ORIGINAL

NEBRASKA DEPARTMENT OF HEALTH & HUMAN SERVICES

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NEBRASKA

Acro Service Corporation's

Proposal for

State of Nebraska Department of Health & Human Services

Aging Information System Services

(RFP # 5948 Z1)

December 03, 2018

Submitted by:

RV Rao

Division President

Acro Service Corporation

39209 West Six Mile Road, Suite 250

Livonia, MI 48152

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Transmittal Letter

A. TRANSMITTAL LETTER

December 03, 2018

ATTN: Ms. Nancy Storant/ Ms. Annette Walton

State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508
402-471-6500

Subject: Acro's Proposal Response to State of Nebraska Department of Health & Human Services State Unit on Aging's Request for Proposal for Aging Information System Services via RFP# 5948 Z1 (RFP).

Dear Ms. Storant/ Ms. Walton:

Acro Service Corporation (Acro) appreciates the opportunity to submit this proposal in response to State of Nebraska (the State) Department of Purchasing Bureau's RFP# 5948 Z1 issued through the State Purchasing Bureau. Acro, a minority owned and operated firm, is excited about the opportunity to serve the State of Nebraska's needs for an Aging Information System Software Solution addressing the client services, care and case management, funding splits, administration requirements, and federal reporting requirements.

Acro's proposal will meet the following requirements:

1. Replacement of the current agency developed software; Nebraska Aging Management Information System (NAMIS);
2. Case management and services for aged and disabled clients;
3. Information & referral database for employee and public use; and
4. (Optional) Ombudsman Access database utilized by the State Long-Term Care Ombudsman.

As you review our response, you will note that Acro is exceptionally qualified to serve the State as the vendor for the development of the Aging Information System Services. Acro has directly relevant experience in developing and supporting the National Aging Program Information System (NAPIS), Aging and Disability Resource Center (ADRC) website, and IT Applications for other Aging Services Programs for the Aging and Adult Services Agency (AASA) of the State of Michigan.

ACRO HAS DEVELOPED, AND CONTINUES TO ENHANCE AND SUPPORT THE AGING INFORMATION SYSTEM FOR STATE OF MICHIGAN

Acro's proposed solution is based on Acro's proprietary Case Management Software (ACAMS), a highly secure, configurable and customizable cloud-based system, for achieving the stated goals of State Units on Aging (SUA) for the Aging Information System Services. ACAMS System is a cloud-based Software-as-a-Service (SaaS) solution that is hosted in an industry standard HIPAA/HITECH compliant cloud services provider environment and is based on developing and maintaining State of Michigan's Aging Information System. Acro's proposed solution for the State

is referred to as State Unit on Aging – Acro Case Management Software (SUA-ACAMS) in the following proposal.

Acro's proposal has been structured in strict compliance with the RFP instructions and prepared after fully understanding the RFP's scope, and provides detailed information on Acro's capabilities and proposed approach to the configuration and Customization of SUA-ACAMS to meet the specific requirements of the SUA Aging Information System Services.

Acro is a Michigan corporation that was established in 1982 and is headquartered in Livonia, Michigan. Today, Acro has 28 offices across the U.S. plus 14 international offices serving Acro's customers in the public and private sectors. Acro is a privately owned and operated Minority Business Enterprise (MBE).

Acro has a fully equipped software development and maintenance (support) facility in Livonia, Michigan providing application development, support and management services to several public and private sector clients. Acro's core development team is based in Livonia, Michigan and all configuration and customization effort for the SUA-ACAMS system will be performed in Livonia, MI to leverage the synergies of teams' business and technical skills.

We are confident that with this opportunity, Acro will deliver a world class, best-in-practice application solution to the State that will meet and exceed the State's expectations for quality, service and competitive price.

If you have any questions or require additional information, please feel free to contact me by telephone at (734) 542-4318 or by email at rvrao@acrocorp.com.

Thank you for your time and consideration.

Sincerely,

R.V. Rao,
Division President
Acro Service Corporation

Executive Summary

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B. EXECUTIVE SUMMARY

Acro Service Corporation (Acro) is pleased to submit this proposal in response to the State of Nebraska's (the State's) Request for Proposal (RFP) issued through the Nebraska State Purchasing Bureau to satisfy the following requirements:

1. Replacement of the current agency developed software; Nebraska Aging Management Information System (NAMIS);
2. Case management and services for aged and disabled clients;
3. Information & referral database for employee and public use; and
4. (Optional) Ombudsman Access database utilized by the State Long-Term Care Ombudsman.

Acro has in-depth knowledge and more than two decades of experience in providing and managing custom built IT solutions to many government clients including but not limited to the states of Michigan, New Mexico, Indiana, Idaho, Nevada, Alabama, Florida, and others. We have fully reviewed and thoroughly understand the requirements stated in the State's RFP. As shown in this proposal, Acro has been reliably providing the services and systems and will continue to meet and exceed the State's RFP requirements.

ACRO HAS BEEN SUPPORTING STATE OF MICHIGAN'S AIS SYSTEM WITH:

- MINIMAL TO NO DOWNTIME
- VERY HIGH CUSTOMER SATISFACTION

We are very excited about this opportunity because we are one of the nation's leading IT solutions provider and have a long, proven track record of providing case management solutions to the State of Michigan, State of New Mexico, other state governments and Fortune 500 clients.

The Acro Advantage

Acro is uniquely qualified to serve the State best in providing the services required in this RFP. Specifically, Acro's unique value propositions to the State are:

- Acro is the State of Michigan's current vendor for AIS development and maintenance and has been providing the services similar to those defined in the State's RFP, for the past nine years with very high customer satisfaction,
- Substantial prior and ongoing experience in delivering directly similar services for other customers flawlessly and economically
- More than 20 years of experience in the design and development of both web-based and Windows-based systems
- Proven track record in developing and supporting leading edge technologies such as mobile computing and cloud solutions
- Availability of a large pool of qualified technical staff
- Demonstrated and referenceable track record of quality delivery
- Competitive pricing
- Continued growth and profitability for 36 years of being in business

Software Development and Maintenance Center in Michigan

Acro has a fully equipped software development and maintenance/support center in Livonia, Michigan, providing application development, enhancement, hosting, support and management services.

Acro's project delivery models focus on:

- Working closely with the State's management and Subject Matter Experts (SMEs) to thoroughly understand the NAMIS application's functional and business objectives and to collaborate effectively on the development, enhancement and maintenance activities.
- Continuously enhancing the value to the State by creating solutions that provide avenues for active participation and feedback to reduce risks and increase user satisfaction levels.

Acro's service offerings, which have matured over time and repeated delivery, aim at providing exceptional value to its clients.

Experience with Aging Information System Services

Acro has been hosting, enhancing, maintaining and supporting the State of Michigan's Aging Information System (AIS) software and hardware over the last nine years and is thoroughly familiar with the Aging and Adult Services domain, State's AIS suite, and the involved stakeholders (both State and Area Agencies).

During the execution of the current contract Acro has maintained a very high level of service and customer satisfaction as expressed in several instances by AASA staff. During this period, Acro has ensured that the AIS applications and the data have not been compromised, given the highly sensitive nature of the Personally Identifiable Information (PII) data stored in the AIS database. Acro has proactively and in conjunction with the State implemented several measures to increase the security of the AIS applications and websites, to improve the performance of these applications.

PROACTIVE INITIATIVES TO:

- ENHANCE APPLICATION SECURITY
- INCORPORATE TOOLS TO MONITOR HOSTING ENVIRONMENT
- IMPROVE OVERALL PERFORMANCE OF THE SYSTEM

When the contract was awarded to Acro nine years ago, the Acro team successfully transitioned the work from the prior vendor with minimal disruption to the users. Since then Acro has provided the following major deliverables in addition to being responsible for the hosting, support and maintenance activities:

- Performed hardware and software refreshes

Maintained and enhanced NAPIS module to conform to changing state and federal requirements. Developed new applications for emerging requirements and value added services, all in adherence and compliances with State's standards and policies

  - Developed and implemented comprehensive ADRC module as part of AIS as it is became a federal requirement.
  - Financial Information Reporting System Technology (FIRST) application to automate the state and federal financial information tracking and reporting. Area Agency on Aging (AAA) grant letters are electronically generated and stored in AIS and the Area Agency on Aging and Volunteer programs and submit all the Financial Status Report (FSR) in system for approval by Aging and Adult Services Agency (AASA) field representatives.
  - Annual & Multi-Year Planning System (AMPS) application for the AAA to document and submit the annual and multi-year implementation plan for the approval of AASA field representative and the commission.
  - Nutrition management application helps AASA to capture the distribution of coupon books to client by Lead Agencies, scan coupons submitted by market masters, registration of markets and generating the payment vouchers for markets based on coupons scanned.
  - Area Agency on Aging Assessment Guide application for the AAA to submit their assessment reports to the AASA field representative for approval.

  - Volunteer Annual Funding Agreement application for the volunteer programs (RSVP, SCP, and FGP) to submit their annual and multi-year budget to the AASA program managers for approval.
  - Secure File Drop application for the AAA and other vendors to transfer files securely to the AASA. The files are encrypted and stored for additional security.
  - Project Document Library application to encrypt and store all the documents and also provide feature for AASA to transfer file to AAA and vendor users securely.
  - E-Learning application for providers, vendor users, case managers, etc. to register online and complete the mandatory training course(s) required by the AASA.
- Enhanced the applications to meet several State, Legislative and Federal mandates and reporting requirements
- Implemented a security architecture for the suite of applications
  - For both-data-at rest and data-in-motion
- Implemented a Disaster Recovery and remote backup solution
  - Conducted periodic Disaster Recovery drills

Other Relevant Experience

In addition to supporting AIS applications for State of Michigan AASA over the last nine years, Acro's experience with application development spans over 20 years, with many custom development projects, COTS product development and deployments, and SaaS deliveries involving diverse technology platforms and of various sizes. These projects include, but are not limited to the following:

COMPETITIVE PRICING:

- NO CHANGE TO HOURLY RATES
- LEVERAGED MICROSOFT RELATIONSHIP FOR HOSTING SERVICES PROCUREMENT FOR THE STATE

- Development of Acro's proprietary cloud-based Case Management System (ACAMS), incorporating the features existing in the Michigan AIS system. ACAMS manages various aspects of gathering, managing and reporting of services in the Health and Human Services domain. ACAMS is a Microsoft.NET based modular system that adheres to industry standards and protocols – such as HIPAA/HITECH compliance and integration using HL7 and secured Web Services.

- Delivery of a web-based and Java-based SACWIS compliant application called SARA (Screening, Admissions and Releases Application) to Child, Youth and Family Department of the State of New Mexico. This was developed from the ground up to replace an old mainframe based application with no web interface.

- Development of a Microsoft.NET cloud-based SaaS (Software as a Service), XRM System, to administer the process of staff augmentation which is now in operation at over 40 leading organizations.

- Development of a Microsoft.NET cloud-based Manufacturer Hold Inventory Tracking System (MHITS) for managing information of automobiles that need to be retrofitted after coming off the assembly line. The system can be accessed using desktop, laptop, mobile browsers as well as features a mobile and windows app for the client staff to capture vehicle repair information.

Accreditations

Acro is a **CMM Level 3 certified, ISO 9001:2008 registered**, minority owned and operated company certified by Michigan Minority Supplier Development Corporation (MMSDC) and a Corporate Plus® member of the National Minority Supplier Development Council (NMSDC).

Acro has a 36-year history of providing IT services and IT staffing solutions to some of the world's leading organizations including government entities like NASA, State of Michigan, State of New Mexico, State of New Jersey, State of Idaho, State of Nevada, State of Alabama, and many state and local governments, as well as Fortune 500 companies. Over 3,500 Acro professionals service a diverse client base across the United States. Acro has a flawless, 35-year record of growth, primarily through organic means, and has never posted a loss, which is a testament to its focus on customer satisfaction and service.

Acro is a **Microsoft Silver Certified Partner** and an **Oracle Certified Partner,** which enables it to access detailed technical support, knowledge base and product details.

