	20 days	Mon 12/5/16	Fri 12/30/16	
60			Iterative Review	20 days	Mon 12/5/16	Fri 12/30/16	
61			Sprint Demo, Sprint Retrospective	20 days	Mon 12/5/16	Fri 12/30/16	
62			Sprint 4	22 days	Mon 1/2/17	Tue 1/31/17	56
63			Sprint Planning Session (Sprint Stories Finalization)	22 days	Mon 1/2/17	Tue 1/31/17	56
64			Configuration	22 days	Mon 1/2/17	Tue 1/31/17	56
65			QA Testing	22 days	Mon 1/2/17	Tue 1/31/17	56
66			Iterative Review	22 days	Mon 1/2/17	Tue 1/31/17	56

Figure 24 Draft Project Schedule - Continued

	Task Mode	Task Name	Duration	Start	Finish	Predecessors
67		Sprint Demo, Sprint Retrospective	22 days	Mon 1/2/17	Tue 1/31/17	56
68		⊟ Sprint 5	20 days	Wed 2/1/17	Tue 2/28/17	62
69		Sprint Planning Session (Sprint Stories Finalization)	20 days	Wed 2/1/17	Tue 2/28/17	62
70		Configuration	20 days	Wed 2/1/17	Tue 2/28/17	62
71		QA Testing	20 days	Wed 2/1/17	Tue 2/28/17	62
72		Iterative Review	20 days	Wed 2/1/17	Tue 2/28/17	62
73		Sprint Demo, Sprint Retrospective	20 days	Wed 2/1/17	Tue 2/28/17	62
74		⊟ Sprint 6	23 days	Wed 3/1/17	Fri 3/31/17	68
75		Sprint Planning Session (Sprint Stories Finalization)	23 days	Wed 3/1/17	Fri 3/31/17	68
76		Configuration	23 days	Wed 3/1/17	Fri 3/31/17	68
77		QA Testing	23 days	Wed 3/1/17	Fri 3/31/17	68
78		Iterative Review	23 days	Wed 3/1/17	Fri 3/31/17	68
79		Sprint Demo, Sprint Retrospective	23 days	Wed 3/1/17	Fri 3/31/17	68
80		⊟ Sprint 7	20 days	Mon 4/3/17	Fri 4/28/17	74
81		Sprint Planning Session (Sprint Stories Finalization)	20 days	Mon 4/3/17	Fri 4/28/17	74
82		Configuration	20 days	Mon 4/3/17	Fri 4/28/17	74
83		QA Testing	20 days	Mon 4/3/17	Fri 4/28/17	74
84		Iterative Review	20 days	Mon 4/3/17	Fri 4/28/17	74
85		Sprint Demo, Sprint Retrospective	20 days	Mon 4/3/17	Fri 4/28/17	74
86		⊟ Sprint 8	23 days	Mon 5/1/17	Wed 5/31/17	80
87		Sprint Planning Session (Sprint Stories Finalization)	23 days	Mon 5/1/17	Wed 5/31/17	80
88		Configuration	23 days	Mon 5/1/17	Wed 5/31/17	80
89		QA Testing	23 days	Mon 5/1/17	Wed 5/31/17	80
90		Iterative Review	23 days	Mon 5/1/17	Wed 5/31/17	80
91		Sprint Demo, Sprint Retrospective	23 days	Mon 5/1/17	Wed 5/31/17	80
92		⊟ UAT Sprint 9	22 days	Thu 6/1/17	Fri 6/30/17	86
93		Sprint Planning Session (Sprint Stories Finalization)	22 days	Thu 6/1/17	Fri 6/30/17	86
94		Configuration	22 days	Thu 6/1/17	Fri 6/30/17	86
95		QA Testing	22 days	Thu 6/1/17	Fri 6/30/17	86
96		Iterative Review	22 days	Thu 6/1/17	Fri 6/30/17	86
97		Sprint Demo, Sprint Retrospective	22 days	Thu 6/1/17	Fri 6/30/17	86
98		⊟ UAT Sprint 10	1 day?	Mon 7/3/17	Mon 7/3/17	92
99		Sprint Planning Session (Sprint Stories Finalization)	1 day?	Mon 7/3/17	Mon 7/3/17	

		Task Mode	Task Name	Duration	Start	Finish	Predecessors
100			Configuration	1 day?	Thu 11/23/17	Thu 11/23/17	
101			QA Testing	1 day?	Thu 11/23/17	Thu 11/23/17	
102			Iterative Review	1 day?	Thu 11/23/17	Thu 11/23/17	
103			Sprint Demo, Sprint Retrospective	1 day?	Thu 11/23/17	Thu 11/23/17	
104			**Deployment Activities**	**68 days**	**Mon 11/7/16**	**Wed 2/8/17**	
105			Deployment and Implementation Planning	15 days	Mon 12/5/16	Fri 12/23/16	
106			Deployment/Implementation Plan	15 days	Mon 12/5/16	Fri 12/23/16	
107			Data Migration	68 days	Mon 11/7/16	Wed 2/8/17	
108			Data Migration Plan	10 days	Mon 11/7/16	Fri 11/18/16	
109			Compile Source Data	15 days	Mon 11/21/16	Fri 12/9/16	108
110			Map Data from Source to Target	10 days	Mon 12/12/16	Fri 12/23/16	109
111			Create ETL Scripts	20 days	Mon 12/26/16	Fri 1/20/17	110
112			Test Data Migration in MIG Environment	3 days	Mon 1/23/17	Wed 1/25/17	111
113			QA Data Migration	3 days	Thu 1/26/17	Mon 1/30/17	112
114			ETL Scripts Iterative Review	5 days	Tue 1/31/17	Mon 2/6/17	113
115			Data Migration to Prod Environment	2 days	Tue 2/7/17	Wed 2/8/17	114
116			**Training**	**69 days**	**Mon 4/3/17**	**Thu 7/6/17**	
117			Creation of User Training Materials	10 days	Mon 4/3/17	Fri 4/14/17	
118			Creation of Administrator Training Materials	5 days	Mon 4/17/17	Fri 4/21/17	117
119			User Training	2 days	Mon 7/3/17	Tue 7/4/17	
120			Administrator Training	2 days	Wed 7/5/17	Thu 7/6/17	119
121			**Go-Live**	**0 days**	**Mon 7/3/17**	**Mon 7/3/17**	
122			**Parallel Runs/Closeout**	**60 days**	**Mon 7/3/17**	**Mon 9/25/17**	
123			O&M Transition, CRs, Iterative Reviews	60 days	Mon 7/3/17	Fri 9/22/17	121
124			Project Completion, NE Sign-off	0 days	Mon 9/25/17	Mon 9/25/17	123

O. Enhancements (Optional)

Please provide information on additional costs that would be associated with a subscription fee, on the cost sheet (Attachment C and D) that corresponds to the Option the Bidder is bidding on, to use J Morrow Consulting Vocational Rehabilitation (VR) Ticket to Work/Reimbursement Tracker.

Please provide information, on the cost sheet that corresponds to the Option the Bidder is bidding on, of additional costs that would be associated with providing a Business Enterprise Program (BEP) module (see Appendix B).

Response
N/A

P. Deliverables

Deliverables are per section IV. Project Description and Scope of Work as identified within the RFP and as identified on the cost sheet.

Response
The responses to this question are provided in section IV. Project Description and Scope of Work.

Q. Technical Approach

The Technical Proposal must consist of completion of the Requirement Traceability Matrix (RTM) (Attachment A and B) that corresponds to the Option the Bidder is bidding on. The Bidder shall respond to each item in the RTM.

Response
The responses to this question are provided in the completed Requirement Traceability Matrix (RTM) (Attachment A and B).

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:	MicroPact Global, Inc. (MicroPact)
Bidder Address:	12901 Worldgate Drive Suite 800 Herndon, VA 20170
Contact Person & Title:	Erin Cassidy, Senior Proposal Manager
E-mail Address:	Erin.cassidy@micropact.com
Telephone Number (Office):	416-916-9739
Telephone Number (Cellular):	647-406-1971
Fax Number:	416-493-5824

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:	MicroPact Global, Inc. (MicroPact)
Bidder Address:	12901 Worldgate Drive Suite 800 Herndon, VA 20170
Contact Person & Title:	Lynn Born, Director Human Services Solutions
E-mail Address:	Lynn.Born@micropact.com
Telephone Number (Office):	314-744-7357
Telephone Number (Cellular):	314-440-5969
Fax Number:	314-744-7399

Risk Management Plan

Client

Project Name

Project Name

VERSION: 0.00

MICROPACT®

MICROPACT®

Think it > Track it > Done

PUBLISHED BY
MicroPact, Inc.
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Introduction

Risks are defined as those events or circumstances that affect time, resources or cost of the project if not resolved in a timely manner. Unfortunately, risk is inherent in any system implementation. Because risk identification and issue management require looking into the future and assessing scenarios that may or may not occur, project teams often do not afford enough focus on this activity. Establishing rigorous risk identification and issue monitoring processes early in the project, and supporting them with formal governance processes, helps focus attention to this area. Risks identified early can be avoided or effectively mitigated before they become issues to resolve.

Risks generally reside in one of two categories:

- **Project risks** address issues with scheduling, personnel (staffing and organization) and requirements.
- **Technical risks** are associated with design, implementation, and maintenance. There may be risks associated with ambiguous specifications, technical uncertainty, technical obsolescence, and 'leading-edge' technology.

Risk Management Principles

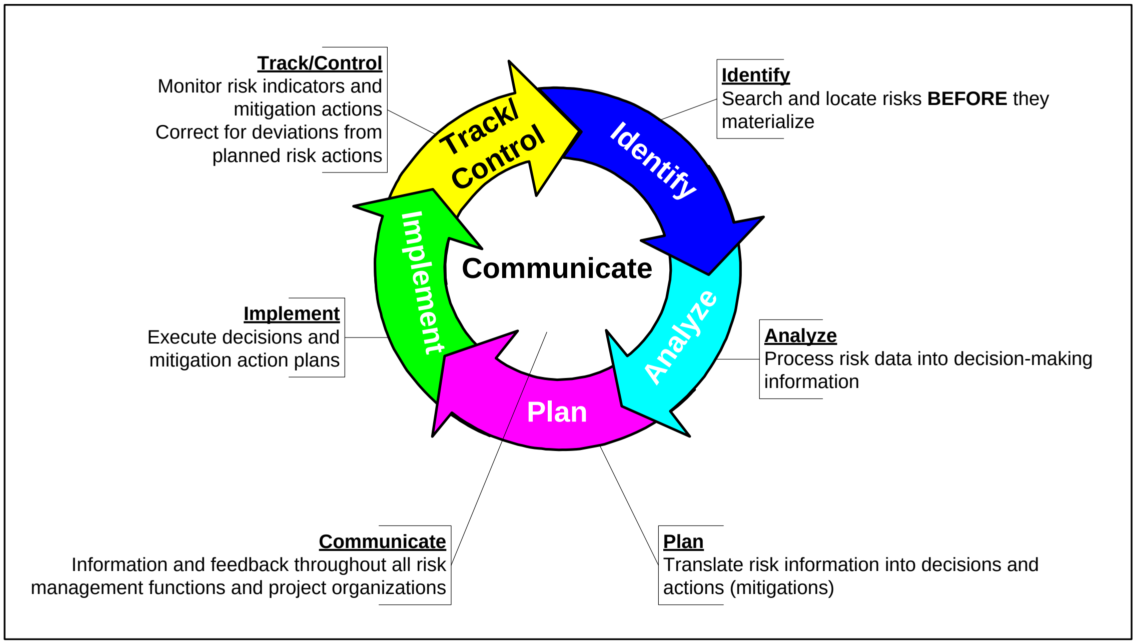
This risk management plan is based on several key principles that will guide the project's risk management activities throughout the project lifecycle. These principles are embedded in the risk management methodology and processes described throughout this document. They include:

- Comprehensive **risk review sessions** be held at the beginning of each phase of the project, using the questionnaire in RFP Appendix A as a starting point. These risk review sessions, which supplement the on-going process of risk identification and mitigation, are used as an additional method for the project team to proactively identify potential risks.
- **Single point of risk management responsibility** lies with the MicroPact PM. Vesting this responsibility in a single person will enhance the coordination and accountability of the risk management process.
- **Broad communication among stakeholders** of the status of risks, as they are reported to the project director, project sponsor, the Executive Steering Committee, control agencies, the project's Independent Validation and Verification Vendor, and Independent Project Oversight Consultant (IPOC) throughout the lifecycle of the project. Including a broad spectrum of project stakeholders in the risk management process will enhance risk monitoring and control.

Risk Management Approach

Our approach is based on methodologies that provide industry standards for information technology project management in general, Specific sources include: The Project Management Institute's Project Management Body of Knowledge (PMBOK), Fourth Edition

The following graphic illustrates our approach to Risk Management.



The MicroPact PM adheres to the following guiding principles in managing the project risks.

- Verify that project team members identify, classify, and communicate all project risks in a timely manner
- Oversee definition and implementation, where necessary, of mitigating actions
- Quantitatively analyze/categorize and log project risks to allow project and executive management to focus on critical risks
- Define and implement contingency plans as necessary
- Proactively communicate the status of risks to all stakeholders

The MicroPact team will use a standardized approach to Risk Management throughout the project. We will work with the AGENCY project team and leverage our State of California experience to develop appropriate Leichert scales for risk estimation. Proper measure will be taken to categorize risks and analyze/determine the impacts, as well as to conduct periodic risk planning meetings.

Risk Management Planning

The MicroPact Project Management Team coordinates with the AGENCY Project Management Team to manage risks identified throughout the Project following the processes outlined in this Risk Management Plan.

To begin the planning process, meetings are held to review the risk management plan and finalize risk tracking, communication, management, and escalation processes. These meetings involve both key project leaders as well as key stakeholders. The risk management plan developed throughout the process details how each of the five key elements enumerated above are organized and executed, and includes the following:

- Methodology
- Roles and responsibilities
- Timing
- Scoring and interpretation
- Thresholds
- Reporting formats
- Tracking

A project charter and the organization's risk management policies must be defined in the risk management planning phase. Any AGENCY predefined approaches to risk analysis and response are tailored into this approach. Stakeholder risk tolerances, a template for the project's risk management plan, and a WBS are all inputs necessary for risk management planning as well. Given that different organizations and different individuals all have varying degrees for risk tolerance it works best for the project to explicitly express these collaboratively in the planning phase, following an approach that is consistent with that outlined in the Risk Management Plan.

Lastly, defined roles and responsibilities is another critical input to risk management planning. The following table describes roles and responsibilities for the MicroPact contributions to the risk management process:

Risk Management Roles and Responsibilities

Role	Responsibilities
MicroPact or AGENCY Team Member	• Identifies a potential risk requiring attention in accordance with the Risk Management Process while conducting daily project tasks • Participates in comprehensive risk assessments at the beginning of each project phase • Communicates newly identified risks by preparing a Risk Form • Defines the risk further in the risk form by making the initial assessment of the impact and probability
Risk Owner/Assignee	• Conducts further Risk analysis to validate and refine the initial risk assessment and support the development of appropriate risk responses • Provides information to the Project Manager regarding the status of the risk until the risk response is formulated • Monitors the effectiveness of the risk response and actively works to minimize or eliminate the risk • Determines if there is the potential for a risk event • Develops a Risk Response and Contingency Plan • Implements the Contingency Plan if appropriate

Role	Responsibilities
MicroPact and AGENCY Project Management	• Overall responsibility for the risk management process • Conducts weekly walkthroughs of the project risk list, leads efforts to identify new risks • Leads comprehensive risk assessments at the beginning of each phase of the project • Categorizes risks • Identifies and/or refines risk triggers • Assesses probability and impact • Determines if a risk has been mitigated • Determines level of risk exposure • Assigns or reassigns a risk to an owner and follows up with risk owners to obtain status of risk analysis and mitigation activities • Reviews and approves Risk Response and Contingency Plan • Reports and / or escalates risks to the Project Director, Project Sponsor, Steering Committee, OPI, IPOC, IV&V, OCIO, and Agency
Risk and Issue Manager	• Maintains Risk Register • Records new risks • Reviews risk response and Mitigation\Contingency Plan • Updates status • Publishes Risk Register • Schedules and leads monthly Risk & Issue meeting • Conducts quarterly review of Risk Management Plan • Provides information to the Project Manager or Risk Manager regarding the status of the Risk until the Risk response is formulated
Project Sponsor	• Ensures that the risk management activities are conducted on the project • Identifies potential risks and reports them to the project manager for additional analysis and follow up • Reviews risk analysis and approves mitigation activities • Receives status reports on risk mitigation activities • Receives escalated risks and assists with mitigation activities as required
Executive Steering Committee	• Oversees project risk management activities • Identifies potential risks and reports them to the project manager for additional analysis and follow up • Receives status reports on risk mitigation activities • Reviews risk analysis and approves mitigation activities • Receives escalated risks and assists with mitigation activities as required

Risk Identification

Risk identification is the process of recording a potential problem (risk) in sufficient detail to enable effective assessment of the risk to support subsequent management decisions. Risk identification is performed continuously throughout the implementation effort, formally and informally. Risk may be identified by any State or MicroPact member during their normal course of work, by project managers during the preparation of project plans and schedules, and during risk identification workshops held in support of the project implementation process. Key components of Risk Identification include:

- Team members are encouraged to discuss potential risks with their managers
- Team leads and managers must identify and document potential risks during planning sessions
- Risk identification reviews are held in conjunction with the project planning cycle
- The Risk Owner works to determine if the risk identified is a valid risk and to conduct a preliminary risk analysis prior to submitting it to the Project Management Team during the weekly management meeting. Risk reports are drafted that include all outstanding risks, and are given to the Project Management Team within five days of assessment
- The Risk Owner presents the draft risk report to the Project Management Team during the weekly management meeting

Tools and techniques for risk identification to be implemented in this project include:

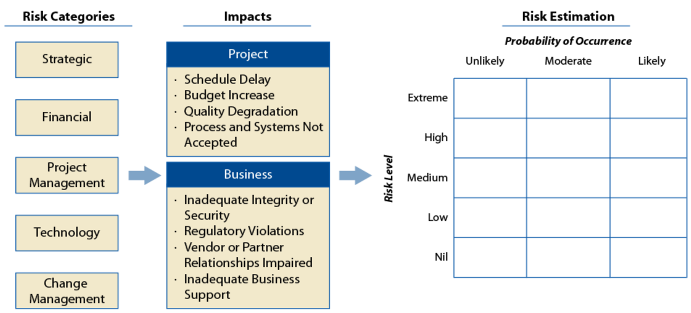
- Making risk identification part of the standard agenda for weekly status meetings
- Performing an initial brainstorming session at the beginning of the project and/or phase for risk management and identification

MicroPact leverages its experience in its risk repository to anticipate and mitigate commonly-experienced risks on licensing system implementations, thereby increasing the likelihood of a successful result. Many of the risks are not unique to the System - they are common to all system and implementation initiatives.

Risk Assessment and Analysis

As shown in the diagram below, our risk identification and assessment approach involves the determination of the validity of the risk. The objective of this step is to transform risk items into information that is used to aid decision making and to validate that risk information using risk analysis. Risk analysis involves categorization, assessment, measurement, and prioritization of risks as well as providing recommendations for mitigating risks. Clear escalation procedures are established to see that critical risks get elevated to the appropriate levels and action.

Approach to Risk Identification and Assessment



The color-coded chart below illustrates a simple but effective manner for characterizing or classifying risks. Each color indicates a progressive level of attention and mitigation efforts. The characterization terms (e.g., minimal, severe) will be defined in a manner that will conform to pre-existing terms that are meaningful to stakeholders.

	Unlikely < 5%	Somewhat Likely 5-25%	Likely 25-50%	Very Likely > 50%
Minimal				
Moderate				
Significant				
Severe				

Risk analysis is conducted by the Risk Owner when:

- The Risk Owner is assigned a risk
- Risk triggers occur
- Mitigation actions are completed
- A new life cycle phase begins

Performing a thorough risk analysis is necessary to evaluate the priority of the risk and the appropriate risk response actions. Risks are evaluated at a level of analysis that is sufficient to determine their relative importance, to plan cost-effective response strategies, and to support tracking.