As a leading provider of IT solutions, Acro understands what it takes to create the very best customized web-based applications for our clients. Our years of experience have taught us that outstanding, cost-effective IT Solutions are the result of three key processes. First, develop a thorough understanding of the client's needs. Second, tailor all aspects of the client's solution(s) to meet and exceed those requirements. Third, use pre-defined frameworks and software development patterns to speed up the development process in a cost-effective manner. We strongly believe this development approach to client requirements is the best method to attain optimal results for the State.

In conclusion, we are confident that if awarded the contract under this RFP, Acro will be able to implement the Aging Information System Services for the State Unit on Aging with service levels that meet and exceed the State's requirements and will do so within the State's budget and expected timeline.

RFP for Contractual Services Form

C. REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

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.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	Acro Service Corporation
COMPLETE ADDRESS:	39209 West Six Mile Road Suite 250, Livonia, MI 48152
TELEPHONE NUMBER:	734-542-4318
FAX NUMBER:	734-591-1217
DATE:	December 01, 2018
SIGNATURE:	RV Rao
TYPED NAME & TITLE OF SIGNER:	RV Rao, Division President

Form A – Bidder Contact Sheet

D. FORM A – BIDDER CONTACT SHEET

Form A should be completed and submitted with each response to this RFP. 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:	Acro Service Corporation
Bidder Address:	39209 West Six Mile Road, Suite 250 Livonia, MI 48152
Contact Person & Title:	Mr. RV Rao Division President
E-mail Address:	rvrao@acrocorp.com
Telephone Number (Office):	734-542-4318
Telephone Number (Cellular):	248-613-4323
Fax Number:	734-591-1217

Each bidder should 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:	Acro Service Corporation
Bidder Address:	39209 West Six Mile Road, Suite 250 Livonia, MI 48152
Contact Person & Title:	Mr. Kshiteej Bhosale Director, Technology Solutions
E-mail Address:	kbhosale@acrocorp.com
Telephone Number (Office):	734-542-4361
Telephone Number (Cellular):	734-772-5241
Fax Number:	734-591-1217

Corporate Overview

E. CORPORATE OVERVIEW

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

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder should 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.

b. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should 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, should 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 should 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.

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 should 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.

d. OFFICE LOCATION

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

e. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous ten (10) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

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 twenty-four (24) 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.

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a contract terminated for default during the past ten (10) 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.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should 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 should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

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

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

Acro's Response:

a. BIDDER IDENTIFICATION AND INFORMATION	
Full company or corporate name	Acro Service Corporation
Address of the company's headquarters	39209 West Six Mile Road, Suite 250 Livonia, MI 48152
Entity organization	S-Corp
State in which the bidder is incorporated	Michigan
Year in which the bidder first organized to do business	1982
Whether the name and form of organization has changed since first organized	Acro Service Corporation has never changed its name since its inception in 1982.
b. FINANCIAL STATEMENTS	
Reports and statements	Acro has provided the audited Financial Reports for the past year. Acro's reports are provided in a separate sealed envelope along with this proposal package and should be treated as Confidential.
Banking reference	Comerica Bank

c. CHANGE OF OWNERSHIP	
Change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date	Acro does not anticipate any change in ownership or control of the Company in the twelve (12) months following the proposal due date.
d. OFFICE LOCATION	
Office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified	Acro **will perform** most of the customization and configuration activities from Acro's Operations and Maintenance center located in Acro's World Headquarters in Livonia, Michigan.
e. RELATIONSHIPS WITH THE STATE	
The bidder should describe any dealings with the State over the previous ten (10) years.	Acro has **not had any dealings with the State** over the previous ten (10) years.
If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.	Not applicable.
f. BIDDER'S EMPLOYEE RELATIONS TO STATE	
Any Party named in the bidder's proposal response is or was an employee of the State within the past twenty-four (24) months	Not applicable. Acro **has not named any party** in the proposal that is or was an employee of the State within the past twenty-four (24) months.
g. CONTRACT PERFORMANCE	
If the bidder or any proposed subcontractor has had a contract terminated for default during the past ten (10) years,	Not applicable. Acro **has not had a contract terminated** for default during the past ten (10) years.
h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE	
The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity	Please refer to the following table for the summary matrix listing Acro's experience on previous and existing projects that are similar to the RFP in terms of the size, scope and complexity.

Reference 1	
Client	State of Michigan – Department of Health and Human Services
Project Name	Aging Information System (AIS)
Contact Name	Mr. Scott Wamsley, Deputy Director
Phone No. / Email	(517) 284-0161 / wamsleys@michigan.gov
Location City/State	Lansing, Michigan
Start & End Date	12/1/2008 to 11/30/2022
Status	Ongoing – Application Support, Modernization and Enhancement

Project Overview:	The Aging and Adult Services Agency (AASA) under the Michigan Department of Community Health (MDCH) administer the Aging Information System (AIS). AIS consists of 18 Internet-based data collection, review and reporting applications and administrative software applications, 9 public websites and a secure extranet site including public search pages for Aging and Disability support centers. AIS software applications collect data from various external agencies spread across the State of Michigan, maintain program-specific sensitive data, and make it possible for AASA to access the information and reports in a secure way. AIS enables AASA to meet Federal and State program reporting requirements. Acro was contracted to work on the AIS project. The scope of work involved application development life cycle comprising initiation and planning, requirements gathering, business process analysis, requirements definition, functional design, system design, construction, testing, reviews, documentation, demo/presentation, and deployment to the production environment. As a result of this application development project, all the sections of financial reporting workflow at the AASA were completely automated. No paperwork is needed anymore. The complex calculations were handled by the application, information and reports were available to the AASA staff online and on-demand. Once application development was complete, Acro took over the maintenance of this application suite in 2008, and since then there have been many additions, enhancements and coding changes to many modules. Some of the modules were completely redeveloped from scratch to comply with new technology and security requirements. The State agency is very happy with the enhancement, maintenance and support work performed by Acro. The contract was renewed in 2017 for at least the next five (5) years.

Reference 2	
Client	State of New Mexico – Department of Health
Project Name	Family Health Bureau – ACAMS (FHB-ACAMS)
Contact Name	Ms. Susan Chacon, Director
Phone No. / Email	(505) 476-8860 / susan.chacon@state.nm.us
Location City/State	Santa Fe, New Mexico
Start & End Date	06/2015 – 06/2020
Status	Ongoing – Application Support and Enhancement

Project Overview:	Acro has deployed its state-of-the-art tracking and case management information system ACAMS to be used in its statewide programs involving 1) Children's Medical Services Program, 2) Newborn Screening Program and, 3) the Families FIRST Program which will monitor child and family outcomes. The ACAMS system has helped the Family Health Bureau to integrate disparate case management systems, increase automation, and reduce duplication of data. The system implementation has automated several interfaces with external systems making the services more real-time for the clients. The system has been instrumental in adding efficiency to the Acro is currently working on several enhancements to the system as the users are recognizing the increased benefits of the system. Acro is also providing the ongoing maintenance support for the system. The ACAMS system deployed at the New Mexico Department of Health is hosted in the Microsoft-Azure HIPAA/HITECH compliant environment. The system also incorporates some of the latest industry standard data exchange standard such as HL7 and Web-Services. The fast SSRS reporting engine for run-time querying and reporting. The system also incorporates a unique secure HIPAA compliant messaging system for PHI based communication between the authorized users of the system.

Reference 3	
Client	State of New Mexico – CYFD
Project Name	Screening, Admission and Releases Applications (SARA)
Contact Name	Ms. Amanda Trujillo, Manager, JJS Applications Analysis Unit
Phone No. / Email	505-470-5652 / AmandaK.Trujillo@state.nm.us
Location City/State	Albuquerque, New Mexico
Start & End Date	07/2010 – 06/2019
Current Status	Ongoing – Application Development, Enhancement and Support
Project Overview:	New Mexico Children, Youth and Families department had a legacy system for recording of screening, admissions and releases data for its juvenile justice clients. Acro was contracted to design and develop the new web-based application providing secure interface, ease of use and real time reports of information in the State-wide counties. This application is used by several users of different departments across the State of New Mexico as well as external agencies supporting the department. As a sole contractor, Acro developed requirements specifications, design specification, implemented specifications into code, tested the

	application and developed technical and user manuals. The development and implementation was done on schedule. The implementation was well received by CYFD (Children, Youth and Families Department, New Mexico) and the JDAI agencies across the state. After the application was deployed, Acro was contracted to maintain the application. The current maintenance and SOW covers the work of adding some enhancements to the main data collection screens, improving the current report layouts and building a few reports for data exchange with external databases. Since Acro took over the maintenance of this application in 2007, there have been many additions, enhancements and changes to many modules. These changes have been delivered across multiple SOWs over the last nine years.
i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/ MANAGEMENT APPROACH	
The bidder should present a detailed description of its proposed approach to the management of the project.	Please refer to Section G. Technical Approach.
j. SUBCONTRACTORS	
If the bidder intends to subcontract any part of its performance hereunder.	Not applicable. Acro **does not intend to use any subcontractors or to subcontract** any part of its performance hereunder for this contract.

Statement of Work

F. STATEMENT OF WORK

1. TERMS AND CONDITIONS

Bidders should complete Sections II through VII as part of their proposal. Bidder is expected to read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the RFP, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this RFP. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

2. If only one Party has a particular clause then that clause shall control;
3. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
4. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

GENERAL

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

The contract resulting from this RFP shall incorporate the following documents:

5. Request for Proposal and Addenda;
6. Amendments to the RFP;
7. Questions and Answers;
8. Contractor's proposal (RFP and properly submitted documents);
9. The executed Contract and Addendum One to Contract, if applicable ; and,
10. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future 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 the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to RFP and any Questions and Answers, 4) the original RFP document and any Addenda, and 5) the Contractor's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

NOTIFICATION

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

Contractor and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract 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 below, 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.

Vendor Contract Manager: **RV Rao**
Vendor: **Acro Service Corporation**
Vendor Street Address: **39209 West Six Mile Road Suite 250**
Vendor City, State, Zip: **Livonia, MI 48152**

Acro's Response:

Acro has identified Mr. Kshiteej Bhosale, Director - Technology Solutions, as the contract manager who will serve as the point of contact for the executed contract. Mr. Bhosale with work with the state identified contract manager.

GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

Acro's Response:

Acro will comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

BEGINNING OF WORK

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

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.

Acro's Response:

Acro understands that Acro team will not commence any billable work until a valid contract has been fully executed by the State and Acro.

CHANGE ORDERS

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

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the RFP. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

For all changes, the Contractor shall follow the Change Control Plan set forth in Section V.1.d.v. Any in-scope changes will require a written change order that will generate an Amendment to the contract. 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, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

Acro's Response:

Acro understands that the State and Acro, upon the written agreement, may make changes to the contract within the general scope of the RFP. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. Acro will not claim forfeiture of the contract by reasons of such changes.

For all changes, Acro will follow the Change Control Plan set forth in Section V.1.d.v. Any in-scope changes will require a written change order that will generate an Amendment to the contract. Changes in work and the amount of compensation to be paid to Acro will be determined in accordance with applicable unit prices if any, a pro-rated value, or through

negotiations. The State will not incur a price increase for changes that should have been included in the Acro's proposal, were foreseeable, or result from difficulties with or failure of Acro's proposal or performance.

No change will be implemented by Acro until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

NOTICE OF POTENTIAL CONTRACTOR BREACH

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

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

Acro's Response:

Acro understands that if Acro breaches the contract or anticipates breaching the contract, Acro will immediately give written notice to the State. The notice will explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

BREACH

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

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the 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.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

Acro's Response:

Acro understands that either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice will be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the 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 Acro, the State may contract the service from other sources and hold Acro responsible for any excess cost occasioned thereby.
The State's failure to make payment shall not be a breach, and Acro will retain all available statutory remedies and protections.

NON-WAIVER OF BREACH

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

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

Acro's Response:

Acro understands that the acceptance of late performance with or without objection or reservation by a Party will not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

SEVERABILITY

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

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 provision held to be invalid or illegal.

Acro's Response:

Acro understands that 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 provision held to be invalid or illegal.

INDEMNIFICATION

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

1. **GENERAL**
The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party 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 for personal injury, death, or property loss or damage, 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, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

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

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

3. **PERSONNEL**
The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim,

demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, 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.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

Acro's Response:

1. **GENERAL:** Acro agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party 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 for personal injury, death, or property loss or damage, 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, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. **INTELLECTUAL PROPERTY:** Acro 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. Acro 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 Acro has indemnified the State, Acro will, at the Acro'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 Acro, and the State may receive the remedies provided under this RFP.

3. **PERSONNEL:** Acro 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, including subcontractor's and their employees, provided by Acro.

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.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

ATTORNEY'S FEES

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

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if order by the court, including attorney's fees and costs, if the other Party prevails.

Acro's Response:

Acro understands that in the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if order by the court, including attorney's fees and costs, if the other Party prevails.

ASSIGNMENT, SALE, OR MERGER

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

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for

performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

Acro's Response:

Acro understands that either Party may assign the contract upon mutual written agreement of the other Party. Such agreement will not be unreasonably withheld.

Acro retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Acro's business. Acro agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, Acro will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS

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

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

Acro's Response:

Acro understands that Acro may, but will not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State will not be contractually obligated or liable for any contract entered into pursuant to this clause.

FORCE MAJEURE

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

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have

the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

Acro's Response:

Acro understands that neither Party will be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

CONFIDENTIALITY

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

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their 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 by 5 U.S.C. 552a (m)(1), provides that any officer or employee, 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.

Acro's Response:

Acro understands that all materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired will be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party will notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their 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 by 5 U.S.C. 552a (m)(1), provides that any officer or employee, 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.

OFFICE OF PUBLIC COUNSEL (Statutory)

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.

Acro's Response:

Acro understand that if Acro 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, Acro will submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq.

LONG-TERM CARE OMBUDSMAN (Statutory)

Contractor must comply with the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq. This section shall survive the termination of this contract.

Acro's Response:

Acro will comply with the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

EARLY TERMINATION

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

- The contract may be terminated as follows:

6. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
7. 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.
8. 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; and,
i. In the event funding is no longer available.

Acro's Response:

Acro understands that the contract may be terminated as follows:

1. The State and Acro, 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 Acro. Such termination shall not relieve Acro of warranty or other service obligations incurred under the terms of the contract. In the event of termination Acro 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. Acro 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 Acro or of any substantial part of the Acro'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 Acro 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) Acro has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) Acro has been decreed or adjudged a debtor;
   f. a voluntary petition has been filed by Acro under any of the chapters of Title 11 of the United States Code;
   g. Acro intentionally discloses confidential information;
   h. Acro has or announces it will discontinue support of the deliverable; and,
   i. In the event funding is no longer available.

CONTRACT CLOSEOUT

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

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

9. Transfer all completed or partially completed deliverables to the State;
10. Transfer ownership and title to all completed or partially completed deliverables to the State;
11. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data 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;
12. Cooperate with any successor Contactor, person or entity in the assumption of any or all of the obligations of this contract;
13. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;
14. Return or vacate any state owned real or personal property; and,
15. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

Acro's Response:

Acro understands that upon contract closeout for any reason Acro will within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless Acro is permitted to keep the information or data by contract or rule of law. Acro may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Acro's routine back up procedures;
4. Cooperate with any successor Contactor, person or entity in the assumption of any or all of the obligations of this contract;
5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section will be construed to require Acro to surrender intellectual property, real or personal property, or information or data owned by Acro for which the State has no legal claim.

2. CONTRACTOR DUTIES

INDEPENDENT CONTRACTOR / OBLIGATIONS

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

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

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

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

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

16. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
17. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
18. Damages incurred by Contractor's employees within the scope of their duties under the contract;
19. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law; and
20. Determining the hours to be worked and the duties to be performed by the Contractor's employees.
21. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder'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.

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

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

Acro's Response:

Acro understands that Acro is solely responsible for fulfilling the contract. Acro or the Acro's representative shall be the sole point of contact regarding all contractual matters.

Acro will secure, at its own expense, all personnel required to perform the services under the contract. The personnel Acro uses to fulfill the contract will have no contractual or other legal relationship with the State; they will not be considered employees of the State and will not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in Acro's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, will be with personnel of equal or greater ability and qualifications.

All personnel assigned by Acro to the contract shall be employees of Acro or a subcontractor, and shall be fully qualified to perform the work required herein. Personnel employed by Acro or a subcontractor to fulfill the terms of the contract will remain under the sole direction and control of Acro or the subcontractor respectively.

With respect to its employees, Acro agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by Acro's employees, including all insurance required by state law;
3. Damages incurred by Acro's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law; and
5. Determining the hours to be worked and the duties to be performed by Acro's employees.
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against Acro, its officers, agents, or subcontractors or subcontractor's employees)

Acro will 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.

The State reserves the right to require Acro to reassign or remove from the project any Acro or subcontractor employee.

Acro will insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

Acro will include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

EMPLOYEE WORK ELIGIBILITY STATUS

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

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:

22. 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 RFP response.

23. 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.

24. 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.

Acro's Response:

Acro 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.

COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

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 RFP.

Acro's Response:

Acro will 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). Acro guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. Acro will insert a similar provision in all Subcontracts for services to be covered by any contract resulting from this RFP.

COOPERATION WITH OTHER CONTRACTORS

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

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

Acro's Response:

Acro understands that Acro may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. Acro will agree to cooperate with such other contractors or individuals, and will not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Acro is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

PERMITS, REGULATIONS, LAWS

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

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

Acro's Response:

Acro understand that the contract price will include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. Acro will obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. Acro will guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

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

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

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

Acro's Response:

Acro understands that the State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by Acro on behalf of the State pursuant to this contract.

The State will own and hold exclusive title to any deliverable developed as a result of this contract. Acro will have no ownership interest or title, and will not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

INSURANCE REQUIREMENTS

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

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not

commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within five (5) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and five (5) years following termination or expiration of the contract.

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.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

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. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter**. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

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 secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter.** The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE	
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
Medical Payments	$10,000 any one person
Damage to Rented Premises (Fire)	$300,000 each occurrence
Contractual	Included
Independent Contractors	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
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 per occurrence
PROFESSIONAL LIABILITY	
All Other Professional Liability (Errors & Omissions)	$1,000,000 Per Claim / Aggregate
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	$10,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

If the mandatory COI subrogation waiver language or mandatory COI liability waiver language on the COI states that the waiver is subject to, condition upon, or otherwise limit by the insurance policy, a copy of the relevant sections of the policy must be submitted with the COI so the State can review the limitations imposed by the insurance policy.

3. **EVIDENCE OF COVERAGE**

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

Department of Health and Human Services
State Unit on Aging
Medicaid and Long Term Care
Attn: Contract Manager
PO Box 95026
Lincoln, NE 68509

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.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. **DEVIATIONS**

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

Acro's Response:

Acro will throughout the term of the contract maintain insurance as specified above and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. Acro will not commence work on the contract until the insurance is in place.

Acro will furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at
Department of Health and Human Services
State Unit on Aging
Medicaid and Long Term Care
Attn: Contract Manager
PO Box 95026
Lincoln, NE 68509

ANTITRUST

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

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.

Acro's Response:

Acro 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.

CONFLICT OF INTEREST

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

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

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

The Parties shall not knowingly, for a period of two years after execution of the contract, recruit or employ any employee or agent of the other Party who has worked on the RFP or project, or who had any influence on decisions affecting the RFP or project.

Acro's Response:

Acro understands that by submitting a proposal, Acro certifies that there does not now exist a relationship between Acro and any person or entity which is or gives the appearance of a conflict of interest related to this RFP or project.

Acro certifies that it will 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 an appearance of conflict of interest.

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

The Parties will not knowingly, for a period of two years after execution of the contract, recruit or employ any employee or agent of the other Party who has worked on the RFP or project, or who had any influence on decisions affecting the RFP or project.

STATE PROPERTY

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

		RFP Response (Initial)	
RV			

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.

Acro's Response:

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

SITE RULES AND REGULATIONS

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

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 in writing between the State and the Contractor.

Acro's Response:

Acro understands that Acro will use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If Acro 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 in writing between the State and Acro.

ADVERTISING

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

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. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

Acro's Response:

Acro 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. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

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.

Acro's Response:

Acro will 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 Acro'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.

BUSINESS CONTINUITY/DISASTER RECOVERY

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

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request 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.

Additional requirements for the Business Continuity/Disaster Recovery Plan included in Section V.E.1.8.

Acro's Response:

Acro understands that Acro will have a disaster recovery and back-up plan, of which a copy should be provided upon request 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.

DRUG POLICY

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

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.

Acro's Response:

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

3. PAYMENT

PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

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

Acro's Response:

Acro understands that payments will not be made until contractual deliverable(s) are received and accepted by the State.

TAXES (Statutory)

The State is not required to pay taxes 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.

Acro's Response:

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

INVOICES

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

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment.

Administrator - State Unit on Aging
301 Centennial Mall S.
Lincoln, NE 68508

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.

Acro's Response:

Acro understands that the invoices for payments must be submitted by Acro to the agency requesting the services with sufficient detail to support payment.

Administrator - State Unit on Aging
301 Centennial Mall S.
Lincoln, NE 68508

The terms and conditions included in Acro's invoice will 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.

INSPECTION AND APPROVAL

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

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.

Acro's Response:

Acro understands that the final inspection and approval of all work required under the contract will be performed by the designated State officials.

The State and/or its authorized representatives will have the right to enter any premises where Acro or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations will be at reasonable times and in a manner that will not unreasonably delay work.

PAYMENT

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

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. (Neb. Rev. Stat. Section 73-506(1)) 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 of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

Acro's Response:

Acro understands that the state will render payment to Acro when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of Acro as solely determined by the State. (Neb. Rev. Stat. Section 73-506(1)) 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 Acro 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 Acro prior to the Effective Date of the contract, and Acro hereby waives any claim or cause of action for any such services.

LATE PAYMENT (Statutory)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

Acro's Response:

Acro understands that Acro may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS

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

The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) 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 termination. All obligations of the State to make payments after the termination date will cease. 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.

Acro's Response:

Acro understands that the state's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give Acro written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. Acro will 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 Acro be paid for a loss of anticipated profit.

RIGHT TO AUDIT (First Paragraph is Statutory)

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

The State shall have the right to audit the Contractor's performance of this contract upon a 30 days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

Acro's Response:

Acro understands that the state shall have the right to audit Acro's performance of this contract upon a 30 days' written notice. Acro will utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. The State may audit and Acro will maintain the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. Acro will make the Information available to the State at Acro's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or Acro so elects, Acro may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will Acro be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will Acro be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to Acro.

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of Acro, Acro will reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State will be paid within ninety days of written notice of the claim. Acro agrees to correct any material weaknesses or condition found as a result of the audit.

4. PROJECT DESCRIPTION AND SCOPE OF WORK

The bidder should provide the following information in response to this RFP.

PROJECT OVERVIEW

The Nebraska Department of Health and Human Services is soliciting bids for an Aging Information System Software Solution addressing the client services, care and case management, funding splits, administration requirements, and federal reporting requirements. This project will be funded with a combination of federal and state funds. The State requires a bidder hosted solution for the following:

1. Replacement of the current agency developed software; Nebraska Aging Management Information System (NAMIS);
2. Case management and services for aged and disabled clients;
3. Information & referral database for employee and public use; and
4. (Optional) Ombudsman Access database utilized by the State Long-Term Care Ombudsman.