Key components of the Analysis include:

- Risk triggers are identified for all open risks
- Risk analysis (qualitative and/or quantitative) is done for each open risk to clearly define the risk, prioritize it, and identify appropriate risk response actions to be taken. It is understood that different stakeholders, project owner, customer, and sponsor may have different risk thresholds and this will be taken into account during the analysis
- The Risk Owner may determine a more detailed analysis is required to prioritize the risk
- The risk impact of each particular risk is also identified, ranking it according to its potential effect on the project
- The risk probability of each identified risk is also determined, ranking it according to its likelihood of occurring
- The risk exposure timeframe is identified, which is the timeframe for when the risk event is expected to occur

- Risk Exposures are also determined by the intersection of a risk's impact and probability in conjunction with its timeframe
- Risk Severity is also determined by the intersection of a risk's exposure in conjunction with its timeframe
- Risks are closed if they meet certain criteria

Risk Response Planning and Implementation

This step requires joint input from AGENCY staff and the MicroPact Team to prepare risk mitigation approaches, to develop mitigation measurements, to review and approve risk mitigation approaches and measurement techniques, to translate mitigation approaches into action plans, and to record risk information changes.
Risk contingency planning is the process of developing options and determining actions to respond to a risk event if it occurs. Identifying contingency activities in advance can greatly reduce the impact of risks on the project. Most contingency activities involve expenditure of additional time or resources and require changes to the project plan. Responding to risks may entail one or more of these five techniques:

- Avoidance: implement changes to avoid the risk
- Transference: deflecting the impact of a risk to another party
- Mitigation: minimizing the likelihood and/or impact of the risk
- Acceptance: actively or passively preparing for the consequences of a risk
- Contingency Plan: develop an alternate plan

Outputs from risk response planning include: the risk response plan, the residual risks, the secondary risks, any contractual agreements, and any contingency reserve amounts needed.

Risk Tracking and Control

Risk tracking and control involves the oversight and tracking of risk mitigation execution, reassessment of existing risks, reporting of risk status, recording of risk information changes, identifying new risks, and verifying execution of risk plans. AGENCY staff are trained by MicroPact staff to utilize risk management templates, and to understand and identify risks and their level of priority.

Risks are discussed internally during weekly Project Management meetings and documented in the risk register to support comprehensive risk tracking. The MicroPact Deputy PM communicates a summary of risks and identifies critical risks in monthly status reports. In addition, the MicroPact Deputy PM communicates escalated risks during all appropriate project-wide meetings. During these meetings, the Project Team communicates risk-related information and mitigation status.
The risk identification and mitigation process proactively raises awareness of the various stakeholders involved in the Project. As such, regular risk review meetings are critical to give a more global perspective to project staff. The frequency of these meetings is determined by the AGENCY and MicroPact Project Managers and attended by appropriate AGENCY Project and MicroPact representatives.

Document History

Version History			
Version #	**Date**	**Revised By**	**Reason for change**

This document has been approved as the official Business Requirements Document for Project Name and accurately reflects the current understanding of business requirements. Following approval of this document, requirement changes will be governed by the project's change management process, including impact analysis, appropriate reviews and approvals.

Document Approvals			
Approver Name	**Project Role**	**Signature/Electronic Approval**	**Date**

Attachment B Revised

Option 2: License, Maintenance, and Support Solution

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

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

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

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

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

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

General Statement of Requirements					
NCBVI intends to award to a single contractor to provide, operate, and support a customized web-based SaaS CMS that accepts and processes client information in real-time and provides cutting edge technology that is accessible, easy to understand, and provides history. The system should be able to create various reports and to provide features that allow ease of use.					
RTM #	**System Architecture and Features**	**Yes**	**Customization Required**	**No**	**Alternate**
SAF-1	Bidder should provide a high-level description (and optional diagram) of their proposed system to provide a centralized CMS	✓			

MicroPact's Response:

MicroPact's Case Management Solution (CMS) is powered by our flagship platform, entellitrak. CMS is a Web-based, enterprise-level, commercial off-the-shelf (COTS) Business Process Management (BPM) platform with an advanced feature set to standardize assessments, service planning and reporting for the NE Commission for the Blind program. CMS will not only meet but far exceed your goal in enabling blind and visually impaired Nebraskans to achieve full participation in all aspects of life.

CMS is certified and proven to meet stringent Federal Security requirements such as FISMA and NIST 800-53 Security controls and holds a current FedRAMP Certification. CMS is specifically designed to provide counselors with the technology to do their jobs more effectively thus enabling administrators and supervisors to make smarter decisions, and allow constituents, beneficiaries, and stakeholders to proactively help themselves and ultimately be better served. Tailored to support the NCBVI's business process and workflows, CMS ensures streamlined program intake, developed and compliant submission of evidence, allows for tracking of program status and services, performs case closure, automates reporting requirements, eliminates the need for paper files and enables NCBVI to proactively develop long-term relationships with various stakeholders. From initial referral to post-employment tracking, CMS provides NCBVI staff, blind and visually impaired Nebraskans, and stakeholders with the tools they need to effectively manage program cases and make sure that the proper entitlements, vocational rehabilitation services, job placement, and independent living skills training are delivered to the people they are designed to help.

CMS stands apart from competitors with its robust configuration capability, that allows users to define key elements of the solution, such as the data model, workflow, business rules, roles, permissions, forms, and reports, by selecting and configuring functionality already built into the platform. NCBVI does not need to spend long development cycles or waste money on traditional programming efforts. Since little or no customization of the source code is required, functionality can be delivered quickly, in Agile sprints or other iterative checkpoints, and initial operating capability can be achieved in far less time and money than custom applications. The average ratio of time saved on development with the entellitrak platform compared to custom software builds is 6:1.

CMS employs hierarchical role-based security to maintain program integrity and to prevent unauthorized access, inappropriate disclosure, or compromise of Personally Identifiable Information (PII). The system restricts user access configuration and management based on role and group. In addition to role-based create-read-update-delete (CRUD) permissions, CMS supports both Single Sign-On (SSO) and multi-factor authentication for protected log-ins to the system.

General Statement of Requirements
In addition to the features discussed above, MicroPact understands the importance of designing, developing, and distributing software applications that are compliant with disability accessibility laws and standards, specifically Section 508 of the Rehabilitation Act. All applications developed by MicroPact, including CMS, are designed to be, and are, compliant with Section 508 accessibility requirements At a network level, a user accesses the NE Commission for the Blind site via the web server using port 443. The web server is Apache https 2.2 running on CentOS Linux and is connected to an isolated firewall port in a demilitarized zone (DMZ). The firewall performs real-time, inline antivirus and intrusion protection systems on all traffic passing through it. The Apache server performs a redirect on the request and forwards the appropriate traffic back through the firewall to the Production environment over Apache JServ Protocol (AJP) port 8709. This three-tiered application structure (web-server/application-server/database-server) represents the core ETK structure on which NE Commission for the blind is built (pictured in Figure 1 below).

General Statement of Requirements

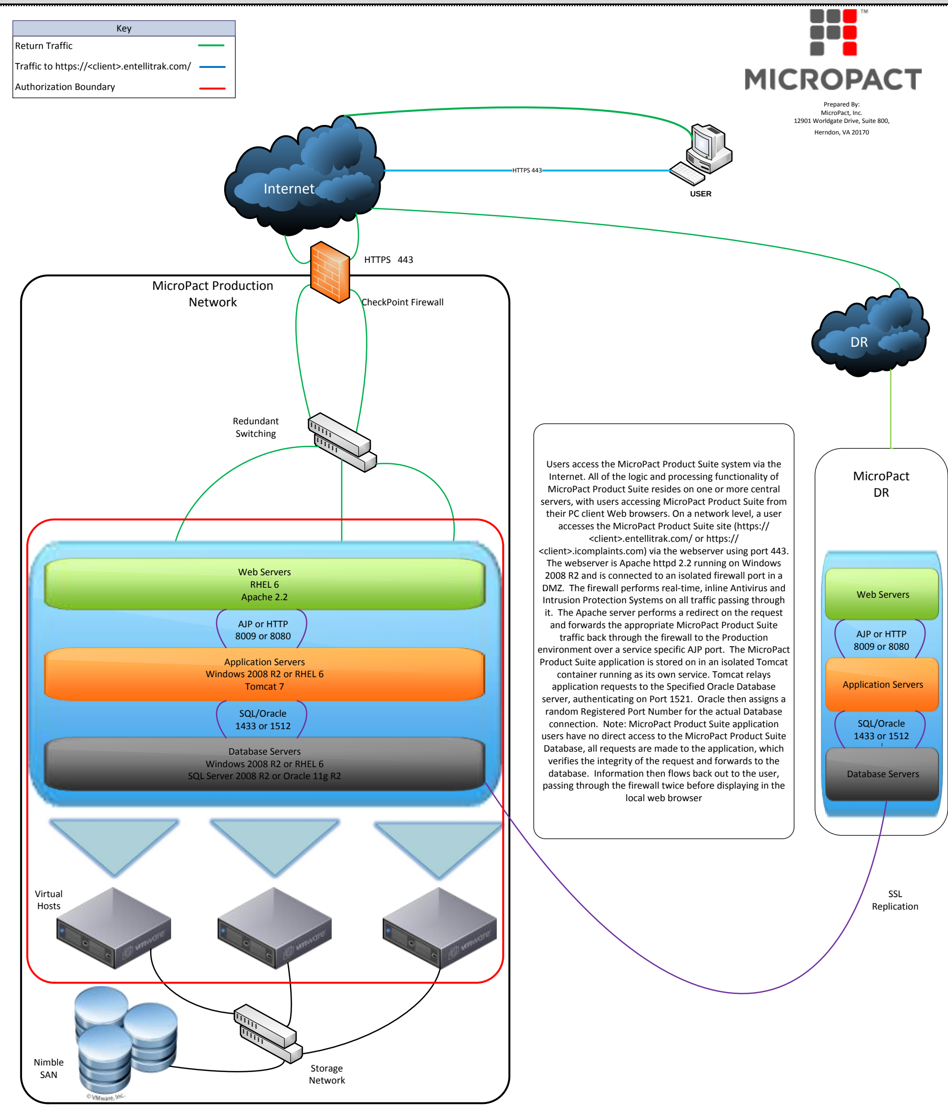


Figure 1 Highlights of the entellitrak platform

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	✓			

General Statement of Requirements					
	• 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				

MicroPact's Response:

Once a case has been archived it is given a Case status of archived. This archived data is then accessible normally through the system e.g. through a search, etc. Business rules can be configured for the data retention/purging policy of data that is archived.

Electronic signatures can be applied to any form within the system. These electronic signatures are digital signatures which require a user to enter their password to sign the form.

Notifications can be configured to be sent to the user's email, these notifications can be as simple as alerts or can be calendar invites that the user can accept to place them on their calendar.

CMS allows access to general documents by providing a link within the home page of the application. This way any user should have access to those documents.

Since CMS is a web application, multiple browser tabs can be opened allowing multiple forms to be opened at the same time. Additionally, the documents associated with a case can be downloaded and viewed within their native program i.e. Microsoft Word, to allow viewing of multiple documents at a time.

CMS has a built in spell check within the application and during configuration of the table definitions, an authorized user can designate a field as being a free-form data entry field.

For consuming services, CMS can consume any service that provides an API that adheres to open industry standards (SOAP, WSDL, etc.) as well as any native Java APIs or Java-based communication technologies (JMS, RMI, etc.) For exposing services, due to its open architecture and public APIs, the native capabilities of the platform can be used to expose services directly. This will allow CMS to be interface with postal address verification software and SSA in the future.

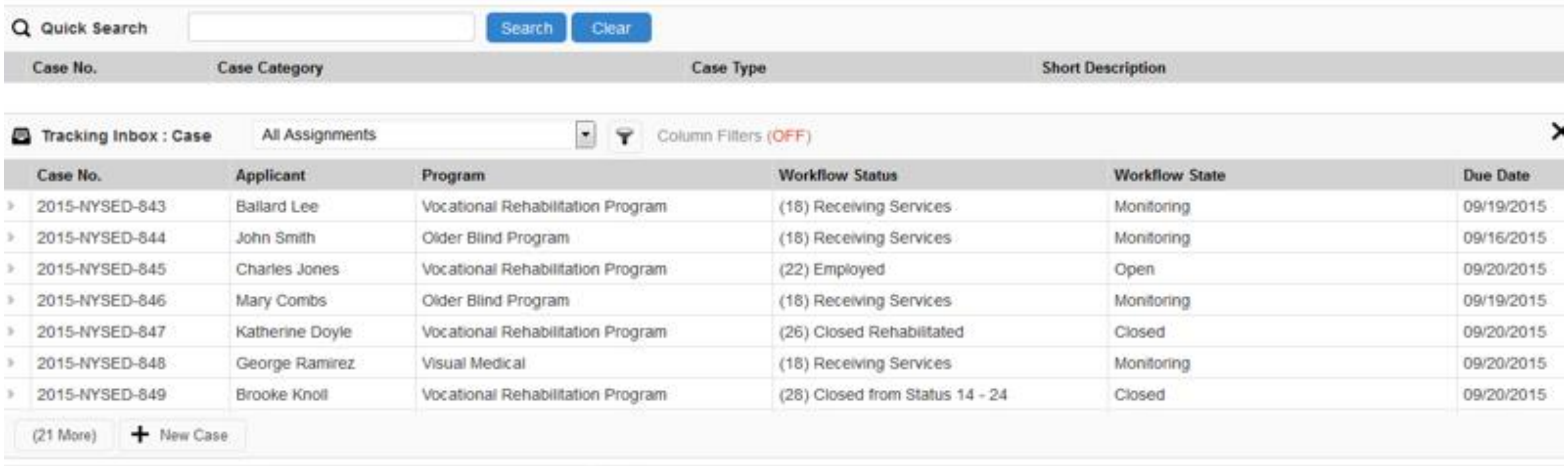
General Statement of Requirements					
Project Requirements					
The awarded contractor must, at a minimum, continue to provide the current services to clients and NCBVI staff.					
RTM #	**Case Management**	**Yes**	**Customization Required**	**No**	**Alternate**
CM-1	Bidder should describe, and provide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

MicroPact's Response:

Workflow configuration in entellitrak is based on a component that is configured within the application. A trained user is able to edit the workflow as needed by adding transitions, editing events etc. Additionally, there is no limit on the number of workflows, events or triggers that can be configured. The engine allows for triggering events, transitions, status changes and business logic to be added, edited and deleted for the configured workflows. Additionally, at the end of configuring a workflow a graphical representation of the workflow can be viewed to determine that no steps/processes were missed and for easy understanding of all the steps in the workflow.

- At case creation, CMS can be configured to create a unique sequential case number.

General Statement of Requirements



Case No.	Applicant	Program	Workflow Status	Workflow State	Due Date
2015-NYSED-843	Ballard Lee	Vocational Rehabilitation Program	(18) Receiving Services	Monitoring	09/19/2015
2015-NYSED-844	John Smith	Older Blind Program	(18) Receiving Services	Monitoring	09/16/2015
2015-NYSED-845	Charles Jones	Vocational Rehabilitation Program	(22) Employed	Open	09/20/2015
2015-NYSED-846	Mary Combs	Older Blind Program	(18) Receiving Services	Monitoring	09/19/2015
2015-NYSED-847	Katherine Doyle	Vocational Rehabilitation Program	(26) Closed Rehabilitated	Closed	09/20/2015
2015-NYSED-848	George Ramirez	Visual Medical	(18) Receiving Services	Monitoring	09/20/2015
2015-NYSED-849	Brooke Knoll	Vocational Rehabilitation Program	(28) Closed from Status 14 - 24	Closed	09/20/2015

(21 More) + New Case

Figure 2 Cases are saved with unique sequential case number

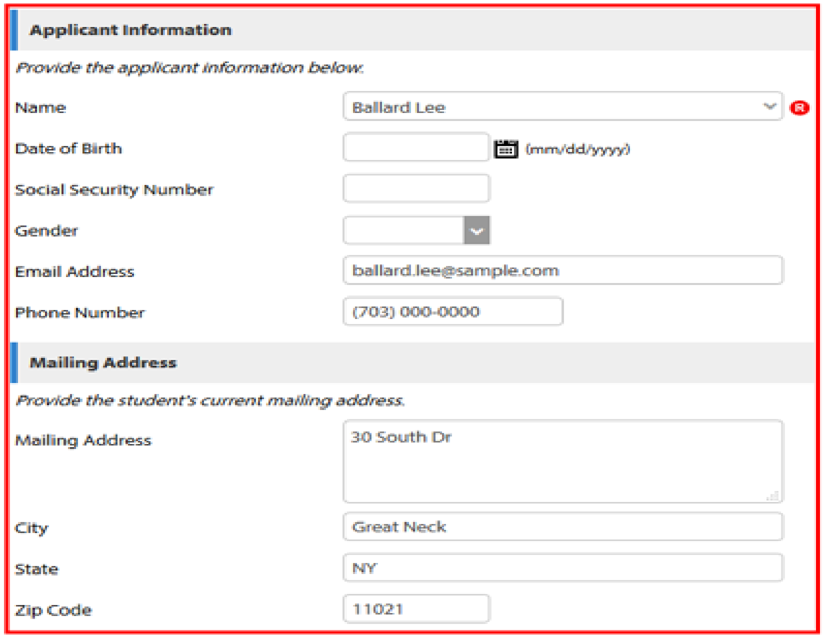
- Require unique SSN (or assignment of a ‘proxy’ SSN) – CMS can be configured to check a numeric value to make sure it is unique within a system and follows a particular format e.g. xxx-xx-xxxx.

Enter various client information (e.g., demographic, eligibility, closure) – Each time a client is created in CMS, an internal transaction record ID is created. This internal transaction record ID is used to ensure that the client is linked accurately to all corresponding demographical, caregiver and emergency contact information.

CMS enables the staff to capture and manage the following information about the client, their caregivers, and emergency contacts:

- Name
- Mailing and residential addresses
- Email and phone information
- SSN
- Race
- Ethnicity
- Birth/death information, etc.

General Statement of Requirements



Applicant Information

Provide the applicant information below.

Name: Ballard Lee

Date of Birth: (mm/dd/yyyy)

Social Security Number:

Gender:

Email Address: ballard.lee@sample.com

Phone Number: (703) 000-0000

Mailing Address

Provide the student's current mailing address.

Mailing Address: 30 South Dr

City: Great Neck

State: NY

Zip Code: 11021

Figure 3 Client Information

- Manage an Order of Selection process – CMS' Disability Level/Order page allows the counselor to classify a case in one or more configurable categories that reflect the degree of functional limitations experienced in various life activities. It records Functional Capacity Limitations such as type of Communications, Mobility, Self-Care, Work Skills, Interpersonal Skills, Motor Skills, Self-Direction and Work Tolerance. Recording of the counselor's Rationale is also included.

General Statement of Requirements

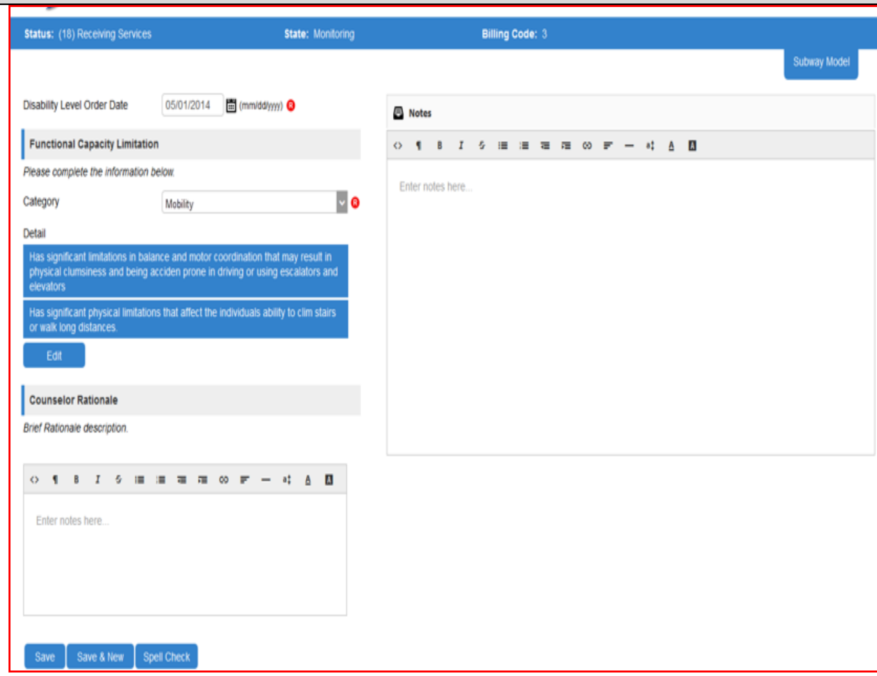


Figure 4 Disability Level/Order

The established priority group is part of the Vocational Rehabilitation program information and is based on the number of limitations assigned in the Disability Level/Order assessment. Each group can be in an “Open” or “Closed” status which is handled through the Administrator Console. Before a Certificate of Eligibility is completed, a client will be assigned an Order of Selection priority group. CMS currently has three configurable priority groups:

- Priority One: eligible persons with most significant disabilities experiencing serious limitations in four or more functional capacities
- Priority Two: eligible persons with most significant disabilities experiencing serious limitations in at least three or more functional capacities.
- Priority Three**:** eligible persons with most significant disabilities experiencing serious limitations in at least two functional capacities.