The Nebraska Department of Health and Human Services organizational structure is provided online: http://dhhs.ne.gov/Pages/orgstructure.aspx

5. The State Unit on Aging (SUA) is located within the Division of Medicaid and Long-Term Care.

   a. The Nebraska SUA ensures that Nebraska's elders have access to the supportive services necessary to live with dignity, security, and independence. Funded by the Older Americans Act (OAA) competitive Federal grants, the Nebraska Community Aging Services Act and the Nebraska Department of Health and Human Services, the SUA has broad responsibilities for addressing the concerns of aging Nebraskans. Headed by an Administrator and guided by a twelve-person, governor-appointed advisory committee, the SUA is responsible for the planning, development, and administration of programs as outlined in the OAA. In doing so, the SUA administers OAA programs for supportive services (in-home services, access services), legal services (fraud prevention, financial advice), and nutrition services (home delivered meals, congregate meals, education, counseling). It also administers programs that provide senior community employment, legal services, and respite care for caregivers. In accordance with the OAA, the SUA developed a four (4) year State Plan on Aging. The current version can be found online at:

      http://dhhs.ne.gov/medicaid/Aging/Documents/AgingServicesStatePlanFY2015-FY2019.pdf

      For more information please visit the SUA's website located at:

      http://dhhs.ne.gov/medicaid/Aging/Pages/AgingHome.aspx

   b. SUA issues grants and subawards of state and federal funds to the eight Area Agencies on Aging (AAA), and a handful of non-profits, in Nebraska to support local programs and services. With the assistance of community partners and advisory groups, each AAA determines needs and develops a plan to provide an appropriate array of services for its aging population. The SUA works closely with the aging network to provide these services. Partners include Nebraska's AAA, senior centers, Medicaid, the State Long-Term Care Ombudsman, the Office of the Public Guardian, and many others who provide services to older adults. Federal reports regarding units of service and funds expended are produced based on these funds and programs.

   c. In 2016, the SUA and AAAs implemented three Aging and Disability Resource Center (ADRC) demonstration projects. This was an expansion of collaborative efforts with the disability network. The ADRC became permanent in 2018. The ADRC is part of a No Wrong Door (NWD) model. An ADRC service directory was launched in September, 2015. http://nebraska.networkofcare.org/aging/

i. A referral dashboard is used by Options Counselors with the Information & Referral database through the Trilogy's Network of Care ™.

d. The OAA promotes the well-being of older individuals by providing services and programs designed to help them live independently in their homes and communities.

ii. At the Federal level, the Administration for Community Living, Administration on Aging (ACL/AoA), awards funds for nutrition and supportive home and community-based services to 56 SUAs, 629 AAAs, 244 Tribal organizations, and 2 Native Hawaiian organizations. In addition, funds are awarded for disease prevention/health promotion services, elder rights programs (long-term care ombudsman program, legal services, and elder abuse prevention efforts), the National Family Caregiver Support Program (NFCSP) and the Native American Caregiver Support Program (NACSP).

iii. Nebraska receives federal formula grants, awarded through the OAA: Title III-B, III-C, III-D, III-E, Title VII, and Title IV. Nebraska also receives Title V funding through a federal grant through the US Department of Labor, Senior Community Services Employment Program (SCSEP).

iv. OAA funding for programs is allocated to each State based primarily on the number of persons 60 years of age and over (70 years of age and older for the NFCSP) in the state.

e. Nebraska funds a separate care management service through legislative appropriation. This program has similar, but more stringent and detailed, reporting requirements than the OAA case management service.

f. Nebraska funds programs through the Community Aging Services Act (CASA). This funding is used to supplement OAA programs.

g. In Nebraska, the SUA grants funds to the AAA designated for each Planning and Service Area (PSA). The AAA determines the needs of older persons in the PSA and works to address those needs through the funding of local services and through advocacy. The ACL/AoA grants funds directly to Federally Recognized Tribal Organizations based on the number of Tribal elders who are 60 years of age and older. See AAA map online: http://dhhs.ne.gov/medicaid/Aging/Documents/aging_regionsoffices.pdf

i. Services in all 93 counties:

a) In home services to more than 35,000 seniors,
b) Caregiver services,
c) Programs at about 200 Senior Centers,
d) Provide more than 1,500,000 congregate and home delivered meals,
e) Provide 60,000 hours of care/case management to older adults,
f) Provide 150,000 one-way trips transportation and assisted transportation services,
g) Support more than 325,000 Information and Assistance inquiries, and
h) Provide more than 9,000 emergency response client months in a year.

ii. Structure:

a) North East Nebraska AAA,
b) South Central Nebraska AAA,
c) Midland AAA,
d) Blue Rivers AAA,
e) West Central Nebraska AAA,
f) Aging Office of Western Nebraska,
g) Lincoln AAA, dba Aging Partners (acronym is LAAA or AP), in Lincoln, is run by the City of Lincoln;

h) Eastern Nebraska Area Agency on Aging (ENOA), in Omaha, is part of Eastern Nebraska Health Services Agency (ENHSA).

h. AAAs submit two, three, or four year area program plans and an annual budget to the SUA.

i. SUA Staff review program content, descriptions, & budgets. Approvals and subawards are issued by the SUA to each AAA for programs funded through Federal and State funds.

ii. Funding oversight by the State of the AAAs is a combination of Federal and State appropriations. A funding formula is applied to Federal and State funds, based on OAA guidelines and priorities. The basics include: persons over 60 and over 75, incorporating Poverty, and Minority statistics by service area.

iii. Local funding includes a wide variety of City, County, Nebraska Department of Transportation Medicaid Waiver, grants, and local donations.

iv. Nebraska offers services through the AAA http://nebaaaa.org/, and DHHS, Medicaid & Long-Term Care, Medicaid Waiver http://dhhs.ne.gov/medicaid/Pages/medicaid_index.aspx

i. The Aging State Plan, Benefits Resource Guide, and Nebraska Senior Center list is located online at http://dhhs.ne.gov/medicaid/Aging/Pages/HelpfulDocsVids.aspx

j. The State Service Taxonomy, Aging regulations, and NSIP Reporting forms are located online at http://dhhs.ne.gov/medicaid/aging/pages/Resources.aspx.

k. The AAA's Area Plans are located online at http://dhhs.ne.gov/medicaid/Aging/Pages/Financial-Program-Data.aspx

6. The State Long-Term Care Ombudsman serves clients living in congregate settings, including nursing homes, assisted living, veteran's homes, and similar group home settings. More information can be found online at: http://dhhs.ne.gov/Pages/ltcOmbudsman.aspx

PROJECT ENVIRONMENT

Nebraska covers two time zones. All times of availability described within the proposal must be provided for Central Time (CT) and Mountain Time (MT). Core hours of operation are 8am-5pm CT.

The State is soliciting bids for software to meet the needs of the SUA, the AAA, and a public service directory,

The service component environments are as follows:

1. The SUA utilizes software (NAMIS) built by DHHS staff in the 1990s. The platform is Microsoft Visual Basic 6. Microsoft Visual Basic 6 is no longer supported. Staff with historical background and experience are no longer on the team supporting this software. NAMIS is utilized by each of the 8 AAAs, and the SUA. The software provides reporting of service units and program costs to fulfil the federal reporting requirements.

a. All of the AAAs utilize NAMIS. Six use it exclusively. All in-house Microsoft Excel spreadsheets are utilized to track clients and services.

b. ENOA (Omaha area) utilizes Mediware® for home delivered meal routing. Duplicate entry is made into NAMIS to meet state reporting requirements. ENOA uses NAMIS for all other program activities.

c. Aging Partners (Lincoln area) utilize Mediware® for most case and care management activities. Duplicate entry is made into NAMIS to meet state reporting requirements. Aging Partners is currently using the SAMS (case management) and Information & Referral modules.

2. The State Long-Term Ombudsman utilizes a Microsoft Access database, developed in-house, for Ombudsman program tracking. The State is looking into an Optional Long-Term Ombudsman Database, please see Attachment C.

3. AAAs are Medicaid Waiver service providers. The Nebraska Division of Medicaid and Long-Term Care oversees the Medicaid Home and Community Based Waiver program. Staff currently utilizes a public assistance system.

4. Trilogy's Network of Care product has a public component and an internal staff component. The public component is a website for the ADRC/NWD pilot project. The address is: http://nebraska.networkofcare.org/aging. The SUA provides content input, approves updates, and Trilogy Network of Care manages the website. Two of the website features include an online personal health record and an online provider service directory. Any member of the public with an email address can create a personal health record using the Trilogy Network of Care Software. It allows a person to securely store health history, patient preferences, and upload important documents.

The public service directory provides a list of approximately 1,500 agencies and programs organized following Alliance of Information and Referral Systems (AIRS) taxonomy. An agency listing includes hours of operation, contact information (phone number, email, website, etc.), address, services provided, target populations, and a brief description of the agency or program. The State is responsible for managing the content, and receives Microsoft Excel workbooks with a "database dump" for easy checking. There is also a public feedback option that allows any member of the public to make an addition or edit suggestion to be reviewed by the State and approved or denied.

The internal staff component is tied to the public service directory. It is an internal dashboard that allows ADRC/NWD staff members to record Information & Referral (I&R) and Options Counseling client contacts. Referrals are made and tracked using the same service directory database that the public website utilizes.

SCOPE OF WORK REQUIREMENTS

Nebraska is soliciting bids for an Aging Information System Software Solution addressing the client services, care and case management, funding splits, administration requirements, and federal reporting requirements.

TECHNICAL REQUIREMENTS

1. **FUNCTIONAL REQUIREMENTS**

The proposed System must meet the Business Requirements per Attachments B.

The system will comply with State and Federal requirements, including but not limited to the Older Americans Act, Nebraska Revised Statutes 68-1107, 68-1111 to 68-1119; 81-2201 to 81-2228, 81-2229-2235, 2237 – 2263, and Nebraska Administrative Code, Title 15, . Significant changes that are required in order to comply with new regulations will be addressed through the change control process identified in this RFP. Smaller changes will be considered to be part of the Operations and Maintenance responsibilities of the contractor. Any applicable requirements that are published and publicly available at the time of proposal submission, including requirements with a future effective date (albeit within the contract term) will be considered included in the contract scope and the State will not agree to any additional charges or costs to comply with these requirements.

2. **SYSTEM USERS**

The solution must allow for 150 to 250 users across the, SUA, IS&T team, and AAA teams to access the current system without negatively impacting performance.

3. **SYSTEM PRIVACY**

The solution must comport with all applicable laws and regulations regarding privacy, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA), and the provisions contained in the Business Associate Agreement Provisions – Attachment

In the provision of any service under this contract, the Contractor must comply with all applicable law, including but not limited to federal and state: statutes, rules and regulations, and guidance documents. Compliance includes, but is not limited to:

The Health Information Protection and Portability Act (HIPAA), as set forth in Attachment F; and
The Medicaid-specific, above-and-beyond-HIPAA privacy protections found at 42 CFR Part 431, Subpart F.

4. HARDWARE AND SOFTWARE REQUIREMENTS

a. The State requires a solution where all hardware and software are hosted and maintained by the contractor.

b. HARDWARE

The bidder must provide all necessary hardware, systems software (operating systems licenses, auxiliary or support systems software, etc.), and disk storage space required to optimally effect the solution. The solution offered must take into consideration storage requirements over the entire contract term, including all optional renewal and extension periods. The solution must consider the State's records retention requirements. Below is the link to AAA records:
http://www.sos.ne.gov/records-management/pdf/156%20-%20NE%20Area%20Agencies%20on%20Aging%20WEBSITE%204-5-11.pdf

And below is the link to the DHHS, MLTC, SUA records:
http://www.sos.ne.gov/records-management/pdf/150-3-7-medicaid-long-term-care.pdf

c. SOFTWARE VERSIONS

The contractor will, during the entire contract, maintain any and all third-party software products at their most current version at no more than two (2) versions back from the most current version at no additional cost to the State. All security patches for the software must be applied and kept up to date.

Acro's Response:

FUNCTIONAL REQUIREMENTS

Acro will make sure that the product must be accessible by most of the persons. Acro agrees with the following functional requirements of the application:

- Complies:
  - ADA complies
  - Follow WCAG 2.0 Standard
- Navigation:
  - Application works on keyboard shortcuts keys
  - User can easy navigate through tab key
  - Application highlights the control which has current focus, on screen, to indication the user for current control active
- Image/Information Display:
  - Text is available to images that convey about image/section
  - Images, Status indicators etc. are consistent throughout an application
  - Textual information is provided through operating system functions for displaying text.
  - Flashing or blinking text, objects, or other elements having a flash or blink frequency are on standard Hz frequency.
- Compatibility
  - Applications does not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.
- Use of Color
  - Color-coding does not used as the only means of conveying information
  - Applications does not override user selected contrast
  - A verity of themes is available for user to use according to their choices.

- Response Time:
  - When a timed response is required, the user is alerted and given sufficient time to indicate more time is required.

SYSTEM USERS

Acro has extensive experience working on projects of similar size, scope and complexity as the SUA-ACAMS implementation. Application can handle 250-300 concurrent user with minimal impact to response and time.

SYSTEM PRIVACY

Acro's solution includes the hosting of the customized SUA-ACAMS instance in the secure, flexible and HIPAA/HITECH compliant Microsoft Azure cloud hosting environment.