Through the CMS workflow and business rules engines there are several system edits that restrict movement of clients beyond eligibility status when in a closed priority group such as:

- If the OOS category assigned to a case is “Closed” at the time the COE is completed, the case status is changed to Status 04 once the Certificate of Eligibility is saved.

Or

General Statement of Requirements

- A case already in Case Status 10 will remain in 10 regardless of what OOS category is closed. No cases will be moved from status 10 to status 04.

CMS can be configured for any additional OOS rules that apply to NCBVI.

When the Disability Level/Order moves to a 04 status, a letter is generated to the client informing them of their assignment of priority category and what that implies. The Counselor will then have an Order of Selection Alert established to requiring the case to be reviewed within 180 days from the data case moved to Status 04. As resources become available, clients can be then be moved to a Status 10 and the vocational rehabilitation workflow will continue.

- Assign and advance status of a case – Assigning and advancing a status of a case can be as simple as change the case status or CMS can be configured to include business rules such as CMS will examine the dates and assign the correct case status. If the beginning date of any service identified in the IPE is in the future, the case status will be updated to '12' (Initial Plan Complete, Services have not begun). If any service beginning date is current, the case status will be updated to '12' and then immediately to '18' (Services have begun).
- Create authorizations only at appropriate stages in the case management process –authorizations can be configured within the workflow rules engine to only allow the create button to appear at certain stages in the case lifecycle process.
- Apply restrictions for case closure – The workflow rules engine as mentioned previously allows business rules to be applied directly to the workflow, this would include any restrictions for closing a case.
- Apply requirements at time of closure (e.g., identification of no-cost services) – CMS includes a complete closure process for all cases and programs. The process leads the user through a series of screens to insure at all data necessary for Federal Reporting is collected. Closures can be done with or without achievement of a successful employment outcome.

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

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

MicroPact's Response:

- Providing flexible search (e.g., partial name, status, case #, address book #, alias, SSN) for clients - There are two options - standard search and the advanced search. The standard search allows users to search on any field within the system that has been made searchable (controllable by the system administrator) using Boolean, like, between, greater/less then, equal search criteria. The results are returned in an easy to read, sortable format that is interactive on the screen. The advanced

RTM #	Case Management (cont.)	Yes	Customization Required	No	Alternate
	search tool set is as much more powerful version of the standard search, along with the criteria of the standard search, it allows a combination of joins, custom view of the data returned, and allows other criteria similar to writing a SQL query. The advanced searches have the advantage with the ability for them to be saved and shared based on user's roles permissions. • Allowing summary view of a case, with essential information and links to additional detail for each item of information – CMS' case view allows the user to view all pertinent information immediately by having all case data in one place for easy searching and reporting. CMS also supplies data visualization and analysis tools to turn this data into actionable information. Within the case view there is are notes, documents and activity consoles with links to drill down for more details. • Allowing views of selected client items (e.g., client narrative, status history) without displaying the entire client record – CMS' Executive Dashboards incorporate multiple hierarchical dimensions that allow users such as supervisors, to view case-loads or any other data in different dimensions, such as a roll-up by business unit or regional offices, etc. These dashboards provide a robust display of highly aggregated information across multiple tiers within CMS' hierarchy. These graphical elements provide for more complex visualization with the ability to slice information and drill down to critical statistics to find out additional details. Data will be displayed at various levels depending on the user's role and permissions. Each authorized user can modify their dashboard to view various reports, searches, notifications, and alerts.				

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

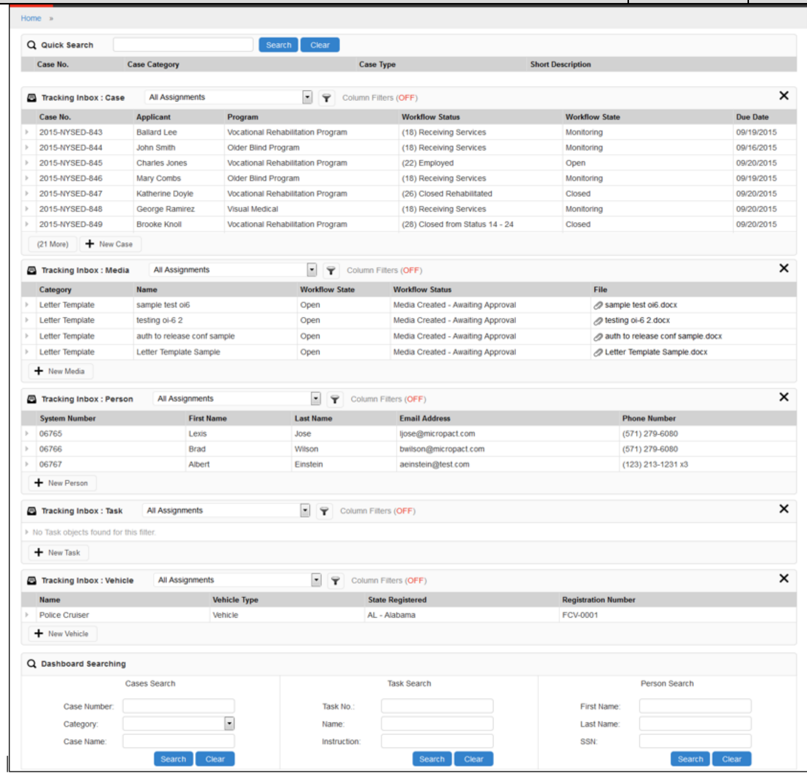


Figure 5 CMS' configurable dashboard

- Providing successful completion and informative error messages - When a validation error is detected, CMS prompts the user to correct it. The nature of these notifications may be informational, warnings, or errors – and different behaviors may be associated with each. For example, an informational notification might allow the user to proceed to the next step in the process, while an error condition would force the user to take corrective action before proceeding. All of these notification messages are customizable as well. CMS forms use data entry controls – rather than free form data entry – that provide data consistency and more inherent error avoidance. These controls include pick-lists, radio buttons, check boxes and calendar widgets for date selections.
- Providing help screens and dropdown menus with valid codes and descriptions - Any data recorded is automatically validated by CMS' field-level validation rules to be sure all required fields are completed and any prescribed data formats are adhered to. Wherever possible, CMS' forms employ pick lists, radio buttons and checkboxes to further minimize data recording errors.
- Allowing generation of letters or documents that are compatible with MS Office and customizable - CMS has a

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

correspondence management module which supports generation of customized letters and other correspondence including documents to clients and their families.

- Allowing the ability to link to the State's ECM for emails and/or electronic documents associated with a case – Emails and documents can be linked to a case by uploading them to the case itself. This provides a permanent linkage between the case and any electronic document.
- Storing and retrieving all documents associated with a case – these will be read-only – CMS' document management module eliminates time consuming paper filing and retrieval with built-in document management capabilities that support case and evidence management. Quickly and easily create, store and find electronic documents, videos, pictures, audio files and other forms of electronic media related to a client or case.
- 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

  As key events occur within each case process, CMS automatically records specified events that appear in the case's history, providing a full chronological account of each auditable step in the case's lifecycle. This history has viewing, and backup and purge capabilities. CMS can be configured to include at a minimum all items listed above.
- Allowing user to set up their own reminders/ticklers - CMS allows counselors and other users to set up and receive ticklers and create personal reminders for any follow-up activity related to the case. For instance, a counselor may set up a reminder when an annual financial document is due within a certain number of days.
- Depending on the business requirement, the system is also capable of directly sending out alert email notifications.
- Displaying search results for clients/cases – All search results are displayed in real time. The advanced searches have the advantage with the ability for them to be saved and shared based on user's roles permissions.

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

MicroPact's Response:

Entellitrak utilizes a workflow rules engine to handle all workflow and the business rules associated with the workflow. Workflow is configured during project implementation through a series of screens as part of the system setup. Workflow is broken into several parts, which are the workflow steps, workflow transitions and final workflow effects. The workflow steps define which step of the workflow you are current on e.g. Open, where workflow transitions define how the workflow moves from one step to another. Finally workflow effects allow business rules to be applied to any part of the workflow, at the start of a step, end of a step, during a transition, etc. The effects are used for business rules and case assignment.

- Client Caseload – The CMS role-based security and access model is configurable to mimic any organizational structure. Because system access is role-based, users see only the data that is pertinent to their domain, enabling them to quickly focus on relevant information and tasks. System permissions are completely configurable through the GUI CRUD controls.
- Transfers - The CMS transfer functionality allows Counselor (with proper authority) to transfer a client or case. When transferring clients or cases only clients or cases that are authorized to be worked by the new staff member are transferred. A warning message appears alerting any items that cannot be transferred due to lack of authorization.

  Once a client or case has been transferred, the item is noted with the date of transfer, new assigned staff member, and staff member who performed the transfer. This data is retained in the items' case history. As part of case transfer, all items related to that or case including notifications and tasks are transferred to the new worker and a notification is created to inform the old and new worker of the transfer.

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

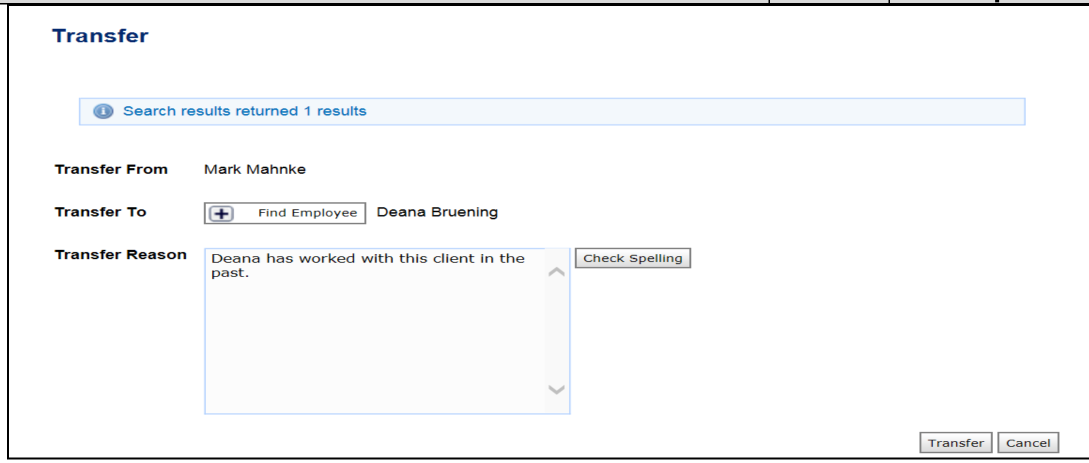


Figure 6 Manual transfer allows Vocational Rehabilitation Counselors to transfer clients, referrals, and cases.

- Ability to use selected client information for a new case – CMS retains the client as a separate tracking object from the client's actual cases(s). Once in the client, the counselor will then create the new case all demographical information remains with the client and no need to enter duplicate data.
- Display caseload and case status – CMS' dashboards incorporate multiple hierarchical dimensions that allow users such as supervisors, to view case-loads or any other data in different dimensions, such as a roll-up by business unit or regional offices, etc. These dashboards provide a robust display of highly aggregated information across multiple tiers within CMS' hierarchy. These graphical elements provide for more complex visualization with the ability to slice information and drill down to critical statistics to find out additional details. Data will be displayed at various levels depending on the user's role and permissions. Each authorized user can modify their dashboard to view various reports, searches, notifications, and alerts.

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

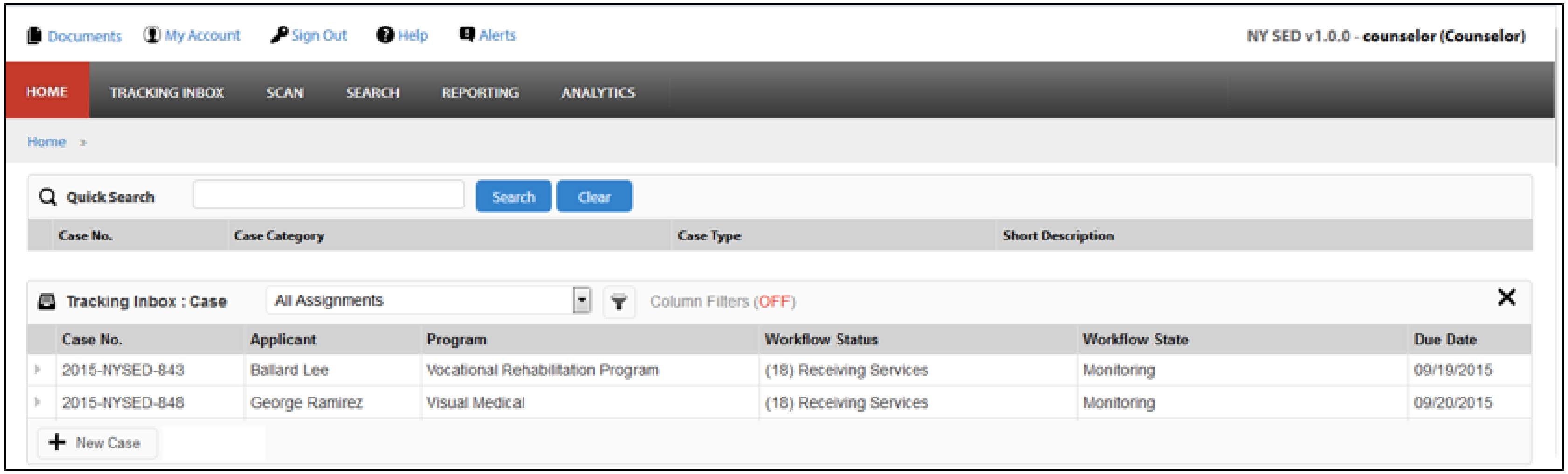


Figure 7 CMS Dashboard contains caseload and case status.

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

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

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

MicroPact's Response:

- Creation of a case with minimal information, assigning next sequential case # and appropriate status – CMS will create the case with the minimal information like, Name, Birth data, case type and it will be assigned a status of 02 (applicant) and a sequential case#.
- Flagging of cases for various situations (e.g., over age 80, significant disability, receiving SSI/SSDI) – CMS can be configured to flag cases for particular items like age level, etc. This can be defined at table field creation.
- 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

Through the CMS activity event module, CMS can be configured to include those notifications which can then be displayed on an authorized users' dashboard.

- Entry of new information or results of reviews – CMS can be configured to include new information that is dependent on review results like annual reviews.
- Generation of letters of eligibility determination – CMS can be configured to generate an eligibility letter as part of the certificate of eligibility

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

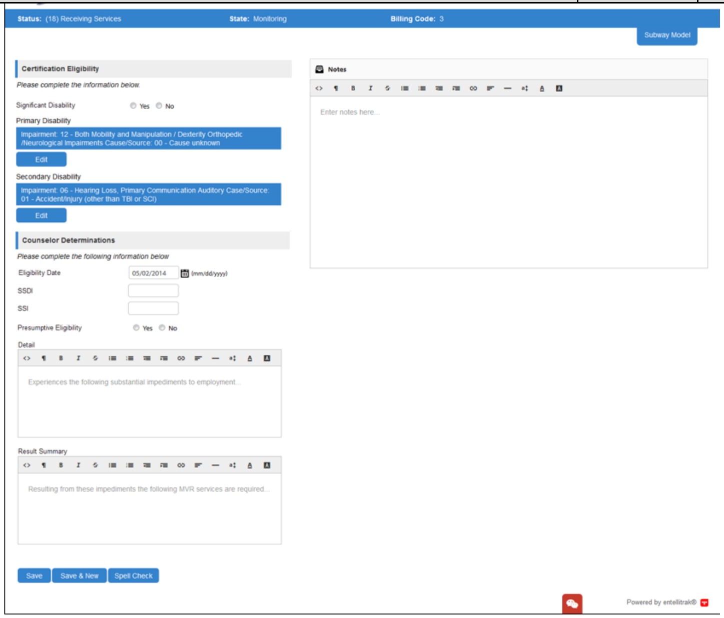


Figure 8 CMS’ Certificate of Eligibility

- Creation and retention of individualized plans for employment (IPE) - The IPE process creates a mutually agreed upon plan for the client to achieve the desired employment outcome. This process includes the creation of any service request necessary for the task. The process includes defining the services, creating service requests, setting a time frame to complete the services and identifying an employment outcome.

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

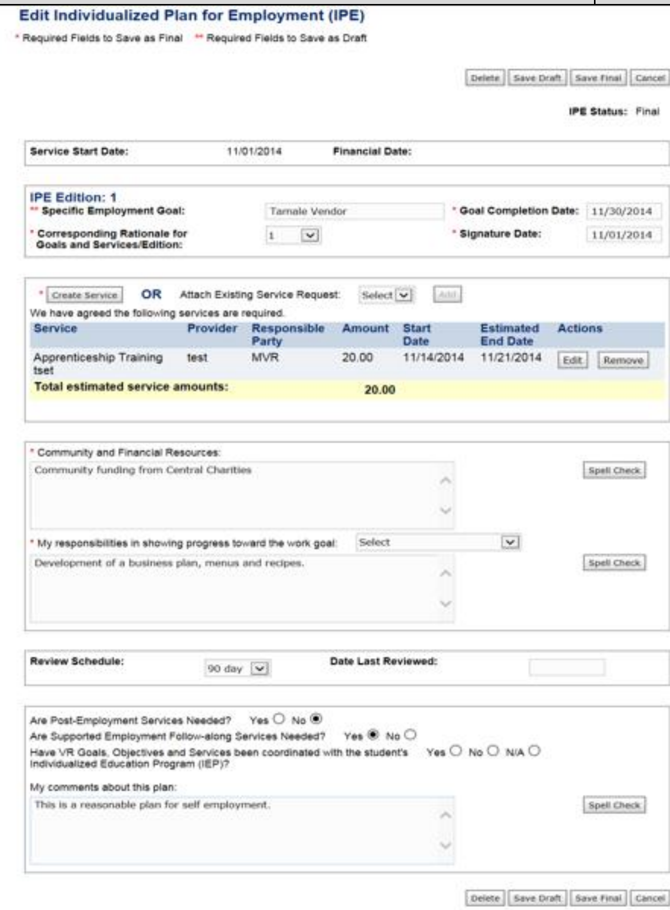
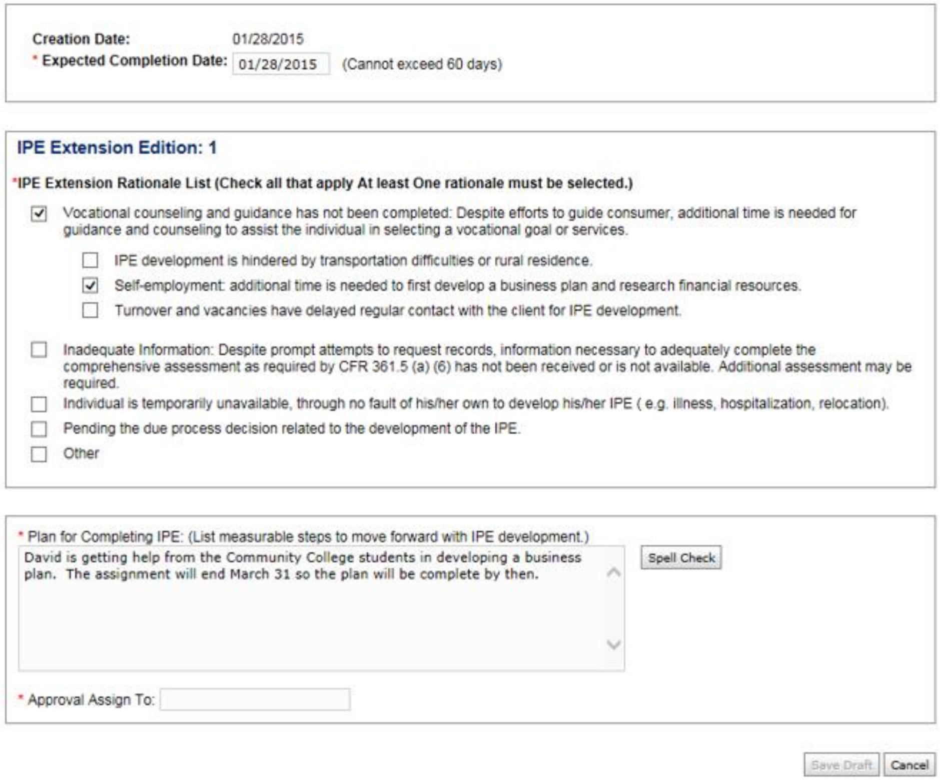


Figure 9 CMS' IPE

- Creation and retention of multiple amendments to IPEs - This process is used to extend the 120-day time limit from when a Vocational Rehabilitation (VR) certification of eligibility is established and when an IPE has to be entered.

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



Creation Date: 01/28/2015
* **Expected Completion Date:** 01/28/2015 (Cannot exceed 60 days)

IPE Extension Edition: 1

***IPE Extension Rationale List (Check all that apply At least One rationale must be selected.)**

- [x] Vocational counseling and guidance has not been completed: Despite efforts to guide consumer, additional time is needed for guidance and counseling to assist the individual in selecting a vocational goal or services.
  - [ ] IPE development is hindered by transportation difficulties or rural residence.
  - [x] Self-employment: additional time is needed to first develop a business plan and research financial resources.
  - [ ] Turnover and vacancies have delayed regular contact with the client for IPE development.
- [ ] Inadequate Information: Despite prompt attempts to request records, information necessary to adequately complete the comprehensive assessment as required by CFR 361.5 (a) (6) has not been received or is not available. Additional assessment may be required.
- [ ] Individual is temporarily unavailable, through no fault of his/her own to develop his/her IPE (e.g. illness, hospitalization, relocation).
- [ ] Pending the due process decision related to the development of the IPE.
- [ ] Other

* Plan for Completing IPE: (List measurable steps to move forward with IPE development.)

David is getting help from the Community College students in developing a business plan. The assignment will end March 31 so the plan will be complete by then.

Spell Check

* Approval Assign To:

Save Draft Cancel

Figure 10 CMS' IPE Extension

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

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

MicroPact's Response:

CMS won't delete data from the system without administrative intervention, which means all historical data will be retained within the system unless otherwise specified.

CMS has 2 different robust ways to search. The standard CMS search engine which allows Boolean, like, equal to, less/greater then and several other ways to search the data. All data elements within a system can be defined as searchable or not, and if searchable all of those options are available using the standard search. CMS advanced search is for experience users and allows

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

the user to define searches along with columns return in a simple SQL type wizard. These searched can be saved and shared amongst similar roles for searches that are common e.g. all cases within a particular state etc.

All drop down menus within the system are handled as part of reference data, this reference data can be added, edited, deleted by a system administrator so that the drop down lists can be modified after project implementation. As part of project implementation all drop down lists will be pre-populated with predefined values.

The Purchase Order (PO) functionality is configurable based on client needs and will be discussed during project implementation, at minimum the PO will allow multiple lines to be added for a summation of items. Additionally, a category will be provided for each PO that can be selected for easy sorting or searching of the POs. Search results for PO are completely sortable by any column that is returned by simply clicking on that column, this switches the column sort order to ascending or descending. PO rules, regulations will follow the customer's best practices and be configured appropriately. Notification associated with PO and other functionality in the system can be handled either through system alerts (e.g. being assigned a case etc.) or through email. Other forms of notification, text alerts etc. are configurable however are not within scope of this project and would be handled via the Change control process.

The service process creates a mutually agreed upon plan for the client to achieve the desired employment outcome. This process includes the creation of any service authorization necessary for the task. The process includes defining the services, creating service authorizations, setting a time frame to complete the services and identifying an employment outcome.

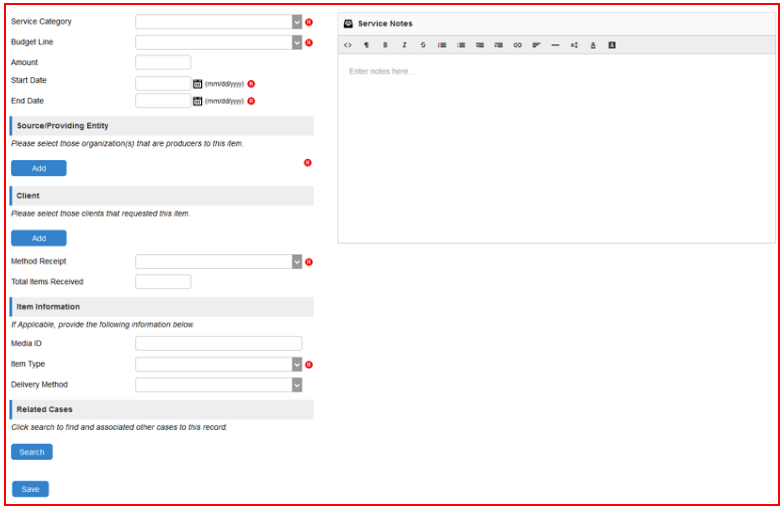


Figure 11 Service Authorization

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

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

MicroPact’s Response:

CMS provides a rich administrator toolset allowing administrators control over the system. Specifically CMS is built around a role based permission set for Creating, Reading, Updating and Deleting (CRUD) per screen. The administrator can assign a user one or multiple roles. Additionally, the administrator can then go into these roles and set the CRUD permission for each screen within the system, if no permission is given, the role is unable to see the screen.

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

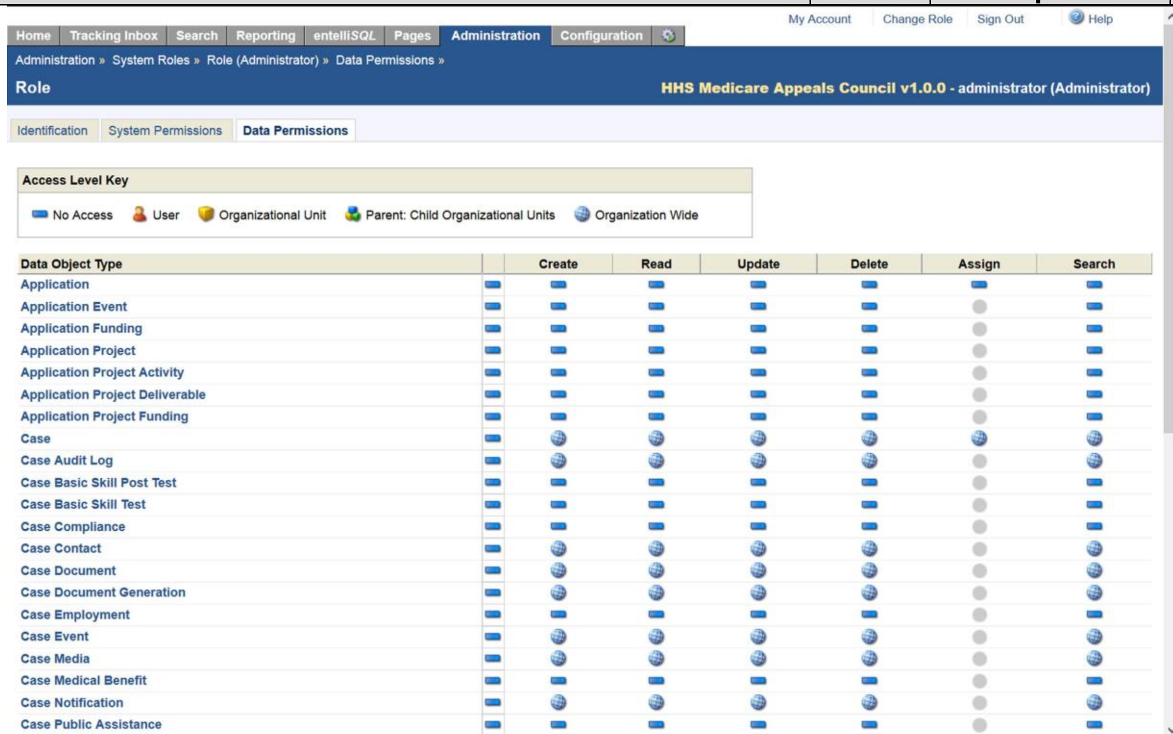


Figure 12 Assigning permissions to a role

Additionally, the role security is also applied to all reports, allowing roles to run or not run certain reports, which can be managed by the system administrator.

All drop downs selections within CMS are governed by reference data; there is a special section that contains each of the reference data items by drop down. This reference data is editable by the system administrator at any time and can be used to make “live” updates to the system e.g. adding a value that was missing, retiring a value etc.

As everything is managed by the workflow rules engine, the administrator has access to that to modify, delete or add additional workflow rules. The administrator also has full access to case search, allowing them to randomly pull up a case based on certain criteria.

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate
AS-2	Bidder should describe, and provide screen shots to show the administrative functions and processes of their system, to include • User authentication • Application security features and levels • Searchable audit trail of user actions • Retention of historical profile information (i.e., a record in the system of who and when changes and updates to client files are made) • Maintenance of district office contact information • Filtering and sorting of authorization lists by various parameters	✓			

MicroPact's Response:

CMS employs hierarchical role-based security to maintain program integrity and to prevent unauthorized access, inappropriate disclosure, or compromise of Personally Identifiable Information (PII). The system restricts user access configuration and management based on role and group. In addition to role-based create-read-update-delete (CRUD) permissions, CMS supports both Single Sign-On (SSO) and multi-factor authentication for protected log-ins to the system.

CMS design for security implements Secure Sockets Layer (SSL) to encrypt data that is transmitted between the Web browser and the application server. In addition to SSL, CMS provides additional security components such as Remote Secure Access (RSA) Token 2 Factor authentication and a strong user name/password authentication validation interface

CMS stores all system information in an audit log, including information on user identification, user logon and logoff date/times, transaction type, database access type (i.e., create, read, update, delete, search, report), and before/after views of the record accessed. The audit log provides historical reporting for all data. The audit log allows authorized users to reopen previously closed cases.

CMS administrator console can handle the maintenance of district office contact information.

The standard search and advanced search features will allow any authorized user to filter and sort authorizations by various parameters.

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate

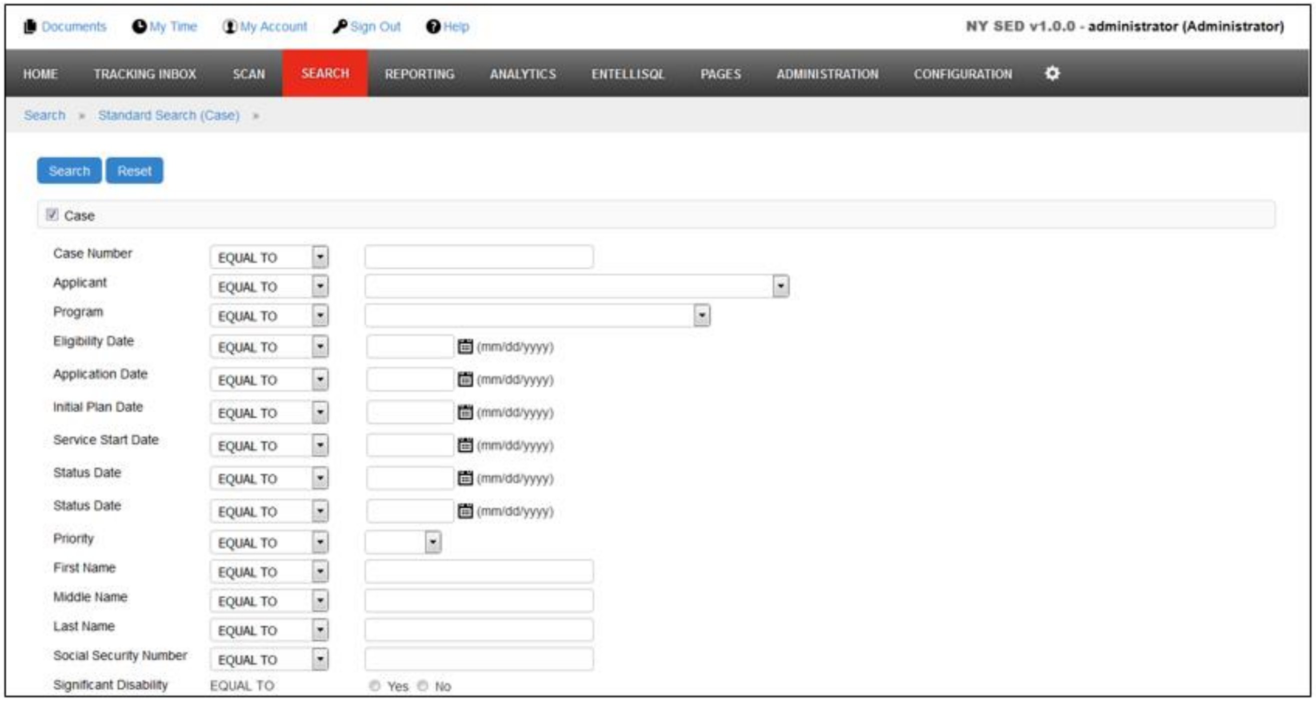


Figure 13 Search capabilities

Users may search for particular elements that exist on a data object. CMS' robust search capabilities also enable users to apply various Boolean operands to filter their search.

AS-3	Bidder should describe their system's ability to comply with amended Rehabilitation Act of 1973 to maintain confidentiality of client information.	✓			

MicroPact's Response:

CMS supports secure credentialing solutions such as Public Key Infrastructure (PKI) authentication, HSPD-12, PIN numbers, role-based user permissions, and data encryption.

CMS provides data encryption at any desired level (128 bit, 256 bit, etc.). The application employs a variety of methods depending on the data to be protected. For data at rest (i.e., stored/archived in the database), CMS has options available for common database encryption tools. For data "on the wire" (i.e., in transit between the Web browser and the application server), CMS uses

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate
SSL. CMS can be configured to implement a method for recognizing and purging PII, PHI, PCI and other sensitive data from input.					
AS-4	Bidder should describe their system's ability to allow • user to exit a session and elect to save or discard all previously unsaved entries • global updating of select demographic information • simultaneous access to multiple clients and/or forms	✓			

MicroPact's Response:

CMS is a web application allowing users for access the application via local browser. As such forms are used for entering/saving all data, in order for a user to save a form the "save" option must be selected, otherwise the user can navigate away from the screen "discarding" all previous edits. When a user is logged into the system that is considered a session, sessions can time out, once timed out the system will prompt the user if they want to remain in the system or not, if they do not answer within 5 minutes the system will log them out discarding any changes that have not been saved. Demographic information can be stored as part of reference data, this reference data can then be edited at any time by the system administrator and once edited will globally change to everything that information is selectable. As this is a web application, multiple browser tabs can be opened to view different forms/clients simultaneously.

RTM #	Financial	Yes	Customization Required	No	Alternate
FIN-1	Bidder should describe, and provide examples of, their • Budget tracking by program, by various fiscal periods, by location/district • Rolling of remaining budget balances from previous period to current period • Authorization/purchase order for services/payments by role for view/distribution of funds to caseload or district office • Alerts/restrictions to prevent exceeding budget for authorizations and payments	✓			

MicroPact's Response:

CMS allows for configuration of budget tracking in multiple different ways and allows the solution to be configured to meeting the requirements by editing the form, data elements and business rules governing budget, purchase orders and alerts/restrictions associated with the budget. This includes any alerts/restrictions.

CMS' configurable Financial Information Management process provides forms that enable users to easily manage income, asset, and expense data for the purpose of monitoring costs and budgets through reporting. CMS can be configured to track budget data by region and timeframe (i.e. quarters, bi-annual, etc.).

<table>
<tr><th>RTM #</th><th>Application Security and Administrative Functions (cont.)</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td colspan="6">The service process creates a mutually agreed upon plan for the client to achieve the desired employment outcome. This process includes the creation of any service authorization necessary for the task. The process includes defining the services, creating service authorizations, setting a time frame to complete the services and identifying an employment outcome. Using role-based permission, authorizations/purchases order viewing and distributing can be controlled.

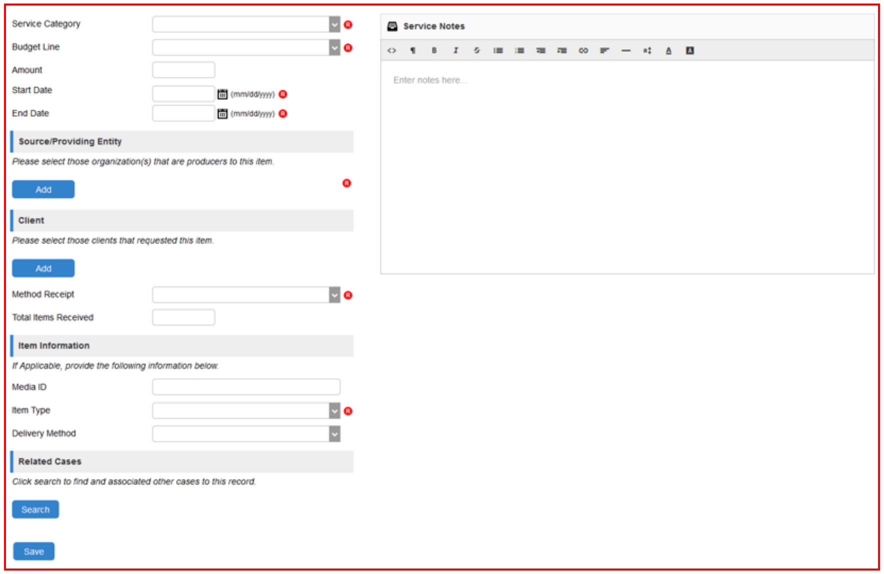


Figure 14 Service Authorization</td></tr>
<tr><td>FIN-2</td><td>Bidder should describe, and provide examples of, their
• Audit trails for expenditures and tracking against budget
• Reconciliation reporting
• Ability to trace a payment back to the original transaction
• Ability to provide specific details of a transaction and associating it with authorizations/purchase orders and case/caseload</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">MicroPact's Response:

CMS allows for a rich auditing feature. It tracks which user made changes within the system include expenditures, etc., the data changed and the date/time of the change. This allows an administrator to track all changes made to a record and allows for reconciliation reporting.</td></tr>
</table>

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate
CMS can be configured to associate a payment back to the original transaction (and/or Voucher); this allows a complete accounting of the budget from start to finish. Additionally, notes and other details can be added to any purchase order for better refinement of said PO.					
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.	✓			
MicroPact's Response: Unlike traditional rules engines in custom coded software, CMS allows application designers to create tailored rules frameworks for their applications such as specific modifications to unpaid authorizations/purchase orders. Through CMS' flexible modeling and business logic scripting capabilities, users with the appropriate permissions can define rules specific to the knowledge workers' case flow at a granular level such as who and when authorizations/purchases orders can be voided, deleted or modified. All changes to payments and authorization can be configured to be included in the audit log. These changes will then be displayed in the event log and can be searched and reported on. The structure of the rules framework is configured at design and development time by an application designer. The actual rule data/parameters can be defined and modified at run time by users with the appropriate roles and permissions. If needed, rules structures can be dynamically changed at run time, but this is not typically recommended in a production environment.					

RTM #	Financial (cont.)	Yes	Customization Required	No	Alternate
FIN-4	Bidder should describe their system's ability to roll up agency-defined service category financial data into RSA-2 Service Codes for federal required reports.	✓			
MicroPact's Response: The RSA 2 report returns the sum of the invoice amount field from the service request(s) grouped by service category where the service date or completed date is within the fiscal year.					