Acro's cloud-hosted solution is:

1. **Reliable**: This means the system operates for a reasonably long time without human interference.
2. **Predictable**: The system executes actions within a known time frame and produce desired results.
3. **Performance**: Acro has designed the system to make the work easier.
4. **Manageable**: This means the system can easily manage the veracity and bulkiness. This feature of the solution in turn helps in reducing the cost of implementation.
5. **Scalable**: A provision has been made so whenever there is a requirement to upgrade or degrade the system, it can be easily done.

In addition, Acro also provides a robust backup system that gives you peace of mind regarding your backup and disaster-recovery planning. Your data is backed up daily to a different physical location, with out-of-state secure copies stored every night.

HARDWARE AND SOFTWARE REQUIREMENTS

Acro proposes following Technical Architecture-

- Platforms:
  - Microsoft .NET (ASP.NET)
  - C#
  - Microsoft Crystal Report
  - SQL Server
  - Visual Studio
  - Active Directory
  - jQuery
- Software: SQL Server, Crystal Report, Active Directory,
- Tools:
  - Development:
    - Microsoft ASP.Net AJAX Extensions
    - Microsoft .NET Framework(s)
    - Microsoft SQL Servers
    - Notepad++
    - Crystal Report
    - SSRS
    - TFS
    - SVN
  - Testing
    - HP ALM
    - QTP
    - LoadRunner

- Antivirus tools:
  - Carbon Black,
  - Symantec
- Others:
  - Microsoft Baseline Security Analyzer

- Hosting Environment: Microsoft Azure cloud

PROJECT PLANNING AND ANALYSIS PHASE

The following table contains the list of requirements and due dates expected of the contractor for the Planning and Analysis phase of the project. Details for these requirements follow in the text after the table.

	Phase	Requirements	Due Date
1.1	1.0 Project Planning	Draft Project Work Plan	Submitted with Proposal
1.2		Detailed Project Work Plan	Due 2 weeks after Contract Start Date
1.3		Testing Methodology	Due 2 weeks after Contract Start Date
1.4		Project Control Documents • Risk Management and Resolution Plan • Issue Management and Resolution Plan • Organizational Change Management Plan • Work Management Plan • Change Control Documents	Due 2 weeks after Contract Start Date
1.5		Status Reporting Plan Project Status Meeting Protocol	Due 2 weeks after Contract Start Date
1.6		Electronic Project Library	Due 2 weeks after Contract Start Date
1.7		Security Plan	Due 2 weeks after Contract Start Date
1.8		Business Continuity Plan/Disaster Recovery Plan	Due 2 weeks after Contract Start Date
2.1	2.0 Requirements Analysis	Requirements Validation Document (RVD)	Due dates to be determined in the Detailed Work Plan
2.2		Fit/Gap Analysis	Due dates to be determined in the Detailed Work Plan

	Phase	Requirements	Due Date
2.3		Pilot/Prototype	Due dates to be determined in the Detailed Work Plan

1. PROJECT PLANNING (1.0)

The State requires that each bidder has established project management processes and has integrated these into its organizational culture and projects of similar scope and size. Proven methodologies and standards, used to control all project activities, are crucial to the success of this project. The State is not dictating a specific methodology or approach; it prefers that the bidder use an approach that has proved successful in the past. However, DHHS reserves the right to mandate the approach be revised if it does not result in the completion of timely aud quality project deliverables, or it affects the project's success.

a. DRAFT PROJECT WORK PLAN (submitted with proposal) (1.1)
Integral to the success of the project is a solid project plan and the management of that plan. The bidder shall prepare a Draft Project Work Plan to be submitted with its Proposal. The bidder shall develop a viable Project Plan that meets contractual requirements and timelines with the timing necessary for successful pre-implementation activities.

b. DETAILED PROJECT WORK PLAN (1.2)
Within two (2) weeks from the contract start date, the contractor will develop a Detailed Project Work Plan that includes a schedule and Gantt chart (for all project tasks, subtasks, and activities), milestones, and Detailed Project Work Plan deliverables. Resources from the contractor and the number and type of DHHS staff needed must be included for all tasks, subtasks, and activities that exist as line items within the Detailed Project Work Plan. The contractor's Project Work Plan will also maintain the following date-sensitive information:

- **iv.** Originally scheduled Start and End dates for all tasks, subtasks, and activities (including milestones and deliverables)
- **v.** Anticipated Start dates for tasks, subtasks, and activities, if schedule fluctuation has occurred
- **vi.** Anticipated End dates for tasks, subtasks, and activities, if schedule fluctuation has occurred
- **vii.** Task Durations
- **viii.** Actual Start dates for all current and completed tasks, subtasks, and activities
- **ix.** Actual End dates for all completed tasks, subtasks, and activities
- **x.** Descriptions of projects tasks

The contractor will collaborate with the DHHS Project Leader to maintain an integrated Detailed Project Work Plan for all project related activities on an ongoing basis and identify issues that affect deadlines. The contractor shall update the Detailed Project Work Plan as needed and submit an updated Detailed Project Work Plan to DHHS on at least a monthly basis.

c. TESTING METHODOLOGY (1.3)
The contractor must present methods for developing and maintaining test scenarios, test sets, test cases, and test steps. Testing Methodologies must also address the contractor's approach to documenting test procedures and test results.

d. PROJECT CONTROL DOCUMENTS (1.4)
Within two (2) weeks from the contract start date, the contractor shall submit plans for the project, including:

i. Risk Management and Resolution Plan (1.4)
This provides a description of the tasks and activities that will be performed as part of the contractor's Risk Management Plan. At a minimum it shall include the following:

- **a)** Preliminary Risk Assessment
- **b)** A description of the most significant project risks and a description of proposed mitigation strategies for each risk. This assessment also

includes a description of the impact associated with any identified potential failures.

c) Ongoing Risk Identification Plan

d) A description of the contractor's ongoing approach to the identification of potential risks, tracking of potential risks, and provision of information to DHHS that supports the monitoring of risk across the project.

e) Risk Response Plan

f) A description of the contractor's ongoing approach to the determination of actions necessary to reduce threats and enhance the Project's activities. Where applicable, contingency plans for various risks should be documented and contingency plan triggers should be identified.

ii. **Issue Management and Resolution Plan (1.4)**

The plan presents a description of the contractor's standard process for resolution of problems identified and reported by the contractor and DHHS staff. This description must include the contractor's plan for ensuring that issues, requests, and decisions are recognized, agreed upon, assigned to an owner, incorporated to an issue log, monitored, documented, and managed.

iii. **Organizational Change Management Plan (1.4)**

This section presents a description of the contractor's Organizational Change Management Plan. The contractor must work with DHHS to develop an Organizational Change Management Plan that establishes the method and approach to organizational change management, including organizational change management roles and responsibilities, processes, and methods necessary for communicating and managing organizational change during the life of the Project.

iv. **Work Management Plan (1.4)**

This part of the plan is for ongoing management of the Detailed Project Work Plan. At a minimum, this includes information on frequency of updates, a description of how schedule-related issues will be addressed, and a strategy for integrating elements of the Work Plan with Issue Management, Status Reports, and other related project management deliverables.

v. **Change Control Documents (1.4)**

Change Control Process

The contractor must work with DHHS to establish a change control process. Change control is the formal process for identifying changes that arise in the natural flow of the project (but do not impact scope, deliverables, or budget) and determining the disposition of the requested change or correction. The Change Control Process will span the entire project life cycle and incorporate a formal change request process, including formal DHHS review and approval.

Control Request will:

a) Provide a clear description of what is included from each change request.

b) Delineate impacts to the project's schedule.

c) Require successful completion of testing before the implementation stages.

d) Incorporate multiple levels of priority for change requests (e.g., critical, must-have, desired, etc.).

e) Support the Change Control Process by estimating impacts, investigating solutions, identifying alternatives, inputting appropriate information into the Project tracking tools, participating in the decision-making process, and implementing the agreed-upon solution.

Change Control Tracking System

The contractor must provide a change control tracking system that provides the following minimum requirements:

a) The means to control and monitor change requests

b) A process for reporting the status of all change requests
c) The ability for DHHS to set and change priorities on individual change requests
d) A method for DHHS to determine the estimated and actual hours allocated to each change request and the personnel assigned to each request
e) A method to schedule a completion date provided by DHHS for each change request

e. Status Reporting Plan (1.5)
The protocol for submittal of Status Reports, including the format and media for submittal and the procedure(s) for submittal. Key information for these reports includes: summary of recent accomplishments; identification of, resolution plans, and documentation for critical issues and risks (from issue and risk management tools); activities planned for the next reporting period; and a summary of the project's progress according to the schedule, budget, and task list. Schedule monitoring will include identification of any project schedule variance that has occurred. The contractor shall submit a formal month-end Status Report in a format approved by DHHS.

f. Project and Status Meetings Protocol (1.5)
This is the protocol for project Status Meetings. Status Meetings will be scheduled every week. The contractor's project management team, DHHS's Project Lead, and other key staff will attend the Status Meetings. Meetings will follow a standard pre-set agenda jointly prepared by the contractor and the DHHS Project Lead. The meeting agenda will be distributed twenty-four (24) hours before the scheduled meeting. The agenda should be flexible to allow discussion of other issues or concerns. The contractor must create written meeting records, in an agreed format, for the DHHS Project Lead. All meeting records and related documents will be stored in electronic format within the Electronic Project Library (EPL) (to include an index of meeting records).

g. Electronic Project Library (EPL) (1.6)
The contractor is required to use SharePoint to serve as a foundation for documenting contractor's efforts on this project and also acts as a repository to retain, share, and track critical project information. The EPL will include both current and historical versions of the Detailed Project Work Plan as well as all other project documents. The EPL will be maintained and remain accessible to both DHHS and the contractor's project teams throughout the life of the contract including all renewals and extensions. All project staff will be given appropriate folder-level and file-level access and restrictions according to standards agreed upon between the contractor and DHHS. The contractor will provide a description of the security measures that will be put in place to ensure that only authorized personnel have access to the EPL. As appropriate, all materials in the EPL will be indexed for easy retrieval. Contractor's designated documents and files will be maintained as part of the EPL.

h. Security Plan (1.7)
The bidder shall describe how the proposed System shall provide application controls to prevent unauthorized use, maintain system process controls, and log all transactions. In addition, the proposed System shall provide security to limit availability to application functionality, software screens, data records, data elements, and data element values where appropriate.

If the contractor hosts the solutions, the contractor shall develop a Security Plan and document the contractor's plan to prevent unauthorized use and disclosure of sensitive and confidential data. The Security Plan shall include administrative, physical and technical safeguards. The plan must also conform to State and federal laws and regulations. The State must initially approve the Security Plan, and will, from time to time, conduct audits of the Security Plan. The contractor will provide full cooperation during those audits.

i. Business Continuity/Disaster Recovery (1.8)
The contractor must develop a Business Continuity Plan which includes the following:

i. Identification of the core business processes
ii. For each core business process:

a) Identification of potential system failures for the process,

b) Risk analysis,
c) Impact analysis, and
d) Definition of minimum acceptable levels of outputs.

iii. Documentation of contingency plans;
iv. Definition of triggers for activating contingency plans;
v. Discussion of establishment of a business resumption team;
vi. Maintenance of updated disaster recovery plans and procedures; and
vii. Plan for replacement of personnel

Acro's Response:

PROJECT PLANNING AND ANALYSIS PHASE

Acro has extensive experience working on projects of similar size, scope and complexity as the SUA-ACAMS implementation. Acro's proposed Software/System Development Life Cycle (SDLC) methodology for the development of the State's SUA-ACAMS system is to use the Waterfall methodology for each of the releases in combination with the Agile sprint cycles process. Based on previous project development experience, Acro has adopted a hybrid approach of incorporating Agile sprint cycles on the backdrop of a traditional Waterfall methodology for application customization effort. These Agile sprint cycles are self-contained within each individual phase of the waterfall methodology.

This approach of creating self-contained sprint cycles helps with tracking and monitoring of the project status and effectively managing sub-projects across diverse teams producing deliverables for the same release. This approach helps improve the overall project predictability and the ultimate project success.