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate

RSA-2 (both schedules)
Fiscal Year Expenditures
2014

SCHEDULE III: Number of Individuals Served and Purchased Service Expenditures by Service Category		
Service Category	**Number of Individuals**	**Amount**
1. Assessment	0	$ 0.00
2. Diagnosis and Treatment of Impairements	0	$ 0.00
3. Vocational Rehabilitation Counseling and Guidance	3	$ 1,100.00
4. Graduate College or University Training	0	$ 0.00
5. Four-Year College or University Training	0	$ 0.00
6. Junior or Community College Training	2	$ 300.00
7. Occupational or Vocational Training	1	$ 851.00
8. On-the-job Training	0	$ 0.00
9. Apprenticeship Training	0	$ 0.00
10. Basic Academic Remedial or Literacy Training	0	$ 0.00
11. Job Readiness Training	0	$ 0.00
12. Disability Related Skills Training	0	$ 0.00
13. Miscellaneous Training	0	$ 0.00
14. Job Search Assistance	1	$ 96.00
15. Job Placement Assistance	1	$ 100.00
16. On-the-job Supports - Time-limited	1	$ 87.00
17. On-the-job Supports - Supported Employment	0	$ 0.00
18. Transportation	0	$ 0.00

Figure 15 RSA Report

FIN-5	Bidder should describe how their system encumbers the dollar amount of authorizations/purchase orders.	✓			

MicroPact's Response:

The counselor can request services within the application in one of two ways: during completion of the IPE or using the standalone Service Request feature. The counselor instructs the fiscal clerk to create an authorization for the requested service(s) either via email or conversation. The fiscal clerk creates the authorization for services within the application. Encumbered dollars are deducted from the associated service's budgeted amount.

FIN-6	Bidder should describe how their system allows for policy requiring	✓			

RTM #	Application Security and Administrative Functions (cont.)	Yes	Customization Required	No	Alternate
	client participation in the cost of specified services.				

MicroPact's Response:

CMS provides support for financial computations of participant incomes, assets, debts, and expenses to determine the participant's eligibility for Cost Services. In addition to the financial summary, when creating authorizations, the authorized user has the ability to determine the payee of each specified service (i.e. NCBVI, client, etc.)

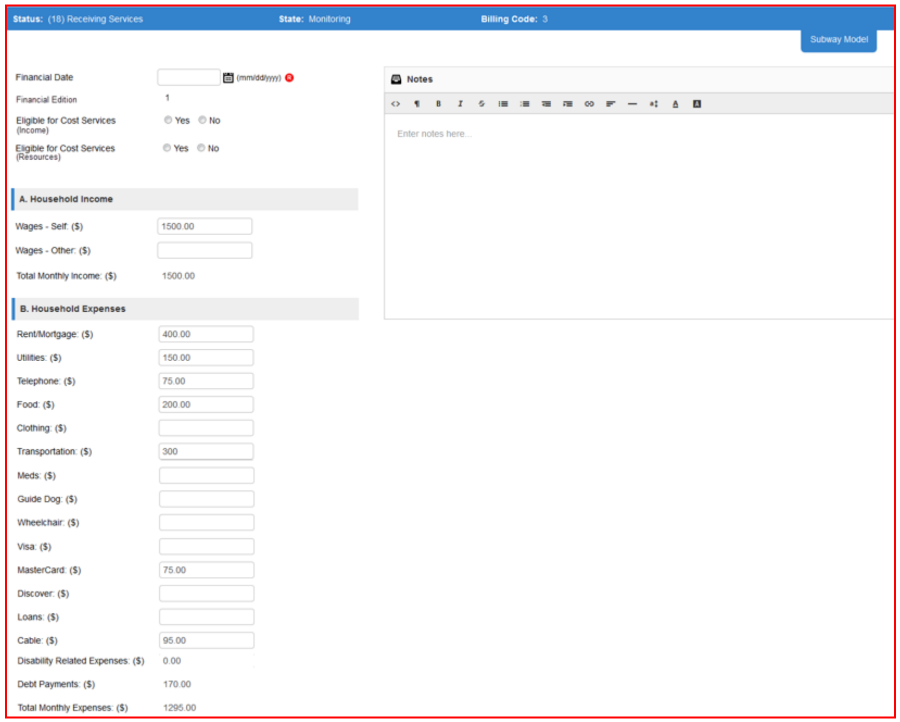


Figure 16 Financial Summary

<table>
<tr><th>RTM #</th><th>Payment Processing</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td>PMT-1</td><td>Bidder should describe their system’s
• Ability to generate .csv transaction files of financial items to be sent to the State’s accounting system
• Ability to accept .csv files with information from the State’s accounting system
• Maintain an audit trail of transactions sent to the State’s PFC</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">MicroPact’s Response:

CMS facilitates import and export of data in Graphical User Interface (GUI), Comma Separated Value lists (CSV), Tab Separated Value lists (TSV), Data Interchange Format (DIF), and most delimited formats.

CMS has a complete suite of services that allows users to create new Authorization/Purchase orders and vouchers to authorize and order services for a client. Authorizations can also be updated with invoice information and approved for payment. The process includes the entry or updated of the vendor invoice and an interface to the state fiscal system for processing and tracking of payments. CMS can also be configured to import financial data from the State’s PFC such as payment data and maintain an audit trail transactions.</td></tr>
<tr><td>PMT-2</td><td>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</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">MicroPact’s Response:

CMS has a complete suite of services that allows users to create new Authorization/Purchase orders to authorize and order services for a Client. The process includes the entry of the vendor invoice and an interface to the state fiscal system for processing and tracking of payments.

Authorizations can be updated with invoice information, approved for payment and sent to the state fiscal system for processing.

As part of the financial management module, CMS can be configured to process refunds from vendors the NCBVI staff member would use the Payment tab in the Advanced Search feature to find Final Paid authorizations. When an authorization is selected from the list, the Refund button is enabled. On the Refund Payment page, the user can enter the refund amount and description of the refund. A transaction is then sent to the state’s fiscal system. Budget line data is adjusted for refunds, as well.</td></tr>
</table>

RTM #	Payment Processing	Yes	Customization Required	No	Alternate
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	✓			

MicroPact's Response:

The vendor management module handles all vendor updates such as changing a vendor status to active and eligible for payment. Only authorized users with the appropriate permission would allow access to the vendor maintenance screens.

Retention of historical vendor data is maintained in the searchable and reportable audit log.

CMS can be configured to allow authorized users to approval payments over a pre-determined amount.

CMS can be configured to check the vendor status at time of authorization and payment.

CMS can be configured to allow full payment or partial payment (where another budget line would appear for the remaining balance of the authorization).

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

RS-1	Bidder should describe their ability to provide reports (see detail in Appendix A), to include
	• Processing necessary to produce all Federal required reports
	  ○ RSA-911 Report
	  ○ RSA-7-OB Independent Living Services
	  ○ RSA-704 Part 1
	  ○ RSA-2 Program Cost Report
	  ○ RSA-113 Status Tracking
	• Processing necessary to produce all State required reports
	  ○ NE form 13
	  ○ State's Annual Report to the Governor
	• Online availability and on screen manipulation (e.g., sorting,
		✓			

RTM #	Payment Processing	Yes	Customization Required	No	Alternate
	reordering of columns) • Acceptance and use of date, program, and location parameters • Ad hoc reporting capability • Saving new/ad hoc reports for future use • Exporting • Accounting/revenue breakdown • Properly formatted printing • Reports to be read-only				

MicroPact's Response:

The CMS Report Builder module offers the ability to view and print Federal and State mandated reports. These reports are run in real-time and can be viewed and printed within the application. CMS includes reporting for the following Federal Reporting requirements: RSA 2, 7OB, 113, 911 and will be configured for RSA-704, NE form 13 and State's Annual Report to the Governor. Any other federal or state report or updates to existing reports will be handled through the Change Control Process.

The CMS Report Builder module offers the ability for on-screen display and printing of all reports through a user-friendly interface and provides a variety of options for report output including HTML documents, Microsoft Word documents, Microsoft Excel spreadsheets, and PDF documents.

These reports are run in real-time and can be viewed and printed within the application.

All data within CMS can be sorted on the fields on a screen, allowing the most recent to be shown if the data entered/updated is used as the sort criteria.

CMS offers a robust search feature for data querying. There are two options - standard search and the advanced search. The standard search allows users to search on any field within CMS that has been made searchable (controllable by the system administrator) using Boolean, like, between, greater/less then, equal search criteria. The results are returned in an easy to read, sortable format that is interactive on the screen. The advanced search tool set is as much more powerful version of the standard search, along with the criteria of the standard search, it allows a combination of joins, custom view of the data returned, and allows other criteria similar to writing a SQL query. The advanced searches have the advantage with the ability for them to be saved and shared based on user's roles permissions.

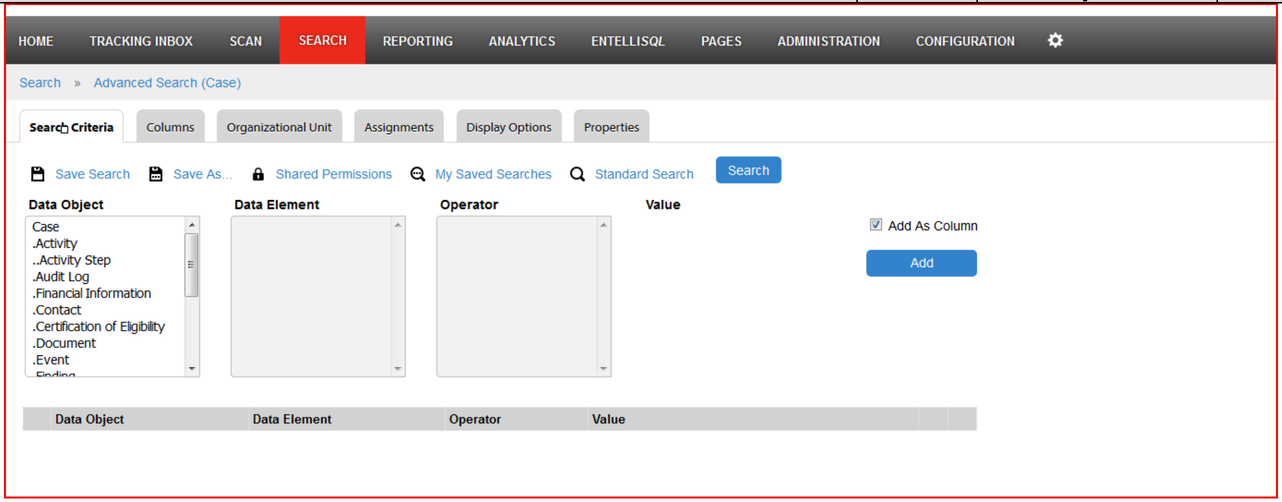
<table>
<tr><th>RTM #</th><th>Payment Processing</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="4">


Figure 17 Advanced Search
</td><td></td></tr>
<tr><td>RS-2</td><td>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
</td><td>✓</td><td></td><td></td><td></td></tr>
</table>

RTM #	Payment Processing	Yes	Customization Required	No	Alternate
	(see Figure 18 below)				

VR 1270 03/29/2016

Vocational Rehabilitation
Public Health and Human Resouces
All Voc Rehab Caseload Summary Counts
10/01/2014 To 09/30/2015

Region Name	App 02	Elig OOS 04	Accept 10	Init_Plan 12	RecvServ 14-16-18 20-24	Empl 22	Total 10-24	SD 10-24	SD % 10-24	PES 32	Total Open
BLV	8	0	17	0	160	33	210	175	83	7	225
Billings (Region)	76	0	120	2	556	42	720	602	84	3	799
Butte (Region)	61	0	124	0	583	45	752	690	92	0	813
Great Falls (Region)	47	0	63	0	501	43	607	569	94	2	656
Missoula (Region)	149	3	217	3	1,205	115	1,540	1,356	88	12	1,704
TOTAL :	341	3	541	5	3,005	278	3,829	3,392	89	24	4,197

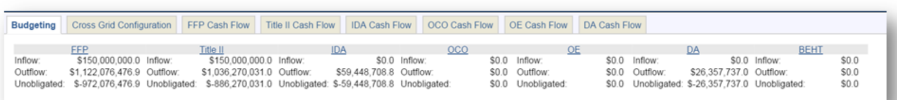
Figure 18 Example caseload report

RTM #	Payment Processing	Yes	Customization Required	No	Alternate

Audits with Better Use Funds

	Number of Audit Reports	No budget Impact (Actual	Budget Impact
A. Audit reports for which final action had not been taken by the commencement of the reporting period.	-1	$-1,036,573,834.00	$0
B. Audit reports on which management decisions were made during the reporting period.	11	$1,036,583,530.00	$0
C. Audit reports on which final action was taken during the reporting period.	5	$1,792.00	$0
(i) the actual dollar value of recommendations that were actually completed.		*0*	*$0*
(ii) the actual dollar value of recommendations that management has subsequently concluded should not or could not be implemented or completed.		*$0*	*$0*
(iii) the actual dollar value of recommendations that management has subsequently concluded should not or could not be determined (calculated).		*$0*	*$0*
(iv) the estimated dollar value of "funds to be put to better use" as agreed to by GSA management and the OIG.		*407,397,425*	*$0*
	5	$7,904.00	$0

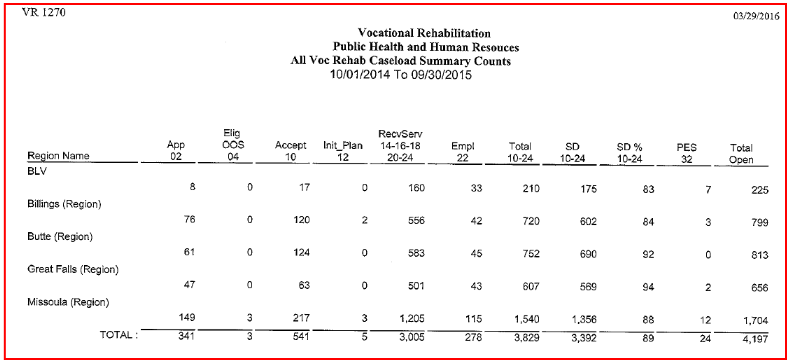
Figure 19 Example Audit


Budgeting | Cross Grid Configuration | FFP Cash Flow | Title II Cash Flow | IDA Cash Flow | OCO Cash Flow | OE Cash Flow | DA Cash Flow

FFP		Title II		IDA		OCO		OE		DA		BEHT	
Inflow:	$150,000,000.0	Inflow:	$150,000,000.0	Inflow:	$0.0	Inflow:	$0.0	Inflow:	$0.0	Inflow:	$0.0	Inflow:	$0.0
Outflow:	$1,122,076,476.9	Outflow:	$1,036,270,031.0	Outflow:	$59,448,708.8	Outflow:	$0.0	Outflow:	$0.0	Outflow:	$26,357,737.0	Outflow:	$0.0
Unobligated:	$-972,076,476.9	Unobligated:	$-886,270,031.0	Unobligated:	$-59,448,708.8	Unobligated:	$0.0	Unobligated:	$0.0	Unobligated:	$-26,357,737.0	Unobligated:	$0.0

Figure 20 Example Payment and Obligation ledger

RTM #	Payment Processing	Yes	Customization Required	No	Alternate



VR 1270 03/29/2016

Vocational Rehabilitation
Public Health and Human Resouces
All Voc Rehab Caseload Summary Counts
10/01/2014 To 09/30/2015

Region Name	App 02	Elig OOS 04	Accept 10	Init_Plan 12	RecvServ 14-16-18 20-24	Empl 22	Total 10-24	SD 10-24	SD % 10-24	PES 32	Total Open
BLV	8	0	17	0	160	33	210	175	83	7	225
Billings (Region)	76	0	120	2	556	42	720	602	84	3	799
Butte (Region)	61	0	124	0	583	45	752	690	92	0	813
Great Falls (Region)	47	0	63	0	501	43	607	569	94	2	656
Missoula (Region)	149	3	217	3	1,205	115	1,540	1,356	88	12	1,704
TOTAL :	341	3	541	5	3,005	278	3,829	3,392	89	24	4,197

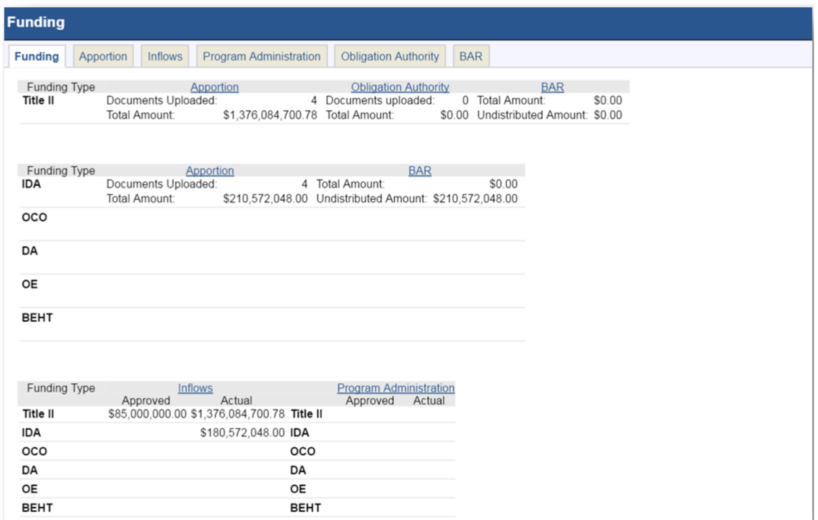


Figure 21 Example Funding/Grant information

MicroPact's Response:

RTM #	Payment Processing	Yes	Customization Required	No	Alternate

Below are examples of a Caseload report, please note that this is just an example and reports are tailored to the system in use.