The Agile sprint cycles:

- Will be targeted to meet the internal project deliverables;
- Will produce deliverables that will feed into the development phase and the overall phase release schedule and deliverables; and,
- Will be monitored very closely for the deliverables that are in the critical path for the overall phase release

Acro envisions each waterfall phase of software development lifecycle to include multiple Agile sprint cycles. These individual cycles are self-contained within each phase and are targeted for specific milestone deliverables within the phase. For example, in the Design Phase, there will be multiple cycles of design tasks culminating in the final design deliverable.

In Acro's experience, these sprint cycles are very useful for –

- monitoring deliverables in the critical path, and
- fast-tracking deliverables that may be at risk of running behind schedule

Following are the key benefits of using Agile sprint cycles in a waterfall model:

- For projects with short duration phases, such as the SUA-ACMAS, where all business requirements are mostly completely documented, the short sprint will help put together tangible outputs for the State. This will enable the State to make timely decisions rather than wait for the entire product as a final and single deliverable. Client feedback also helps the Acro Team to make architectural and design changes on timely basis to in keeping with the State's expectations. This approach has previously and will continue to allow Acro to provide repeated successes in tailoring and delivering projects that meet

the State's exact needs and specifications. Further, this approach gives the State opportunities to provide input throughout the process, rather than only post-development as would happen with a traditional Waterfall model.

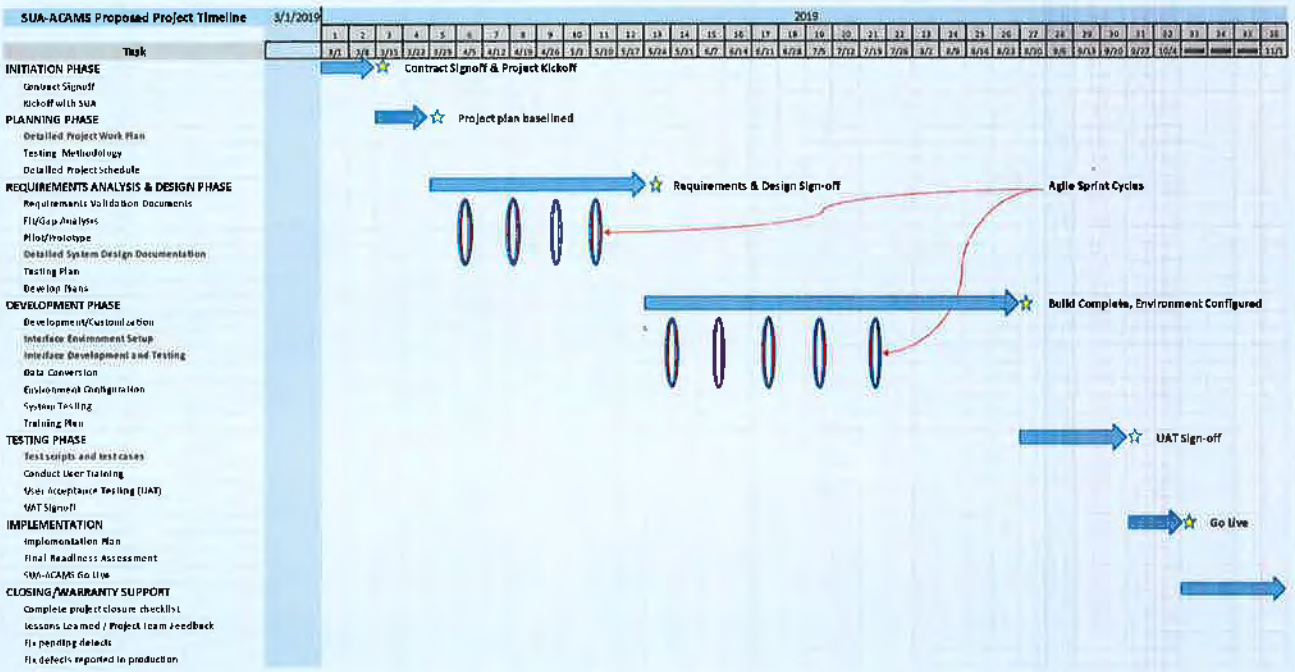
In a similar project where a client provided very high level requirements during signing of the Statement of Work our approach of Agile sprints helped in the clarification and finalization of requirements and design, and helped us deliver the required client functionality on schedule with quality.

- Another significant benefit is that the State will see how the end-product will look and function earlier in the project lifecycle. This will help to reduce any major design changes which may result in Change Requests causing delays to the project launch dates and cost overruns.

This approach also fosters collaboration between the State and the Acro Team which will help to reduce the number of Defects and resulting Change Requests during the UAT and save the cost for the State while achieving an on-time delivery.

PROJECT WORK PLAN

High Level Project Timeline
Following is a high-level project timeline for the configuration and customization of the SUA-ACAMS application.



The project plan depicts a traditional waterfall SDLC methodology for the development of the SUA-ACMAS application with the integrated Sprint cycles in each phase.

TESTING METHODOLOGY:

Testing is a very important and integral part of any of Acro's deployments. Basically, two types of methods used in testing:

Integration Testing

During integration testing, different components of the system – like screens, reports, other interface elements constructed by Acro's implementation team and customized elements, and external modules (if any) are assembled to form the integrated product. Integration testing schedule is coordinated with unit testing for optimum timing. Error reports are reviewed by Acro's quality assurance staff.

Security testing is conducted to ensure the system is adequately protected against possible data leaks and hacks. Security testing is done as per the system's security requirements.

User Acceptance Testing

Acro conducts user acceptance testing to ensure that the requirements are satisfied and to validate the requirements captured during the JAD sessions.

- Acro will demonstrate to the State that all the system requirements and functions have been satisfied
- The State users will determine that all the requirements captured during the JAD sessions have been delivered
- Acro will modify any functionality or requirement that is viewed by the State as not acceptable
- All modifications and/or additions to a function in the system as defined in the JAD requirements document will be performed without any additional cost

PROJECT CONTROL DOCUMENTS

Risk Management and Resolution Plan

Acro's Risk Management Plan will include the following:

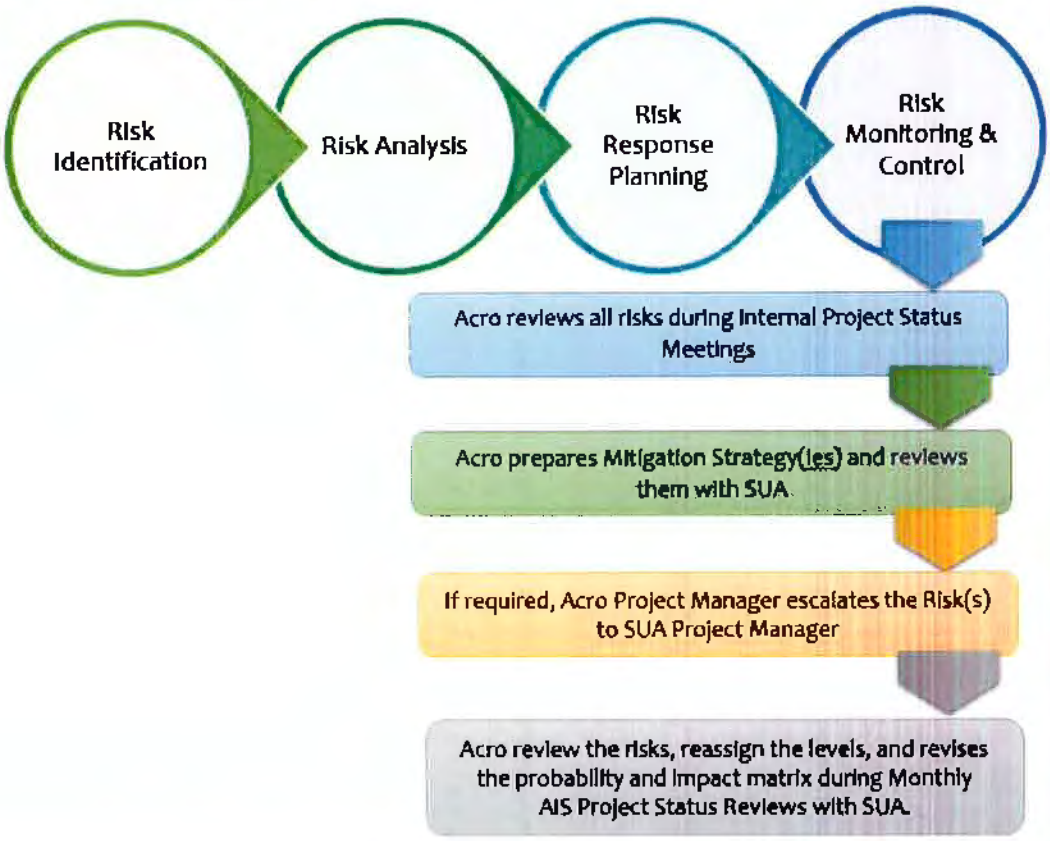
1. Risk identification
2. Risk analysis involving assigning a level of priority based on the probability of occurrence and impact to the project. This results in preparation of probability and impact matrix.
3. Risk response planning involving definition of mitigation strategies
4. Risk monitoring and control involving continuous review of risks and revision of mitigation strategies

Acro will review the risks during its internal weekly project status review meetings. Based on the impact on schedule, cost and quality, if needed, Acro will escalate the risk to SUA-staff project manager and work out a mitigation strategy in consultation with SUA-staff.

During regular monthly project status reviews with SUA-staff, Acro will review the risks, reassign the levels and revise the probability and impact matrix.

The following diagram illustrates the Risk tracking and monitoring process followed by the Acro team:

Risk Management Methodology



As an example:

During the critical project for migration of Michigan's AIS from Windows 2003 / SQL Server 2008 to Windows 2012 / SQL 2014, Acro's team performed detailed risk analysis since it was a major upgrade that could have potentially impacted the availability of the AIS suite. Acro's team mitigated the risks by testing the AIS applications on the new platform in test environment to identify any potential unanticipated issues and addressed the identified issues in the new environment. Another risk identified was that there was no way to pre-test if the underlying hardware supported the new software. Acro's team purchased new hard disks and installed the new software on them so there was an option to revert back to old software and mitigating the risk. Acro's team discussed this risk mitigation plan with AASA for necessary approvals before execution.

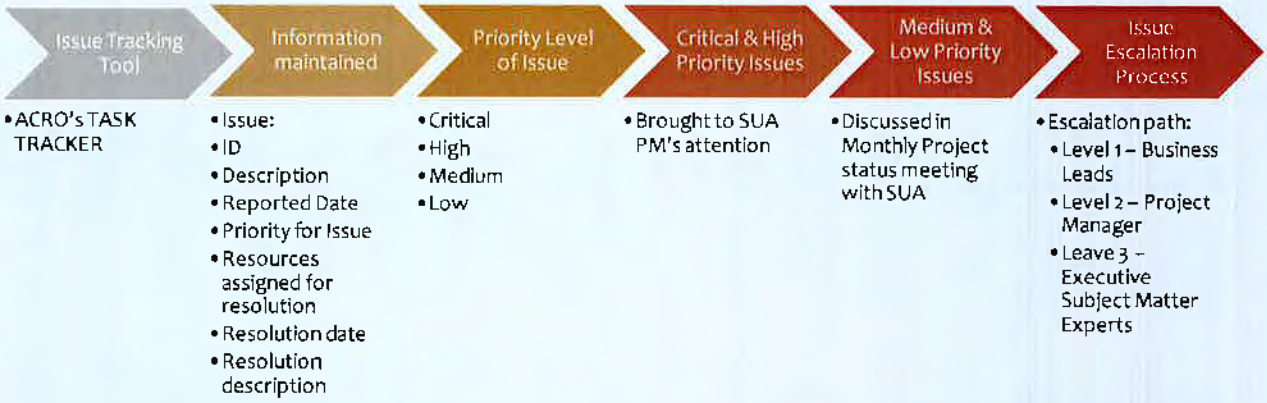
Issue Management and Resolution Plan

The description will include the Acro's plan for ensuring that issues, requests, and decisions are recognized, agreed upon, assigned to an owner, incorporated to an issue log, monitored, documented, and managed.