VR 1410

Vocational Rehabilitation / Blind Low Vision
Public Health and Human Services
E & E by Budget Line
07/01/2014 To 06/30/2015

Page 1 of 207
04/12/2016

Region: BLV
Office : BLV
Counselor No : 70 **Counselor Name :** Alice, Hall
Budget Line
Counselor Budget Line

Client	Vendor	Service Category	PO Number	Start Date	Encumbered	Expended	Balance
110 BLV Case Services - 9 mos							
Atkinson, Jennifer	Jackie U. Pugh	Assessment	666955	02/15	10.00	0.00	10.00
Blalock, Barbara	Jackie U. Pugh	Assessment	671251	04/15	10.00	0.00	10.00
Burnette, Edna	Lillian E. Reid	Diagnosis and Treatment	657116	04/15	1,056.14	0.00	1,056.14
	Rose E. Lehman	Transportation	657118	01/15	372.00	0.00	372.00
Cannon, Josephine	Carlos T. Stanley	Diagnosis and Treatment	661755	05/15	2,172.39	0.00	2,172.39
Dickerson, Suzanne	Grace A. Davidson	Assessment	661143	01/15	334.50	0.00	334.50
French, Deborah	Eugene A. Pate	Diagnosis and Treatment	657077	03/15	1,559.25	0.00	1,559.25
Glover, Gail	Sherri E. Melton	Assessment	670602	04/15	10.00	0.00	10.00
Godwin, Ralph	Kyle E. Werner	Rehabilitation Technology	674187	06/15	1,320.00	0.00	1,320.00
Gray, Evan	Arthur E. Bender	Four-Year College or University Training	672565	01/15	500.00	0.00	500.00
Heller, Lorraine	Joel C. Schultz	Maintenance	674621	06/15	288.69	0.00	288.69
	Margaret I. Lin	Miscellaneous Training	674618	06/15	650.00	0.00	650.00
Hong, George	Marcus I. Gibson	Rehabilitation Technology	659187	10/14	200.00	0.00	200.00
Jennings, Raymond	Jackie U. Pugh	Assessment	667390	02/15	200.00	0.00	200.00
		Rehabilitation Technology	670479	04/15	244.00	0.00	244.00
	Laurie A. Bass	Assessment	666952	02/15	10.00	0.00	10.00

Figure 22 Caseload Report

RTM #	Payment Processing	Yes	Customization Required	No	Alternate

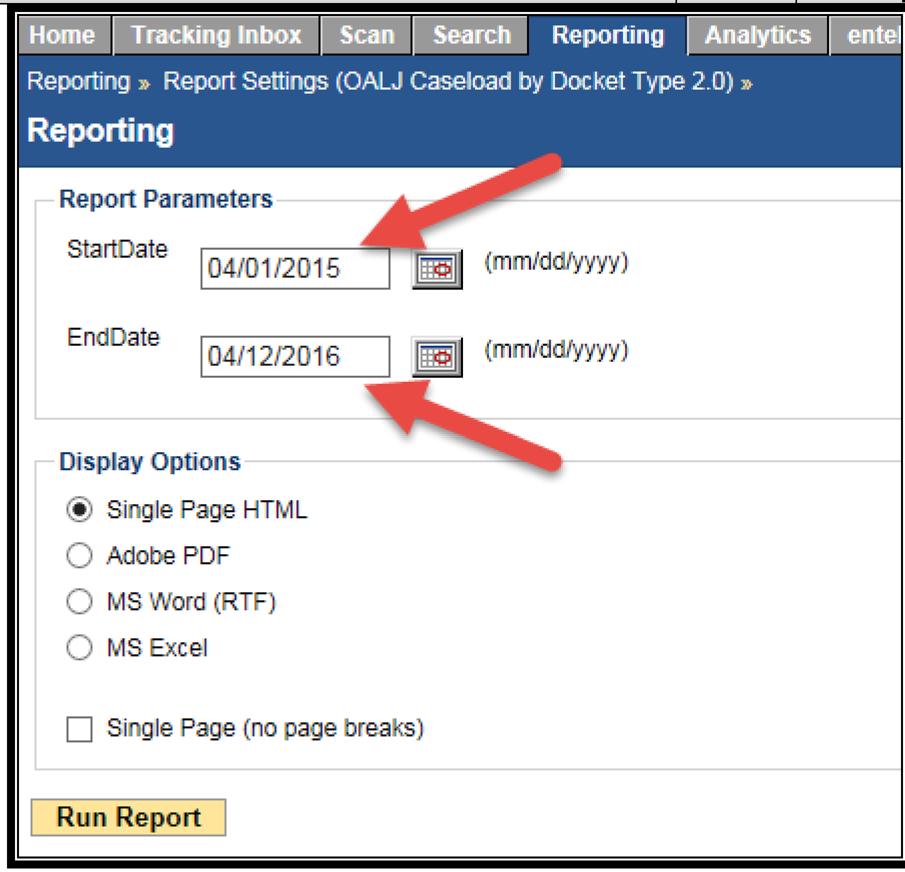


Figure 23 Example Caseload Report

The system uses the date parameters entered by the user to generate the fixed-format report as shown below.

RTM #	Payment Processing	Yes	Customization Required	No	Alternate

OALJ Caseload by Docket Type

Start Date: 04/01/2015

End Date: 04/12/2016

Case Type	Period												Cumulative Fiscal Year											
	Pending Begin			Received			Decided			Pending End			Pending Begin			Received			Decided			Pending End		
	Coal	Other	Total	Coal	Other	Total	Coal	Other	Total	Coal	Other	Total	Coal	Other	Total	Coal	Other	Total	Coal	Other	Total	Coal	Other	Total
Penalty	3045	1692	4737	680	526	1206	1282	950	2232	2443	1268	3711	3045	1692	4737	680	526	1206	1282	950	2232	2443	1268	3711
Contest	894	441	1335	99	152	251	238	140	378	755	453	1208	894	441	1335	99	152	251	238	140	378	755	453	1208
Discrimination	40	27	67	4	10	14	17	5	22	27	32	59	40	27	67	4	10	14	17	5	22	27	32	59
Temporary	2	3	5	5	4	9	6	0	6	1	7	8	2	3	5	5	4	9	6	0	6	1	7	8
EAJA	1	0	1	1	0	1	0	0	0	2	0	2	1	0	1	1	0	1	0	0	0	2	0	2
Compensation	1	1	2	0	0	0	0	0	0	1	1	2	1	1	2	0	0	0	0	0	0	1	1	2
Emergency Plans	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3983	2164		789	692		1543	1095		3229	1761		3983	2164		789	692		1543	1095		3229	1761	
Grand Total	**6147**			**1481**			**2638**			**4990**			**6147**			**1481**			**2638**			**4990**		

Tue, 12 Apr 2016 13:27:08 -0400

Figure 24 Fixed-Format Report

Below are some examples of General Ledger/Budget/Payment reports, as mentioned previously these are examples as these reports will be tailored to the system.

SLRP BUDGET

Original Funds	12000000
Requested Funds	$279979
Committed Funds	$7944
Disbursed Funds	$1371312
Returned Funds	$20
Funds Remaining	**$10620764**
Total Amount Requested	$427238
Total Amount Verified	$121756
Total Amount Paid	$136742

Description of the Calculations:

Requested Funds	When the SLRP is in the following states (Recommending Official Review, Reviewing Official Review, Request Loan Verification, TAP Update, SLRP Admin Review) then it's the SLRP Loan Amount Requested. When the SLRP is in the following states (Director Review, Service Agreement Acceptance and Payment Release) then it's the SLRP Loan Verified Amount
Committed Funds	When the SLRP is in the FPPS Queue then it's the SLRP Loan Verified Amount, when it's in the Verify Payment state it's the SLRP Loan Benefit Amount
Disbursed Funds	When the SLRP is in the following state (Verified) then it's the SLRP Loan Benefit Amount
Funds Remaining	Funds Remaining = (Original funds + Returned Funds) - (Committed Funds + Disbursed Funds)
Total Amount Requested	The sum of the SLRP Loan Amounts Requested for this budget year
Total Amount Verified	The sum of the SLRP Loan Verified Amounts for this budget year
Total Amount Paid	The sum of the SLRP Loan Benefit Amount (FPPS Entered) for this budget year

Save

SLRP BUDGET DETAILS

SLRP ID	Loan ID	Status	Amount Requested	Verified Payment Amount	Current Amount Paid	Requested Funds	Committed Funds	Disbursed Funds	Returned Funds
15-LARO-SL-2277	15-LARO-LOAN-2278	CHCO Review	250	250		250			
15-BRO-SL-2234	15-BRO-LOAN-2235	Payment Release	10	10		10			
15-FWRO-SL-2645	15-FWRO-LOAN-2646	Payment Release	50	10		10			
15-OHR-SL-0164	15-OHR-LOAN-0172	Recommending Official Review	5000			5000			
15-OHR-SL-0164	15-OHR-LOAN-0173	Recommending Official Review	5000			5000			
15-OHR-SL-0164	15-OHR-LOAN-0174	Recommending Official Review	1000			1000			
15-OHR-SL-0177	15-OHR-LOAN-0178	Recommending Official Review	10000			10000			
15-OHR-SL-0179	15-OHR-LOAN-0180	Recommending Official Review	8000			8000			
15-OHR-SL-0179	15-OHR-LOAN-0181	Recommending Official Review	2000			2000			
15-OHR-SL-0184	15-OHR-LOAN-0185	Recommending Official Review	10000			10000			
15-OHR-SL-0186	15-OHR-LOAN-0187	Recommending Official Review	3000			3000			
15-OHR-SL-0186	15-OHR-LOAN-0188	Recommending Official Review	3000			3000			
15-DERA-SL-0225	15-DERA-LOAN-0226	Recommending Official Review	1100			1100			
15-DERA-SL-0227	15-DERA-LOAN-0228	Recommending Official Review	1100			1100			
15-OHR-SL-0241	15-OHR-LOAN-0242	Recommending Official Review	900			900			

Figure 25 General ledger

RTM #	Reports, Statements, and Printing (cont.)	Yes	Customization Required	No	Alternate
RS-3	Bidder should describe their system's ability to • Allow a user to create and store customized documents (templates) that can be populated with data from the database, and auto filled when possible • Auto fill district office address on letterhead • Create a mailing list • Print envelopes and labels • Print reports in large font or Braille	✓			
MicroPact's Response: Entellitrak includes a 'Letter Generation' component that allows customers to create and store document templates to be used for creating formal letters with letterhead and organizational logos, mailing labels, and other types of paper related correspondence. These templates include boilerplate text specified by the customer, along with data-elements that are pulled from records within the system's database allowing for autofilling of values from the system itself. Mailing lists can be created/maintained within the system and if desired the system can be configured to allow the printing of envelopes and labels.					
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	✓			
MicroPact's Response: All screens within CMS already come with a printer friendly format button that will allow a user to print that particular item. If a user would like a formal looking print then by using the Report builder module, the user can create the IPE or authorization as a report. Preventing of certain fields from printing can be configured on a case by case basis.					

<table>
<tr><th>RTM #</th><th>Accessibility</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td>ACC-1</td><td>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.</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">MicroPact’s Response:

CMS is accessible with JAWS and ZoomText at part of the initial implementation. Any enhancements that are needed to be compatible with MAGic, VoiceOver for iOS and Non-Visual Desktop Access (NVDA) will be handled through MicroPact’s Change Control process

CMS will provide equivalent access for effective use by both visual and non-visual means. In addition to the features discussed above, MicroPact understands the importance of designing, developing, and distributing software applications that are compliant with disability accessibility laws and standards, specifically Section 508 of the Rehabilitation Act. All applications developed by MicroPact, including CMS, are designed to be, and are, compliant with Section 508 accessibility requirements.
A copy of completed entellitrak platform Voluntary Product accessibility Template (VPAT) can be found at http://www.micropact.com/508/entellitrakVPAT.html.

CMS leverages Web 2.0 technology to give each user the richness of a client server application in a browser-based solution. CMS uses the latest in user interface (UI) best practices to ensure a seamless user experience both for internal and external stakeholders. CMS employs best practices for web-based user interface design and usability throughout the system. It is a state of the art case management solution designed and developed from experience and expertise with some of the most sophisticated case management systems in the world. The solution provides a user-centric design built around a combination of human factors engineering and real world experience working with various stakeholders.</td></tr>
<tr><td>ACC-2</td><td>Bidder should describe their system’s
• Navigation
• Operating controls
• Error and informational messages</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">MicroPact’s Response:

CMS works directly with browsers and allows normal functionality of the browsers with the exception of the forward and back button due to the nature of how the web page renders. For this functionality, CMS handles forward and back navigation inside its own solution, much like other web-based solutions on the market today.

Any data recorded is automatically validated by CMS’ field-level validation rules to be sure all required fields are completed and any prescribed data formats are adhered to. Wherever possible, CMS’ forms employ pick lists, radio buttons and checkboxes to further</td></tr>
</table>

RTM #	Accessibility	Yes	Customization Required	No	Alternate
minimize data recording errors. All data validation occurs at the time the data is input and attempted to be saved by the user. When a validation error is detected, CMS prompts the user to correct it. The nature of these notifications may be informational, warnings, or errors – and different behaviors may be associated with each. For example, an informational notification might allow the user to proceed to the next step in the process, while an error condition would force the user to take corrective action before proceeding. All of these notification messages are customizable as well. CMS forms use data entry controls – rather than free form data entry – that provide data consistency and more inherent error avoidance. These controls include pick-lists, radio buttons, check boxes and calendar widgets for date selections.					

Technical Requirements					
The contractor must meet the technical specifications as described in Section IV.F. of the RFP.					
RTM #	**Technical**	**Yes**	**Customization Required**	**No**	**Alternate**
TECH-1	Bidder should describe their Business Continuity and Disaster Recovery Plan, which should include • Provision of 2 sites with Tier III or above classification • An annual test of backup, failover, and disaster recovery procedures	✓			
MicroPact's Response: Systems are hosted in a secure environment, and options exist to choose hosting at MicroPact's data center or an agency-approved third-party hosting service. MicroPact's cloud hosting environment has been granted ATOs by many Federal agencies using NIST 800-53 standards. MicroPact has been granted a FedRAMP compliant ATO as a Platform as a Service (PaaS) Public Cloud provider at the "Moderate" impact level. MicroPact performs daily encrypted backups of each system, as well as offsite storage of data. All backed up data is only handled by cleared MicroPact employees. Data is replicated offsite to a secure tertiary site. Both transmission and storage of the data is encrypted. Restores are tested on a regular basis, as requests for this occurs frequently. In the event of disaster, MicroPact's critical functions must be sustained in order to meet the minimum service level agreement expectations ("SLA's") of its clients. The greatest threat of a natural disaster such as an influenza pandemic, fire, or flood to MicroPact is the loss of labor resources. In a pandemic, hardware and software sustainability and accessibility is generally considered a low risk. For other natural disasters MicroPact's disaster recovery plans provides for hardware and software sustainment in the event of non-labor resource related threats. Local hardware and software outages are managed via off site					

Technical Requirements

backups. With connected office facilities in at least seven major North American cities, essential services will be transferred from any office impacted by a disaster.

Pandemic Alert Phases

Alert Phase	Trigger Point	Policy Options	Required Action
Green	Business as Usual	• Per Employee Manual • All absences must be reported as sick, PTO or unpaid	None
Yellow	Localized influenza cases reported; non-critical levels of employee absences; absence periods generally short	• Employee level approval to work remotely • Approval to provide employee level bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 3 days	Heightened office sanitary measures; heightened wellness checks by supervisors.
Orange	Regionalized influenza cases reported; critical levels of employee absences; absence periods ranging from 3-5 business days.	• Employee level approval to work remotely • Approval to provide employee level bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 5 days	Heightened office sanitary measures; required wellness checks by supervisors.
Red	Widespread influenza cases reported in large regional numbers; critical levels of employee absences; absence periods in excess of 3-5 business days	• Global approval to work remotely • Approval to provide bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 7 days • Employee level approval to bring children over the age of 5 to work	Heightened office sanitary measures; Required wellness screening upon entry to office; potential use of face masks for personal protection.

Technical Requirements							
	Red	Widespread influenza cases reported in large regional numbers; critical levels of employee absences; absence periods in excess of 3-5 business days	• Global approval to work remotely • Approval to provide bonus incentives for after-hours work to exempt employees • Extension of sick pay benefits of up to 7 days • Employee level approval to bring children over the age of 5 to work	Heightened office sanitary measures; Required wellness screening upon entry to office; potential use of face masks for personal protection.			

Figure 26 Alert Phases

Upon contract, MicroPact will provide NCBVI a documented Disaster Recovery Plan and Business Continuity Plan.

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	✓			

MicroPact's Response:

The state is the owner of their data. Data can be archived for any length of time per federal regulations. When cases are archived they have a status of archived, they are still accessible but won't be purged from the system. Business rules can be configured to setup data retention/purging policy.

MicroPact will retention of all data for Active, Referred, and Applicant cases and all data for Closed cases until the end of the federal fiscal year, 3 years after the federal fiscal year of the closure of the grant which paid for the client's last service on his/her case.

MicroPact maintains detailed procedures for backup and recovery, processes for Level I and Level II outages, disaster detection and notification plan, a damage assessment process, a relocation plan, and a plan through the duration of the period of performance.

MicroPact performs daily encrypted backups of each system, as well as offsite storage of data. All backed up data is only handled by cleared MicroPact employees. Data is replicated offsite to a secure tertiary site. Both transmission and storage of the data is encrypted. Restores are tested on a regular basis, as requests for this occurs frequently. All backed up data can be retrieved on

Technical Requirements					
demand.					
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	✓			

MicroPact's Response:

MicroPact would host the hardware and software (including servers, storage devices, and network devices) at MicroPact's secure data center discretely located in Sterling, VA. MicroPact currently hosts hardware and software for more than 140 Federal and commercial organizations. MicroPact understands that critical applications and hardware demand fast, expert solutions to facilitate maximum productivity. The ability to proactively monitor and manage network systems is essential to ensuring system availability and optimal performance. MicroPact stands ready with support professionals who provide hosting services while utilizing state-of-the-art network monitoring and analysis tools to monitor all network resources and identify problems before they occur.

When hosting, MicroPact provides preventive maintenance so that all hardware and software is in optimum working condition. MicroPact provides virus scanning and automatic updating of virus definitions daily. MicroPact keeps servers up to date with the latest security patches, as well as up to date with upgrades and bug fixes. Event logs and error logs are reviewed daily on servers to verify optimal system performance.

MicroPact maintains an aggressive monitoring and alert system that provides immediately notification of any trouble with connections and/or the servers on the network. Additionally, MicroPact runs traffic monitoring systems to provide ongoing statistics of all network activity. MicroPact's highly secure infrastructure includes multiple firewalls, video surveillance, motion detectors, reinforced door locks, building security and other physical security features. A sophisticated power management system is utilized, featuring UPSs, diesel generators, and automatic transfer switches, so that servers will not shut down upon power failure. Detailed procedures for backup and recovery are maintained, with controls in place to survive Level I and II outages and mitigate the impact of various disasters.

MicroPact performs daily encrypted backups of each system, as well as offsite storage of data. All backed up data is only handled by cleared MicroPact employees. Data is replicated offsite to a secure tertiary site. Both transmission and storage of the data is encrypted. Restores are tested on a regular basis, as requests for this occurs frequently. Backups occur nightly, Monday through Friday. Incremental backups occur during the week with a full backup occurring on Friday nights. Archiving occurs on a scheduled basis, and can be customized to meet NCBVI's compliance needs.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
TECH-4	Bidder should describe, and provide a diagram of, the architecture of their hosted environment, to include • 3 separate environments - development, CAT/T, and production; if an alternative environment structure is proposed, bidder should explain how a stable CAT/T environment can be maintained while development work might be continuing; • Software and hardware components • Integration with Nebraska Directory Services (NDS) • Website • Browser compatibility Bidder should include a list of additional software (e.g., Adobe Reader, software plugins) and supplemental/specialized hardware required to use their system.	✓			

MicroPact's Response:

MicroPact will install CMS in a MicroPact hosted development environment. The installation of the system will verify the overall architecture is working correctly and that infrastructure issues are discovered and rectified long before the system is scheduled to go into production. The environment will also serve as the repository for NCBVI configuration data. Due to the continual configuration updates and restarting of the development environment, MicroPact restricts the development environment to only cleared MicroPact IT staff. However, the Customer Acceptance Testing environment is solely for NCBVI's use.

For User Acceptance Testing, MicroPact will define specific business processes that must be tested in order to verify the system will support NCBVI's needs. Converted data will be moved into the Customer Acceptance Testing environment and provide users with realistic scenarios. With MicroPact's assistance, users will drive the testing of the pre-defined scenarios. This will not only validate the system, but serve to create a group of "super users" that will provide NCBVI with a deep base of knowledge about the system that will be useful in future training and post-production support.

MicroPact will deploy the final go-live conversion of data migration and configuration revisions to the hosted production environment. The final go-live conversion run is simply the last conversion run which is performed and moved to the production instance. It is recommended that the production instance is the actual instance where UAT is performed so MicroPact is certain that this instance and procedures to load it are thoroughly vetted by go-live.

MicroPact's SaaS cloud allows project teams to quickly standup implementation related system environments. As part of initial planning for the project, the team will standup the following environments and add to this list as necessary:

<table>
<tr><th>RTM #</th><th>Technical (cont.)</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td colspan="6">

- Development – Used primarily by the project team's Analysts and Engineers for configuring CMS to meet Nebraska's system requirements.

- Quality Assurance
- User Acceptance Testing/Training ("CAT/T")
- Migration/Staging
- Production

As a heavily database-driven system, CMS' configurations are extremely portable and can be exported, then imported from source to target environments on an ad-hoc basis. During implementation cycles, as development of modules and requirement sets complete, the Development environment's configuration is "pushed" to the Quality Assurance (QA) environment. Once QA efforts for the cycle are complete, the configuration is then pushed to the "CAT/T" environment. Following this standard procedure for managing the project's system environments ensures that the CAT/T environment is maintained with a stable code base while development and QA efforts continue in parallel as the schedule progresses.

- 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

</td></tr>
<tr><td>TECH-5</td><td>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</td><td>✓</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">

MicroPact's Response:

All configurations built upon the entellitrak platform by MicroPact are fully supported. All software bugs and errors in the business logic are covered and will be corrected as part of standard support and maintenance.
All product-level upgrades are fully tested to ensure compatibility with each specific configuration. When required, support includes

</td></tr>
</table>

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate

all development costs required to maintain existing functionality when refactoring to facilitate a product-level upgrade. The platform is designed to ensure that modifications of the specific solution/ configuration can continue to be made efficiently throughout the lifecycle of the application.