Acro proposes to use its own web-based issue-tracking tool called Task-Tracker to log and monitor issues during contract period. This tool can maintain the following information required by the State:

- Issue number
- Description of issue
- Issue identification date
- Priority for issue resolution (to be mutually agreed upon by the State and Acro)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

The following diagram illustrates the Issue tracking, monitoring and escalation process followed by the Acro team:



Issues will be assigned the following priority levels: critical, high, medium or low.

Critical and high priority issues will be brought to the attention of the SUA-ACAMS project manager right after the issue has been noticed. Issues with other priorities will be brought forward by the next bi-weekly project status meeting at the latest.

Any issues regarding the SUA-ACAMS system identified by SUA staff will be escalated for resolution as defined below.

- Level 1 – Business leads
- Level 2 – Project Managers
- Level 3 – Executive Subject Matter Experts (SME's)

Organizational Change Management Plan

Work Management Plan

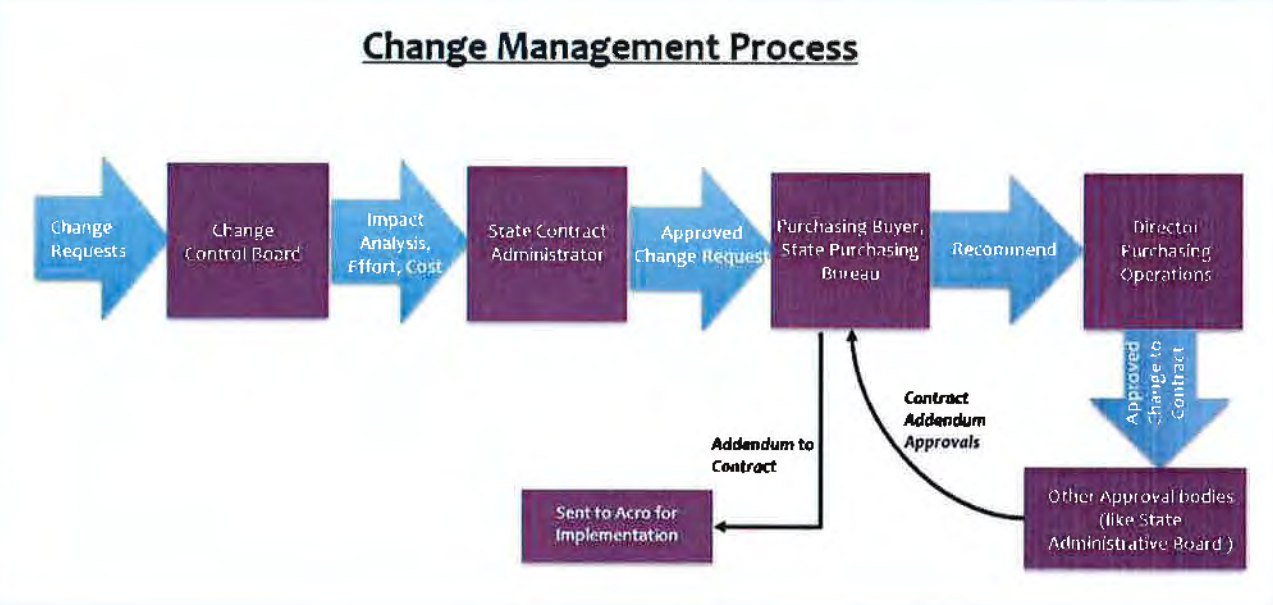
Change Control Documents

Acro will work with DHHS to establish a change control process.

Acro proposes constituting a Change Control Board (CCB) for handling "out-of-scope" requests or any changing business needs of the State while the project is underway. The CCB will comprise of Acro and State representatives. Acro will receive change requests, study the feasibility of the request and prepare an impact analysis sheet with estimates for effort and

cost. Within 2 weeks of receiving the change request, Acro will provide cost and time estimates to the State. If, because of nature of the change request, Acro is unable to provide the estimates within 2 weeks, it will provide the timeframe for estimate.

This process is shown in the following figure.



If a change request is approved by the State's Contract Administrator, the Contract Administrator will submit a request for change to the State Purchasing Bureau, Purchasing Operations Buyer, who will make recommendations to the Director of Purchasing Operations regarding ultimate approval/disapproval of the change request. If the Director of Purchasing Operations agrees with the proposed modification, and all required approvals are obtained (including the State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. Acro will not begin the work on the change request until written approval is received from the State in the form of Contract Change Notice issued by the State Purchasing Bureau.

Status Reporting Plan

Acro will submit a formal month-end Status Report in a format approved by DHHS. The key information for these reports includes: summary of recent accomplishments; identification of, resolution plans, and documentation for critical issues and risks (from issue and risk management tools); activities planned for the next reporting period; and a summary of the project's progress according to the schedule, budget, and task list.

Project and Status Meetings Protocol

Acro understands that status Meetings will be scheduled every week. Acro's project management team, DHHS's Project Lead, and other key staff will attend the Status Meetings. The meeting agenda will be distributed twenty-four (24) hours before the scheduled meeting. The agenda should be flexible to allow discussion of other issues or concerns. The contractor must create written meeting records, in an agreed format, for the DHHS Project Lead. All

meeting records and related documents will be stored in electronic format within the Electronic Project Library (EPL) (to include an index of meeting records).

Electronic Project Library (EPL)

Acro will use SharePoint to serve as a foundation for documenting contractor's efforts on this project and also acts as a repository to retain, share, and track critical project information.

Acro provides a fully searchable, central document library where incoming items can be scanned and stored digitally within the case folder. Any document can be scanned in real-time using a TWAIN-compliant scanner at the user's workstation or centralized on the local network. TWAIN-compliancy is a standard software/hardware protocol and applications programming interface that regulates communication between software applications and imaging devices.

Acro's SUA-ACAMS' Document Management module has a well thought out user interface for scanning. User can attach scanned documents directly to a case at the touch of a button. Once scanned, documents can be searched and found instantly in Case Document folder. All scanned documents, and associated metadata, are kept in a secure repository using Microsoft SQL Server technology. Documents can be scanned ad-hoc (one at a time), or automated (using scanning templates) for multiple documents at a time.

The Document Vault and all files are encrypted at the same 256-bit level as the Vault itself.

Security Plan

Acro describes that the proposed System will provide application controls to prevent unauthorized use, maintain system process controls, and log all transactions.

Acro's security services include ongoing review of current security monitoring practices and technologies, identification of potential internal and external security risks to the SUA-ACAMS, and suggestions and/or recommendations for potential system policy, use, or technical changes intended to enhance security and reduce the potential for security breaches.

Security status report to cover the following activities will be submitted by Acro to SUA staff and State's IT project managers on a monthly basis.

SUA-ACAMS Hosting Infrastructure Security

Operating System:

- All operating systems will be hardened to the standards set by the State.

Physical and Application level:

- Acro will maintain a layered system of security.
- All servers will be placed behind a multi-port state-full inspection firewall in which each port will effectively have a separate firewall with strong packet routing and filtering.
- Acro will provide the following three main server zones with each zone serving a different application layer. All servers will be isolated and controlled through subnets, V-LANS and firewall rules and ports. All zone logs will be monitored and unusual activity will be flagged and monitored.
    - Public Web Site Server

- Public Address
- Behind a firewall

Logs kept and monitored:

- IIS logs, System, event and firewall logs and will be kept and monitored by Acro. Acro will investigate all unusual events.

Acro will maintain Microsoft Certified Partner status throughout the Contract and will provide Microsoft-based software maintenance and support. Acro will monitor websites (non-Microsoft) for vulnerabilities found in Microsoft products. Upon release of a Microsoft patch or service pack, Acro will thoroughly test these patches to ensure they work as intended. Acro will test the patches prior to rollout to ensure the SUA-ACAMS remain secure and operational. Once a patch is implemented, any workarounds will be reverted back to normal settings (firewall and services).

SUA-ACAMS Server Maintenance requiring down time will occur after 9:00 p.m. and before 5:00 a.m. Central Time unless an alternate time is agreed to by the State. Any system reboot or service restart is considered down time. Standard SUA-ACAMS maintenance activities will include:

Daily

- Check backups on servers to ensure backup successful
- Quick system log check; investigate and correct any issues
- Quick drive space scan; reclaim drive space if needed
- Investigate any anomalous behavior on servers and firewalls
- Check for new Microsoft Patches. If new patches are released, determine criticality of patch, test and apply any workarounds (firewall and service adjustments generally) until patch is tested. Apply new patches to a test environment. Apply approved and tested patches; undo any workarounds as needed
- Check for firewall patches. If new patches are released, determine criticality of patch, test and apply any workarounds (firewall and service adjustments generally) until patch is tested. Apply new patches to a test environment. Apply approved and tested patches; undo any workarounds as needed
- Check firewall logs for security violations
- Check system logs for security violations
- Check database backup operations, server activity; error logs; correct issues.

Weekly

- Correlate all logs and report any suspicious activity.

Monthly (at a minimum)

- Compile and archive IIS and SQL logs.
- Reclaim file space in SQL data bases and log files
- Shrink logs files on all devices (IIS server, domain controllers, firewall, system)
- Check suspicious reoccurring connections and or failures on system.
- Check server loads and logs for resources and utilization
- Rescan logons and errors in log files investigate any failures or errors
- Acro will provide technical support for the firewall and security for the server hosting SUA-ACAMS
- Acro will meet with State and review logs and security related activities.

Yearly (at a minimum)

- Acro will provide comprehensive testing and report on security and system vulnerabilities

Acro also uses Secured Socked Layer (SSL) Advanced Encryption Standard (AES) encryption using 256-bit keys ensures the security and privacy of the files and information transmitted through and stored in the Document Vault, Client and Firm Portal. 256-bit encryption is the highest available using the Advanced Encryption Standard.

Business Continuity/Disaster Recovery

Acro will develop a Business Continuity Plan which includes the following:

Acro will provide, to the State, a Disaster Recovery Plan which will be updated annually. The initial update to the existing Disaster Recovery Plan will be provided within 180 days of the Contract start date. In addition, Acro will support the SUA-ACAMS disaster recovery plan, processes, and activities that address the following:

- Environmental Controls: Locate SUA-ACAMS servers in a secure, environmentally controlled room in case of natural or man-made disasters at or near the hosting facility.
- Fire: Acro will maintain a fire containment system that protects electrical and computer equipment while suppressing the source and energy of the fire. Unless the fire was to start within the SUA-ACAMS servers, the impact of a fire in the building will be mitigated by this fire containment system. SUA-ACAMS operations could go offline while order is restored to the building, but the delay would be minimal.
- Power Outage: Acro will maintain backup generators that would provide power to the business operations, at the SUA-ACAMS hosting center, in the event of a power outage.
- Hacker Attack: Acro will monitor system operations security flaws, review the system logs and, conduct timely updates of security patches to system software.
- Flood, Earthquake, Tornado, Terrorist Attack: Acro understands that in the event of a natural or manmade disaster that would destroy or seriously damage the facility or the Internet, SUA-ACAMS operations through Acro could be disrupted.
- Disruption in Facility Service: Acro will support a plan so that the onsite operations of the Aging Information system are impacted with minimal disruption (minimal is considered disruption of service less than or equal to 48 hours). The plan will address redirection of the SUA-ACAMS domain name, and the time that is required for the redirection and the availability of an interim solution, availability and use of SUA-ACAMS data back-ups stored offsite to re-establish service to SUA-ACAMS users. The plan will also identify other options for offsite operations if the nature of the disaster is of such a magnitude takes service locations offline and destroys other facilities in the area.

SUA Staff User Access, security and confidentiality

Acro understands that SUA-ACAMS will retain administration of data access security, including application security (granting of access, resetting of passwords, definition of password syntax rules, monitoring of access violation reports and provided by Acro, etc.) SUA-ACAMS will administer all user security profiles.

Acro will be responsible for the function of security software implementation and maintenance if the changes implemented under this Contract warrant a change from the current system.

Confidentiality of Data and Information

All financial, statistical, personal, technical and other data and information relating to the State's SUA-ACAMS operations and made available to Acro in order to carry out this Contract, or which

become available to Acro in carrying out this Contract, will be protected by Acro from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State.

Remedies for Breach of Confidentiality

Acro acknowledges that a breach of its confidentiality obligations as set forth in this Contract will be considered a material breach of the Contract. Furthermore, Acro acknowledges that in the event of such a breach the State may be irreparably harmed. Accordingly, if a court should find that Acro has breached or attempted to breach any such obligations, Acro will not oppose the entry of an appropriate order restraining it from any further breaches or attempted or threatened breaches.