The entellitrak platform releases alternating major and minor updates on roughly a 6-week cycle, i.e., 1 major release per quarter. Additional releases may be produced as required. All upgrades to the product are included as part of the standard maintenance, but must be coordinated with MicroPact and supported through user acceptance testing.

MicroPact will make sure that CMS remains current with reporting regulations and statutory changes. However, any reporting regulations and statutory changes after the initial implementation will be handled through MicroPact's change control process

Additionally, the NCBVI user community has access to MicroPact's online customer portal OPTICS that provides a variety of technical and functional information.

Due to overhead capacities and performance requirements, CMS does not contain these transactions in a system database table. However, CMS does capture key transaction points within a log file that can then be used to trace and analyze errors. This does not contain every transaction and the logging has certain levels to capture more detailed information e.g. log level one captures only basic info while log level 3 captures almost everything. The actual log levels are as follows: Info, Error and Debug with debug being the highest (Level 3). Due to the performance impact, MicroPact suggests only running with log level 3 to help troubleshoot an issue.

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

MicroPact's Response:

MicroPact's perimeter network is protected using CheckPoint firewalls. Our CheckPoint devices provide deep packet inspection which detects and prevents security intrusions as well as scans all inbound and outbound network traffic for security exploits and virus and malware signatures.

MicroPact's IT Operations team employs Shavlik Protect to provide malicious code protection at information system entry and exit

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate

points and at workstations and servers on the network to detect and eradicate malicious code. Shavlik Protect updates daily, malicious code protection mechanisms (including signature definitions) whenever new releases are available in accordance with organizational configuration management policy and procedures.

MicroPact follows its Personnel Security Policy to ensure all employees have been properly trained and understand their roles and responsibilities within the organization. Furthermore, all personnel required to access sensitive information or work on projects with special data classification must go through background and clearance checks.

The MicroPact IT Operations team then installs newly released security patches, service packs, and hot fixes during its regularly scheduled maintenance window ; Last Saturday of the month, unless the severity of the security patch calls for an emergency update. Scheduling of emergency updates is evaluated and determined on a case-by-case basis.

MicroPact's IT Operations team addresses security flaws within 30 days of discovery. Flaw remediation occurs during monthly production maintenance window. The MicroPact IT Operations team applies fixes during those time periods and MicroPact information security team conduct security scans to verify fixes and flaws are properly applied and remediated.

MicroPact will deploy the final go-live conversion of data migration and configuration revisions to the hosted production environment. The final go-live conversion run is simply the last conversion run which is performed and moved to the production instance. It is recommended that the production instance is the actual instance where UAT is performed so MicroPact is certain that this instance and procedures to load it are thoroughly vetted by go-live.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
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	✓			

MicroPact's Response:

MicroPact provides an uptime guarantee of 99.5%, except for scheduled downtime. Response times will vary based on connection speeds from the customer. Bandwidth for the redundant incoming connection used to access hosted sites is currently set to 100Mbps, and can be increased should the need arise.

MicroPact will provide reporting for all performance levels identified in this agreement at the identified time intervals upon request. MicroPact utilizes redundant incoming connections used to access hosted sites.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
MicroPact collocates our hosting infrastructure in the Equinix DC International Business Exchange (IBX). Equinix is a market leader in colocation services and data center management. MicroPact's cloud hosting environment has been granted ATOs by many Federal agencies using NIST 800-53 standards. MicroPact has been granted a FedRAMP compliant ATO as a Platform as a Service (PaaS) Public Cloud provider at the "Moderate" impact level. In the event of long-term power failures or any other disaster, MicroPact has a warm site available with data replication between the production and warm sites via a private data connection. MicroPact also has a tailored Continuity of Operations (COOP) plan which is provided as part of implementation. MicroPact's data center provider (Equinox) provides a 24-hour manned security desk as well as 24-hour video surveillance. Any OALJ hardware would be protected by a secured cage which requires two (2)-factor authentication for access through a biometric keypad. All access to this cage is logged and audited regularly by MicroPact's security team. Equinix utilizes 5 points of biometrics before accessing servers. MicroPact's server racks are equipped with combo locks per cabinet.					

Escrow Requirements					
The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement).					
RTM #	**Escrow**	**Yes**	**Customization Required**	**No**	**Alternate**
ESC-1	Bidder should describe their escrow arrangement (or a similar alternate plan/arrangement, e.g., to keep a copy of all items on-site at State, with a key provided by the contractor for access to items) for monthly deposit of a copy of all items that are necessary for the operation and support of the NCBVI Client Management System. The escrow agreement should include direction to the escrow agent to release all escrowed items to NCBVI at termination of the contract. Escrow items should include, the following: • The software source code and executables • A list of third party software used and how it is used • Documentation for the source code • Software architecture and design documentation • Diagram of network design and hardware configuration • Entity relationship and table and field definitions of the database	✓			

Escrow Requirements					
The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement).					
RTM #	**Escrow**	**Yes**	**Customization Required**	**No**	**Alternate**
	• All NCBVI client management system documentation • All current and valid passwords and encryption keys • Any other necessary or useful documentation The bidder should propose their standard escrow process and compare and contrast it with the escrow elements listed above.				
MicroPact's Response: With respect to the Escrow Provision, MicroPact will be entering into a 3-party agreement where we define when the State would acquire the source code. Therefore, the exact terms and conditions of the escrow agreement (as per Section G on p. 36 of the RFP document) will have to be negotiated further between MicroPact and the State to explicitly identify the circumstances where the State would acquire the source code.					

RTM #	**Project Planning and Management**	**Yes**	**Customization Required**	**No**	**Alternate**
The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the proposed system and shall provide a completed Project Management Plan within fifteen (15) business days of contract award/contractor start date and shall be subject to NCBVI's approval.					
PPM-1	Bidder should provide an Initial Project Plan, which includes • Identification of Project Manager • A design of the proposed system • Development schedule and staff • Coordination/communication with the NCBVI Administrator • Installation logistics and schedule	✓			
MicroPact's Response: After project award MicroPact will identify and assign a Project Manager to the project that meets the needs of the project. This project manager will schedule a project kick-off session typically within 5 days of project start. The project kick-off will have the project manager provide an initial draft copy of a project schedule, review the project goals/milestones and give a general overview					

RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate

of MicroPact's team implementing the project. After project kick-off the Project Manager will collect feedback from the customer and refine the project plan showing key dates/milestones and submit within 15 days for customer review/feedback/approval. The project plan will include all key dates around project implementation including but not limited to, sprint schedule, key milestones, and installation schedule.

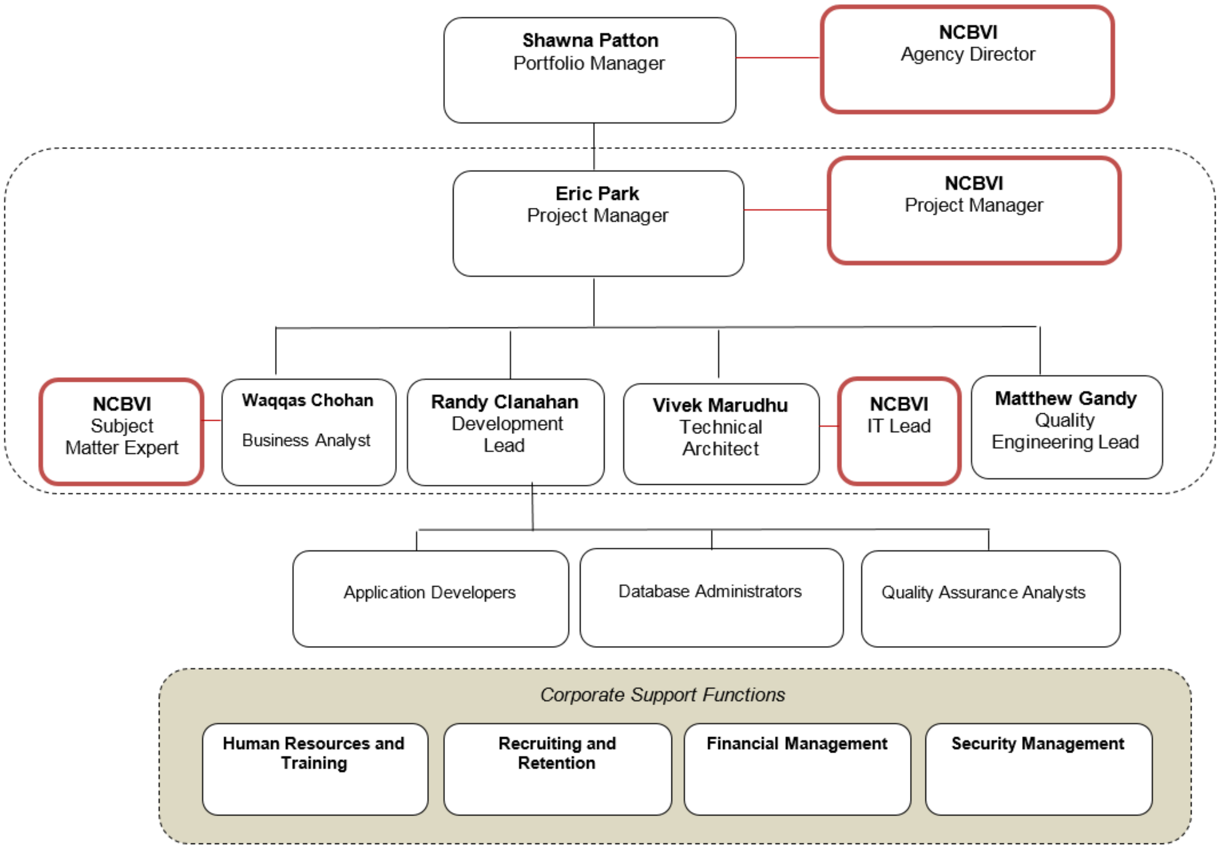


Figure 27 MicroPact's organization chart demonstrates our corporate commitment to project success

For the draft project plan, please refer to Section N. Suggested Target Dates in the Technical Proposal.

RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate
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	✓			

MicroPact's Response:

During project implementation once the new system's data model is finalized, a data migration expert from MicroPact will be engaged on the project. This team member will schedule sessions with the appropriate customer team members to start the process of data mapping. Typically this is as easy as the customer identifying what type of data is stored in what column/table, then the data migration expert will perform the mapping into the new system. Once the data has been mapped a set of migration scripts will be built and run into a staging environment. This staging environment will be made available to the customer to review their data and confirm that the data migration was successful, MP will assist with this activity by running standard unit testing, however actual data integrity will need to be reviewed by the customer. Once approved, as part of go live the data migration will be run in the production environment.

RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate
PPM-3	Bidder should provide a Test Plan which includes: • Unit testing • User acceptance testing • System performance testing • A methodology for correcting problems identified during implementation/testing	✓			

MicroPact's Response:

As MicroPact is recommending an agile approach to the project, the unit testing will occurring at every Sprint with the test plan being compiled of the test cases/acceptance criteria of each user story within the Sprint. MicroPact will utilize the tool, JIRA, to track all user stories and test cases and a report can be generated at any time showing all test cases/stories tested per Sprint. During testing performance testing will occur at part of the project plan. Remediation for defects occurs in the Sprint and to confirm there are no open defects there will be a final UAT/Clean Up Sprint to address any outstanding defects.

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
PPM-4	Bidder should describe their approach to Risk Assessment and Management.	✓			

MicroPact's Response:

MicroPact includes active Risk Assessment and Management as part of its project management methodologies. MicroPact's

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate

standard methodology include risk identification points as part of:

- Regular project management meetings with customers (e.g. weekly, bi-weekly per customer requirements).
- Monthly Status Reporting

MicroPact's approach is based on methodologies that provide industry standards for information technology project management in general, Specific sources include: The Project Management Institute's Project Management Body of Knowledge (PMBOK), Fourth Edition.

The following graphic illustrates our approach to Risk Management.

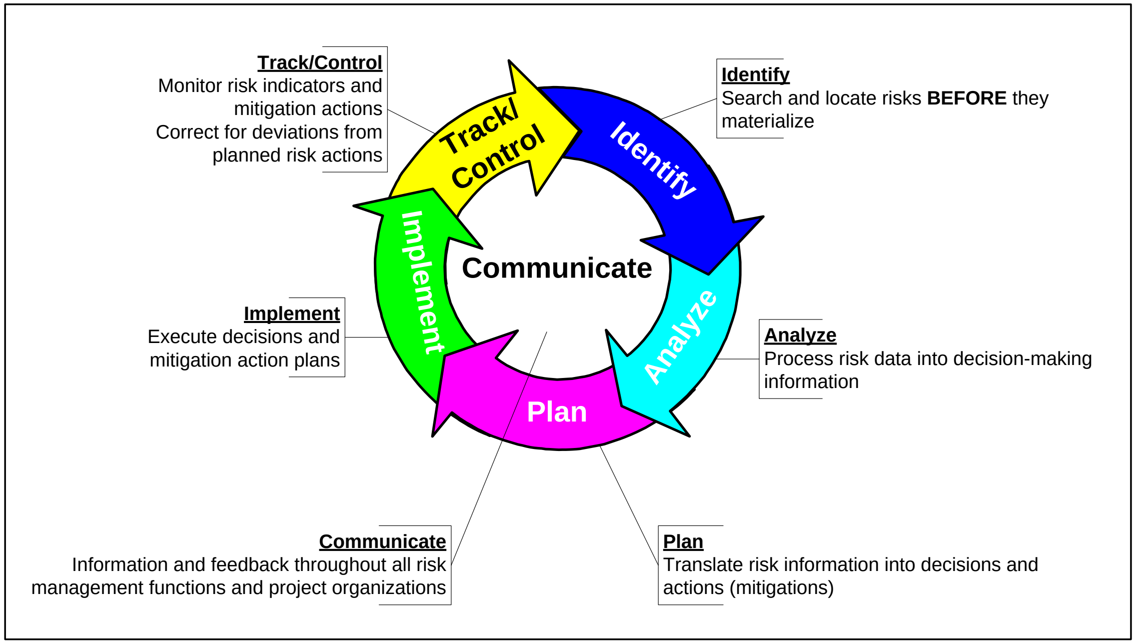


Figure 28 Risk Management Approach

The MicroPact PM adheres to the following guiding principles in managing the project risks.

- Verify that project team members identify, classify, and communicate all project risks in a timely manner
- Oversee definition and implementation, where necessary, of mitigating actions
- Quantitatively analyze/categorize and log project risks to allow project and executive management to focus on critical risks

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
	• Define and implement contingency plans as necessary • Proactively communicate the status of risks to all stakeholders The MicroPact team will use a standardized approach to Risk Management throughout the project. We will work with the AGENCY project team and leverage our State of California experience to develop appropriate Leichert scales for risk estimation. Proper measure will be taken to categorize risks and analyze/determine the impacts, as well as to conduct periodic risk planning meetings. (Please refer to Attachment 1, Risk Management Plan).				
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).	✓			
MicroPact's Response: MicroPact's project team will adapt standard entellitrak deployment processes and procedures for project implementation. The implementation plan or project plan will be defined at during project start and updated by the project manager regularly in conjunction with the appropriate customer resources. Additionally, a visual roadmap will be created to show how the major functional/technical pieces should be delivered to monitor project progress. Along with the project plan, this project road map should allow the customer and MicroPact Project Manager full view on the items needed to make the project a success. For more details, see MicroPact's response in the Technical Proposal Section H. Project Planning and Management.					
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	✓			
MicroPact's Response: See MicroPact's response in the Technical Proposal under Section IV - Project Description and Scope of Work, subsection L. Provide Post Implementation Support.					
RTM #	**Training**	**Yes**	**Customization Required**	**No**	**Alternate**

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

RTM #	Transition	Yes	Customization Required	No	Alternate
EC-1	Bidder should provide a transition plan that can apply at the end of the contract to: • Convert CMS data, including data mapping • Identify roles and responsibilities as they relate to the transition • Identify point of contact and procedures for managing problems or issues during the transition period	✓			
MicroPact's Response: If there comes a time to transition the project to another vendor, MicroPact will produce a RACI matrix along with a complete transition checklist for all transition items. MicroPact will then publish the transition plan for sign-off by the customer, once accepted, MicroPact will begin the transition as outlined via the checklist. At each step of transition, MicroPact will have sign-off on each item so that at the end of the checklist the customer can have a great degree of confidence that all items have been transitioned successfully.					

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

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

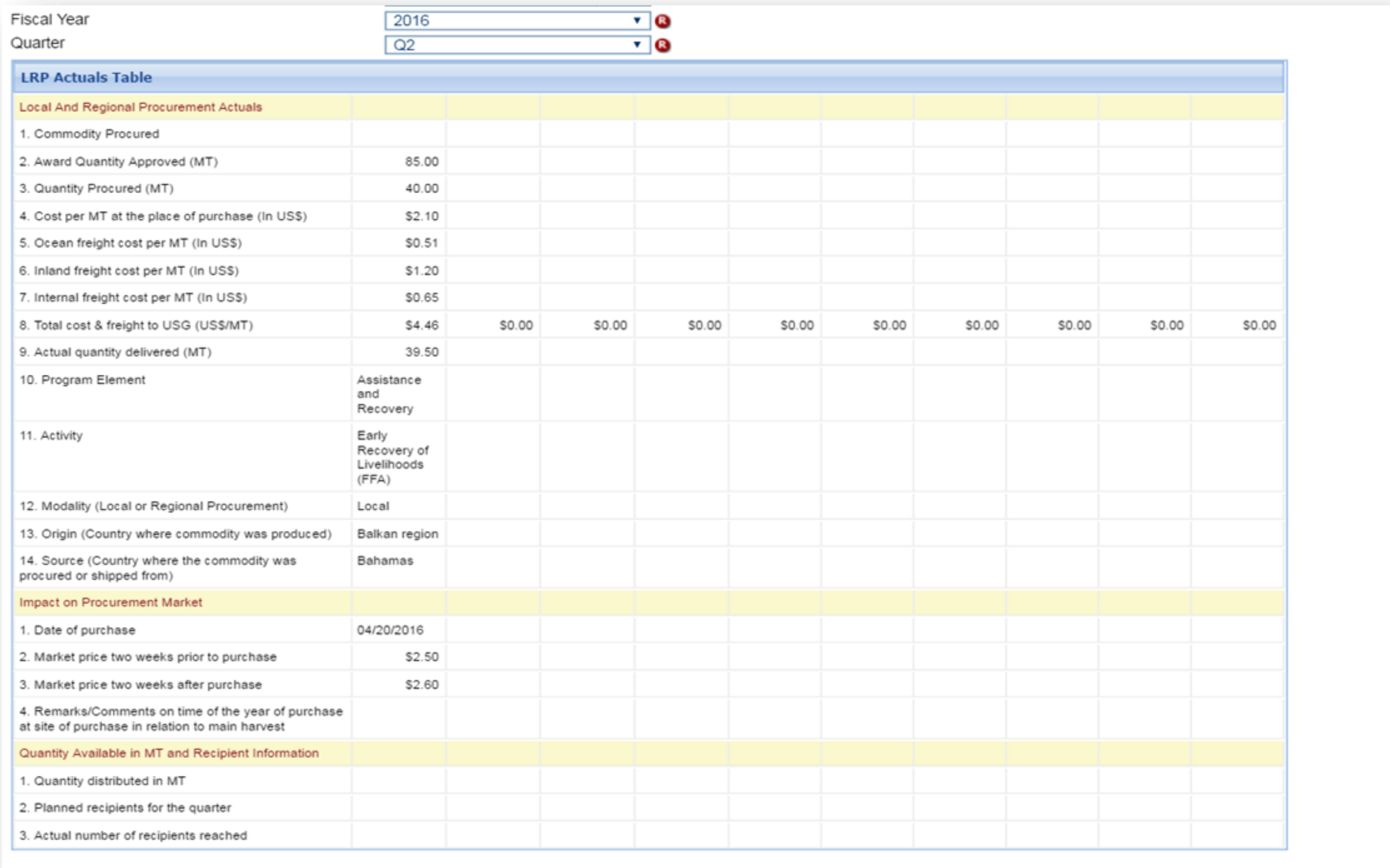
BEP-1	Bidder should describe, and provide diagrams and/or screen shots to show, their system's ability to collect data elements for vending facility programs, to include and track:
	• Location
	• Inventory and supplies at location
	• New or closed properties
	• Facilities open to bid
	• Current insurance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

MicroPact's Response:

CMS has a complete suite of services that allows users to create new Authorization/Purchase orders to authorize and order services for a client. The process includes the entry of vendor invoices and an interface to either the state fiscal system, third-party vendors, or actual service providers for processing and tracking of payments.
Through the use of CMS' workflow engine, this process can be configured to be processed automatically.

Below are sample screen shots describing CMS's ability to collect data elements for vending facility programs:

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



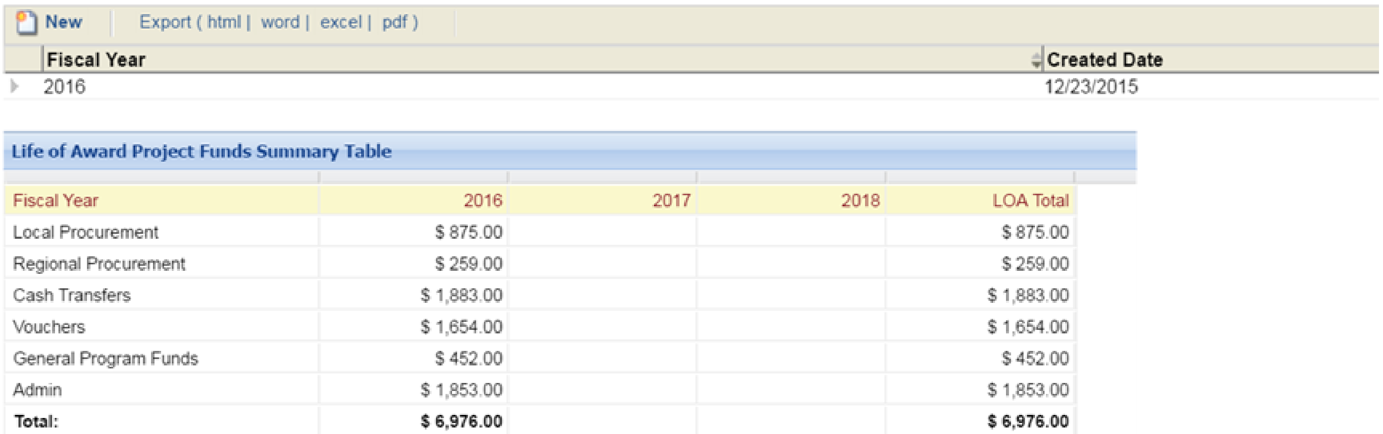
Fiscal Year 2016

Quarter Q2

LRP Actuals Table										
Local And Regional Procurement Actuals										
1. Commodity Procured										
2. Award Quantity Approved (MT)	85.00									
3. Quantity Procured (MT)	40.00									
4. Cost per MT at the place of purchase (In US$)	$2.10									
5. Ocean freight cost per MT (In US$)	$0.51									
6. Inland freight cost per MT (In US$)	$1.20									
7. Internal freight cost per MT (In US$)	$0.65									
8. Total cost & freight to USG (US$/MT)	$4.46	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
9. Actual quantity delivered (MT)	39.50									
10. Program Element	Assistance and Recovery									
11. Activity	Early Recovery of Livelihoods (FFA)									
12. Modality (Local or Regional Procurement)	Local									
13. Origin (Country where commodity was produced)	Balkan region									
14. Source (Country where the commodity was procured or shipped from)	Bahamas									
Impact on Procurement Market										
1. Date of purchase	04/20/2016									
2. Market price two weeks prior to purchase	$2.50									
3. Market price two weeks after purchase	$2.60									
4. Remarks/Comments on time of the year of purchase at site of purchase in relation to main harvest										
Quantity Available in MT and Recipient Information										
1. Quantity distributed in MT										
2. Planned recipients for the quarter										
3. Actual number of recipients reached										

Figure 29 Sample screen shot - vending facility programs

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



New | Export (html | word | excel | pdf)

Fiscal Year	Created Date
2016	12/23/2015

Life of Award Project Funds Summary Table

Fiscal Year	2016	2017	2018	LOA Total
Local Procurement	$ 875.00			$ 875.00
Regional Procurement	$ 259.00			$ 259.00
Cash Transfers	$ 1,883.00			$ 1,883.00
Vouchers	$ 1,654.00			$ 1,654.00
General Program Funds	$ 452.00			$ 452.00
Admin	$ 1,853.00			$ 1,853.00
Total:	**$ 6,976.00**			**$ 6,976.00**

Figure 30 Sample screen shot - vending facility programs

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

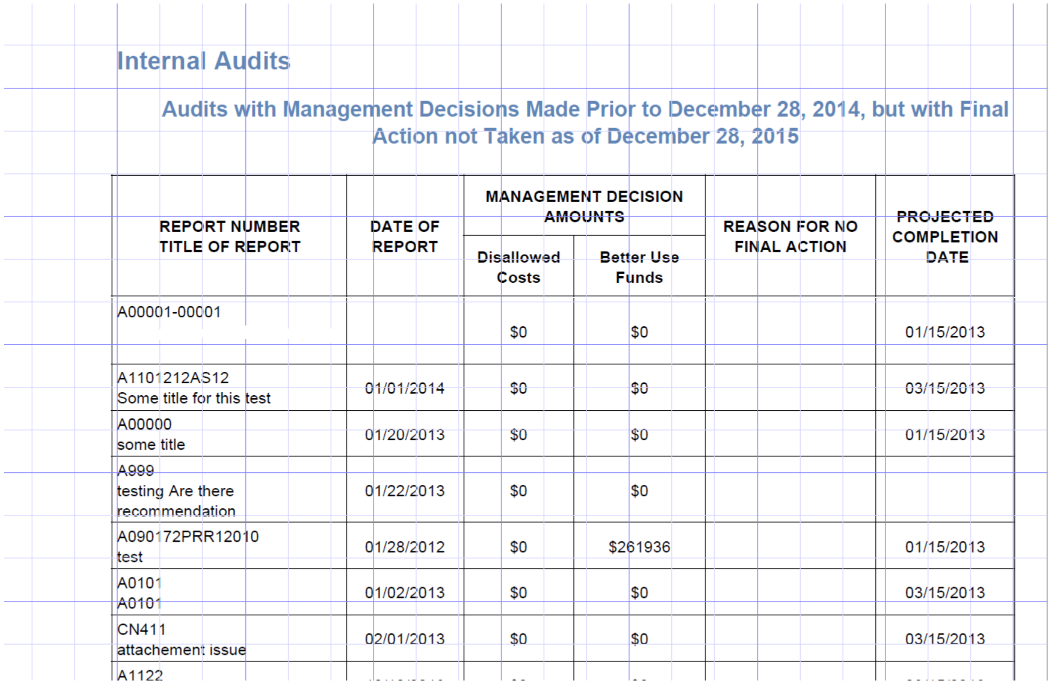
MicroPact’s Response:

Often, MicroPact’s customers require e-mail notifications be sent to system users. These e-mail notifications can be configured to be sent on a regular schedule, based on specific conditions related to the case object (e.g. X number of days prior to a specific date data-element associated with the object). These notifications can be sent out off of a variety of business rules and contain all configurable types of alerts (e.g. past due rent etc.)

RTM #	Business Enterprise Program (cont.)	Yes	Customization Required	No	Alternate
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				✓

MicroPact's Response:

Entellitrak is capable of generating extensive reports that contain mixes of boilerplate text and system-generated totals.

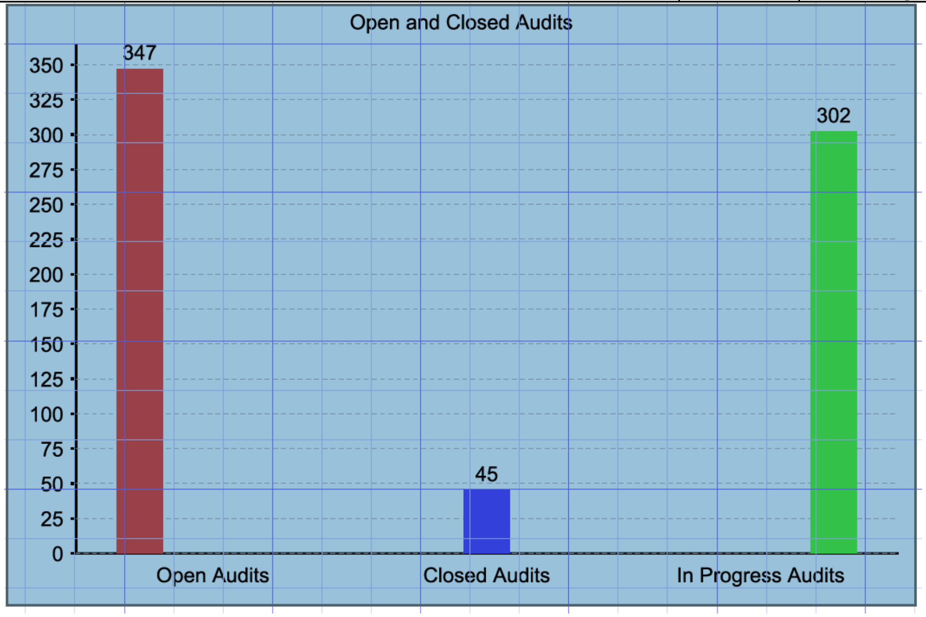


Internal Audits

Audits with Management Decisions Made Prior to December 28, 2014, but with Final Action not Taken as of December 28, 2015

REPORT NUMBER TITLE OF REPORT	DATE OF REPORT	MANAGEMENT DECISION AMOUNTS		REASON FOR NO FINAL ACTION	PROJECTED COMPLETION DATE
		Disallowed Costs	Better Use Funds		
A00001-00001		$0	$0		01/15/2013
A1101212AS12 Some title for this test	01/01/2014	$0	$0		03/15/2013
A00000 some title	01/20/2013	$0	$0		01/15/2013
A999 testing Are there recommendation	01/22/2013	$0	$0		
A090172PRR12010 test	01/28/2012	$0	$261936		01/15/2013
A0101 A0101	01/02/2013	$0	$0		03/15/2013
CN411 attachement issue	02/01/2013	$0	$0		03/15/2013
A1122					

Figure 31 Sample report generated by entellitrak

RTM #	Business Enterprise Program (cont.)	Yes	Customization Required	No	Alternate
	 Figure 32 Sample report generated by entellitrak				

RTM #	Business Enterprise Program (cont.)	Yes	Customization Required	No	Alternate

Final action for the six-month period Ending DECEMBER 28, 2015	Number of Audit Reports	No budget Impact (Actual and Estimated)	Budget Impact
A. Audit reports for which final action had not been taken by the commencement of the reporting period.	-1	$-1,036,573,834.00	$0
B. Audit reports on which management decisions were made during the reporting period.	11	$1,036,583,530.00	$0
C. Audit reports on which final action was taken during the reporting period.	5	$1,792.00	$0
(i) the actual dollar value of recommendations that were actually completed.		*0*	*$0*
(ii) the actual dollar value of recommendations that management has subsequently concluded should not or could not be implemented or completed.		*$0*	*$0*
(iii) the actual dollar value of recommendations that management has subsequently concluded should not or could not be determined (calculated).		*$0*	*$0*
(iv) the estimated dollar value of "funds to be put to better use" as agreed to by		*407,397,425*	*$0*
D. Audit reports for which no final action has been taken by the end of the reporting period.	5	$7,904.00	$0

Figure 33 Sample Report generated by entellitrak

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

MicroPact's Response:

RTM #	Business Enterprise Program (cont.)	Yes	Customization Required	No	Alternate
CMS will have the capability to integrate with any 3rd party system view a web-service, flat file or exposed API. For integration with J Morrow MicroPact would recommend taking advantage of a web service to pull in the appropriate data from that system.					

State of Nebraska
Nebraska Commission for the Blind and Visually Impaired (NCBVI)

Solicitation Number: RFP 5208Z1
Vocational Rehabilitation Client Management System

Option 2 (B) –License, Maintenance and Support Solution

COST PROPOSAL

Submitted by MicroPact Global, Inc.

MICROPACT®

www.micropact.com

April 21, 2016
Pricing Valid Through July 31, 2016

Table of Contents

1. PRICING SUMMARY

B. This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.
The component costs of the fixed price proposal for providing the services set forth in the Request for Proposal must be provided by submitting forms substantially equivalent to those described below.

1. PRICING SUMMARY

This summary shall present the total fixed price to perform all of the requirements of the Request for Proposal. The bidder must include details in the Cost Proposal supporting any and all costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and timing and unit costs, if applicable. Complete a Pricing Summary form for each option bid: Option 1: SaaS Solution; Option 2: License, Maintenance, and Support Solution. One summary with supporting detail information shall be completed for each option bid.

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.
The bidder will provide the hourly rate for additional consulting services for new time and materials projects to the State. There is no guarantee on the number of hours that will be used.
The bidder must list each role/title and provide an hourly rate in Attachment C and D. These rates are fixed for the initial term of the contract.

Response
Pricing summary is provided in Attachment D Option 2: License, Maintenance, and Support Solution, which is inserted on the following pages.

2. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

Response

Prices are provided in Attachment D Option 2: License, Maintenance, and Support Solution, which is inserted on the following pages.

Proprietary information disclaimer:

MicroPact requests NCBVI to consider the below itemized pricing as proprietary information due to the fact that the release of the below information would give an advantage to MicroPact's competitors. By disclosure of the below itemized pricing MicroPact's competitors will gain a demonstrated advantage and therefore should be exempt from posting.

C. PAYMENT SCHEDULE

The payment schedule for the project is tied to specific dates and deliverables. Invoices may be submitted by the Contractor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved. The maintenance fee should be invoiced and paid quarterly after the implementation date.
The payment schedule for the project is tied to specific dates and deliverables. Invoices may be submitted by the Contractor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved. The maintenance fee should be invoiced and paid quarterly after the implementation date.

Response

MicroPact agrees with the project payment schedule approach. Where appropriate deliverable acceptance criteria will be defined and mutually agreed upon in advance. After the expiration of the base year maintenance period, MicroPact will annually invoice NCBVI for maintenance, to be paid in full by NCBVI at the inception of each maintenance period.

Attachment D

ATTACHMENT D

Cost Proposal Sheet - RFP Number 5208Z1

Bidders shall provide their proposed costs below. The costs must be guaranteed for the initial six (6) year contract period. The contract has the option to be renewed for six (6) additional three (3) year periods as mutually agreed upon by all parties. Please indicate pricing for all renewal periods for support and maintenance. All increases shall be agreed upon in writing between the State and the contractor upon renewal.

The cost, if any, of modifying the information technology for compatibility with software and hardware used for non-visual access will be at no additional cost to the State.

MicroPact Response
CMS accommodates JAWS screen reader software and ZoomText magnification. As part of the implementation phase, MicroPact will ensure that the initial install of CMS is compatibility with JAWS and ZoomText software and hardware used for non-visual access as part of the project cost. Any additional information technology upgrades would be handled through MicroPact's Change Control Process.

Pricing Spreadsheet

Deliverable	Initial Period Year 1	Initial Period Year 2	Initial Period Year 3	Initial Period Year 4	Initial Period Year 5	Initial Period Year 6
Installation Support	$ 5,355.83					
Business Analysis and Requirements	$ 304,577.82					
Business Configuration and Implementation	$ 420,761.00					
Testing and Quality Assurance	$ 243,025.75					
Project Management/Technical Lead	$ 352,804.17					
Technical Writer	$ 16,302.09					
Reports	$ 53,393.12					
User Training	$ 27,674.09					
Admin Training	$ 1,231.92					
Customized User Manuals	$ 15,362.79					
C&A Support	$ 17,927.98					
Data Migration	$ 85,562.86					
Travel (up to 8 person trips)	$ 17,600.00					
Hosting, Maintenance and Support to coincide with the Go-Live date	$ 26,085.48	$ 85,459.15	$ 87,168.33	$ 87,168.33	$87,168.33	$ 87,168.33
Software License (One-Time Fee – see breakdown Table 1)	$ 354,256.87					

Table 1 License Cost Breakdown

License Cost		
entellitrak Professional Edition - 50 Users	$	201,032
entellitrak Report Builder - 50 Users	$	25,042
entellitrak Help Module - 50 Users	$	12,615
entellitrak Analytics Module - 50 Users	$	110,568
Total License	**$**	**349,257**

OPTIONAL RENEWAL PERIODS - Support and Maintenance

FIRST RENEWAL			
Support and Maintenance	Year 1	Year 2	Year 3
Support and Maintenance per quarter	$22,227.92	$22,672.48	$23,125.93

SECOND RENEWAL			
Support and Maintenance	Year 1	Year 2	Year 3
Support and Maintenance per quarter	$23,588.45	$24,060.22	$24,541.42

THIRD RENEWAL			
Support and Maintenance	Year 1	Year 2	Year 3
Support and Maintenance per quarter	$25,032.25	$25,532.90	$26,043.56

FOURTH RENEWAL			
Support and Maintenance	Year 1	Year 2	Year 3
Support and Maintenance per quarter	$26,564.43	$27,095.72	$27,637.63

FIFTH RENEWAL			
Support and Maintenance	Year 1	Year 2	Year 3
Support and Maintenance per quarter	$28,190.38	$28,754.19	$29,329.27

SIXTH RENEWAL			
Support and Maintenance	Year 1	Year 2	Year 3
Support and Maintenance per quarter	$29,915.86	$30,514.18	$31,124.46

Optional Services

Enhancements - Optional Software

If VR Ticket Tracker and/or a Business Enterprise Program are not currently integrated in the proposed system, indicate the additional costs to include it/them.

Additional Software	Price/Unit of Measure
J Morrow and Associates VR Ticket Tracker (integration)	$69,455.20
Business Enterprise Program	$81,173.33

Optional Consulting Services Pricing Spreadsheet

Provide the hourly rate for additional consulting services for new time and materials projects that might be requested by the NCBVI, as related to the CMS. There is no guarantee on the number of hours that will be used.

The bidder must list each role/title and provide an hourly rate. These rates are fixed for the initial term of the contract.

Role	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
PM (Project Manager)	$197.86	$201.82	$205.85	$209.97	$214.17	$218.45
BA (Business Analyst)	$128.13	$130.69	$133.31	$135.97	$138.69	$141.47
TW (Technical Writer)	$122.48	$124.93	$127.43	$129.98	$132.58	$135.23
SME (Subject Matter Expert)	$151.13	$154.15	$157.24	$160.38	$163.59	$166.86
AE (Application Engineer)	$131.90	$134.54	$137.23	$139.97	$142.77	$145.63
QA (Quality Assurance)	$131.90	$134.54	$137.23	$139.97	$142.77	$145.63
DBA (Database Administrator)	$219.73	$224.12	$228.61	$233.18	$237.84	$242.60
SS (Security Specialist)	$138.12	$140.88	$143.70	$146.57	$149.51	$152.50

For optional services, actual travel expenses can be billed separately. In such case the quoted rates must not include those expenses. Travel must be authorized before it happens. Travel expense may include mileage, car rental, meals, parking, fuel, hotel, airfare, taxi. Receipts are required for all items. Google (or like software) map of the shortest route between two points is required for all mileage. Mileage rate is based on Federal defined rates. Expense may not include durable goods or commodities. Excessive tipping is not allowed. Alcohol is not reimbursable. . Actual travel expenses will not exceed the limits as defined by the State's travel reimbursement policies. It is the Contractor, sub-contractor and IT temp staff's responsibility to understand the State's polices regarding travel reimbursement. Travel must be agreed upon by the State and the Contractor and is subject to Nebraska Travel Expense Policies which may be found at: http://das.nebraska.gov/accounting/nis/am005.htm.

Pricing Assumptions

1. NCBVI will accept and sign the entellitrak licensing and maintenance agreement.
2. NCBVI and MicroPact will agree upon a statement of work which defines the project deliverables, their acceptance criteria and both the client and MicroPact responsibilities.
3. MicroPact will invoice $ $355,421.06 (for licenses) once the entellitrak software and installation instructions, have been delivered to NCBVI.
4. After the expiration of the base year maintenance period, MicroPact will annually invoice NCBVI for maintenance, to be paid in full by NCBVI at the inception of each maintenance period.