Second-level monitoring

Acro will implement second-level monitoring which involves more frequent and aggressive monitoring of server events and network logs. Acro will review application user logs to keep track of the usage patterns to identify any suspicious user activity in the SUA-ACAMS system. To keep the SUA-ACAMS system safe, Acro will propose at the start of the Contract a supplemental plan to continually and proactively monitor SUA-ACAMS system security components in addition to the current monitoring activities. Following items will be included in the second-level security monitoring process:

1. Server event logs
2. IIS log
3. Anti-virus log
4. Firewall log
5. Application logs
    a. User hits
    b. Geographical origins of requests
    c. Usage patterns
    d. Failed login attempts
6. System scans

Server Event Logs:

- Windows event logs (Application, System and Security logs) contain the report from Windows operating system and applications about the status of events including failure to start a service or a system component. These will be inspected and analyzed and issues, if any, will be identified.

IIS Log:

- IIS webserver logs contain information about sites and services and provides some high-level details about site visits. The log will be reviewed and analyzed for any suspicious activity.

Anti-virus Log:

- Symantec Anti-virus log contains virus and malware scan activity report for the server files. This log will be reviewed for threats and appropriate action on quarantined files, if any, will be taken.

Firewall Log:

- The firewall keeps a log of network traffic requests. This will be reviewed and analyzed for suspicious requests and patterns.

Application Logs:

- SUA-ACAMS applications already collect data about user login with date/time information. This will be further enhanced to include location information and history of login attempts. Reports will be developed (under separate work orders) to get an insight

into application usage patterns by hour/day, geographical origins, and login attempts. These reports will be reviewed to identify any suspicious activity.

System Scans and Penetration Tests:

- Network port scanning and penetration tests on network equipment will be regularly conducted to measure the robustness of the SUA-ACAMS security layers.

Activity Schedule:

- The security monitoring will be conducted by Contractor's system security experts.

Acro will provide a monthly report containing the summary of all the security reviews and analysis conducted during the month. Risk factor of any abnormal activity will be detailed and possible course of action to address the risks will be suggested in the report. Actual action to mitigate any risks will be carried out under separate statement(s) of work as and when approved by SUA-ACAMS.

In summary Acro will provide the following deliverables

- Hosting
- Systems management
- Disaster recovery
- Acro Owned Hardware
- Security administration services
- Remote management of hardware at a State site (if Hosting is done by the State)
- Owned by the State

5. REQUIREMENTS ANALYSIS (2.0)

The outcome of Requirements Analysis is a set of documents that define the details of the system functionality. These documents will be developed in conjunction with the Functional and Technical Requirements Traceability Matrices.

a. REQUIREMENTS VALIDATION DOCUMENT (RVD) (2.1)

Attachments B and D contain DHHS' functional and technical requirements for the proposed solution. The bidder shall validate existing RFP requirements to provide the level of detail necessary for any further design, development, or implementation activities that address each of the two Divisions' requirements. Such further detail and definition are to be considered within the scope of the original RFP requirements and contract.

b. FIT/GAP ANALYSIS (2.2)

The fit/gap analysis will document the disposition of each requirement and the resolution of identified gaps (e.g., customization, workaround, eliminate requirement). The contractor shall assist DHHS in identifying appropriate business process improvement opportunities, documenting the recommended changes, and planning and implementing approved business process changes. Traceability and mapping are key components throughout this process.

c. PILOT/PROTOTYPE (2.3)

The Requirements Analysis activity will include a pilot prototype system integrated with the business process analysis and software configuration process.

Acro's Response:

REQUIREMENTS ANALYSIS

a. REQUIREMENTS VALIDATION DOCUMENT (RVD)

Acro has validated existing RFP requirements of attachment B and D to provide the level of detail necessary for design, development, or implementation activities.
Acro will use the SUA's application requirements as the baseline and facilitate workshop sessions to validate requirements

b. FIT/GAP ANALYSIS

Acro will assist DHHS in identifying appropriate business process improvement opportunities, documenting the recommended changes, and planning and implementing approved business process changes.

Acro will use the SUA's application requirements as the baseline and facilitate workshop sessions to validate requirements, identify and address requirements gaps, if any.

A requirements traceability matrix was prepared with the initial requirements as its first input.

c. PILOT/PROTOTYPE

Acro during requirement analysis develop products such as sketches, models, an early user guide, and pilot prototype system.

DESIGN, DEVELOPMENT, AND IMPLEMENTATION PHASE

The following table contains a list of the requirements and due dates expected of the contractor for the Design, Development, and Implementation (DDI) phase of the project. Details for these requirements follow, in the text after the table.

	Phase	Requirements	Please Insert Anticipated Timeframe
3.1	3.0 Design	Detailed System Design Document (DSDD)	Due dates to be determined in the Detailed Work Plan
3.2		Testing Plan	Due dates to be determined in the Detailed Work Plan
4.1	4.0 Development, Interfaces, Integration	Software Development Plan (if needed)	Due dates to be determined in the Detailed Work Plan
4.2		Development/Customization (if needed)	Due dates to be determined in the Detailed Work Plan
4.3		Software Development Summary Report(s) (if needed)	Due dates to be determined in the Detailed Work Plan
4.4		Schedule of interface development efforts	Due dates to be determined in the Detailed Work Plan
4.5		Interface Environment Setup	Due dates to be determined in the Detailed Work Plan
4.6		Interface Development and Testing	Due dates to be determined in the Detailed Work Plan
5.1	5.0 Data Conversion	Data Conversion Plan and Guide	Due dates to be determined in the Detailed Work Plan
5.2		Conversion Results Report	Due dates to be determined in the Detailed Work Plan
6.1	6.0 Testing	User Acceptance Testing Plan	Due dates to be determined in the Detailed Work Plan
6.2		System Testing Results Report	Due dates to be determined in the Detailed Work Plan
7.1	7.0 Training	Training Plan	Due dates to be determined in the Detailed Work Plan

	Phase	Requirements	Please Insert Anticipated Timeframe
7.2		Onsite Train-the-Trainer session(s)	Due dates to be determined in the Detailed Work Plan
7.3		Video sessions	Due dates to be determined in the Detailed Work Plan
7.4		Training Manuals	Due dates to be determined in the Detailed Work Plan
8.1	8.0 Implementation	System Implementation Plan	Due dates to be determined in the Detailed Work Plan
8.2		Problem Resolution Plan	Due dates to be determined in the Detailed Work Plan
8.3		Final Readiness Assessment	Due dates to be determined in the Detailed Work Plan
8.4		Documentation	Due dates to be determined in the Detailed Work Plan
8.5		System Go-Live	Due dates to be determined in the Detailed Work Plan

1. **DESIGN (3.0)**
As necessary to meet the requirements of this contract, the contractor will conduct design sessions, Joint Application Development (JAD) sessions, business rules sessions, and workflow sessions to develop the Design requirements. Prior to each session, the contractor shall develop/update proposed preliminary designs to the extent that it is possible and present it at the session.

   a. The contractor shall evaluate the detailed design and test requirements considering:

      i. Traceability to the requirements of the software item
      ii. Consistency with architecture
      iii. Feasibility of testing
      iv. Feasibility of operation and maintenance

   b. **Detailed System Design Document (DSDD) (3.1)**
   The DSDD shall be approved by DHHS. The DSDD must be updated to reflect changes identified through the DDI phase. Updated sections must be provided to DHHS for review and written approval within ten (10) days of a system change.

   c. **Testing Plan (3.2)**
   The contractor shall also define and document test requirements and a schedule for testing software units. Testing requirements shall include any compliance testing with the industry standards and regulations.

2. **DEVELOPMENT, INTERFACES, AND INTEGRATION (4.0)**

   a. **DEVELOPMENT**

i. Software Development Plan (4.1)
If needed, the contractor shall create the Software Development Plan, which shall describe the contractor's methods and process for using a systematic, documented approach for all software development activities and the environment.

ii. Development/Customization (4.2)
If needed the contractor shall complete any customization development.

iii. Software Development Summary Report (4.3)
If needed, the contractor shall provide to DHHS a Software Development Summary Report (4.2) during the Development work as requested. The report must contain, at a minimum:

a) Major products developed, delivered, or updated
b) Identification of all issues that have arisen and resolutions (identification of issues/risks that may impact the next phase)

b. **INTERFACES**
Two AAAs use Mediware SAMS product. The proposed system must electronically interface client and service information with Mediware SAMS product. The proposed system must interface at least four times per day.
The proposed System must also support functionality to extract a file in a standard file format (i.e. .xls, .cvs, etc). Appendix A-1 & 2 reflects software in production.

i. Schedule of interface development efforts (4.4)
Develop a master schedule of interface development efforts (4.4) that is integrated with the Detailed Project Work Plan.

ii. Interface Environment Setup (4.5)
The Contractor is responsible for ensuring that a stable and accessible interface testing environment is available by an agreed upon date.

iii. Interface Development and Testing (4.6)
The contractor shall be responsible for developing all the necessary interfaces. This includes interface design, development, validation, testing, and documentation. DHHS will coordinate any required interactions with other parties who will need to modify their systems to use these inbound and outbound interface datasets.

The contractor shall be responsible for developing interface standards for any electronic interfaces into the proposed System. The contractor shall also assist the electronic interfaces into the proposed System by providing consulting support and assistance with testing at no additional cost to the State.

3. **DATA CONVERSION (5.0)**

The contractor shall have responsibility for converting client demographic data from the NAMIS and ADRC referral dashboard systems into the proposed System. The contractor will work with DHHS to obtain data conversion files containing the data elements in the format and the agreed-to timeframe necessary to support testing, conversion, and overall project plan.

a. **DATA CONVERSION PLAN AND GUIDE (5.1)**
The contractor shall lead interactive conversion strategy sessions with DHHS and other stakeholders to develop a Data Conversion Plan that addresses all components of the data conversion phases to include but not be limited to: development of conversion rules and process (Conversation Guide (5.2)) such as data element mapping crosswalks, data cleansing, data synchronization for initial and interim conversion activities leading up to the final data conversion, and frequency of interim conversion events and final conversion execution.

b. **CONVERSION RESULTS REPORT (5.2)**
The contractor shall execute the data conversion activities according to the Data Conversion Plan and Guide. The final step of the data conversion process is the Conversion Results Report.

Acro's Response:

DESIGN

With the initial requirements document in place, Acro proceed to develop the functional design for the system. The business process is reviewed and finalized with further inputs from State SMEs. Screens and reports for each module in the application is identified. For each of these screens and reports, functional specifications is added in the requirements specification document. Functional specifications contained data entry fields, data entry ranges, validations, error messages, user groups, access rights, and approval workflows depicting the business process. At this stage, the project estimate is revised and base lined with the project plan.

As part of the **System Design phase**, the logical database model is constructed in graphical format showing the relationship between entities. The entities and their attributes is derived from the screens and reports designed during the functional design phase. The application is developed using Microsoft.NET platform.

The application is designed to be securely accessed only by authenticated users. For software configuration management, Microsoft Team Foundation Server (TFS) is used. TFS allows saving multiple versions of the project artifacts with ability to quickly retrieve and assemble previous versions if needed.

Microsoft SSRS is the reporting engine of choice as it provided user-friendly on-screen display as well as ability to save the reports in PDF and MS Excel format as per the requirements. Test plan writing is initiated with test cases for data entry screens and reports, validating the requirements. The requirements traceability matrix is updated with inputs from the test cases. The system design specification is presented to the State staff and the approval is obtained.

The development document with coding guidelines is prepared and distributed internally to the Acro team. This development document is derived from the master development document that Acro maintains for projects of this size and technology. With the system design specification in place, Acro team start application coding.

DEVELOPMENT, INTERFACES, AND INTEGRATION

During the Application Development phase, the Acro team will have worked with the State's Infrastructure team to reconfigure the staging and production environment (if necessary) – including the hardware and 3rd Party software components. Then the databases are configured as per the architectural setup and configuration design. Following this the application and data services are setup and interfaces are tested.

If it is necessary to integrate the product with State's applications, Acro will develop the required interfaces to effect successful integration.

DATA CONVERSION

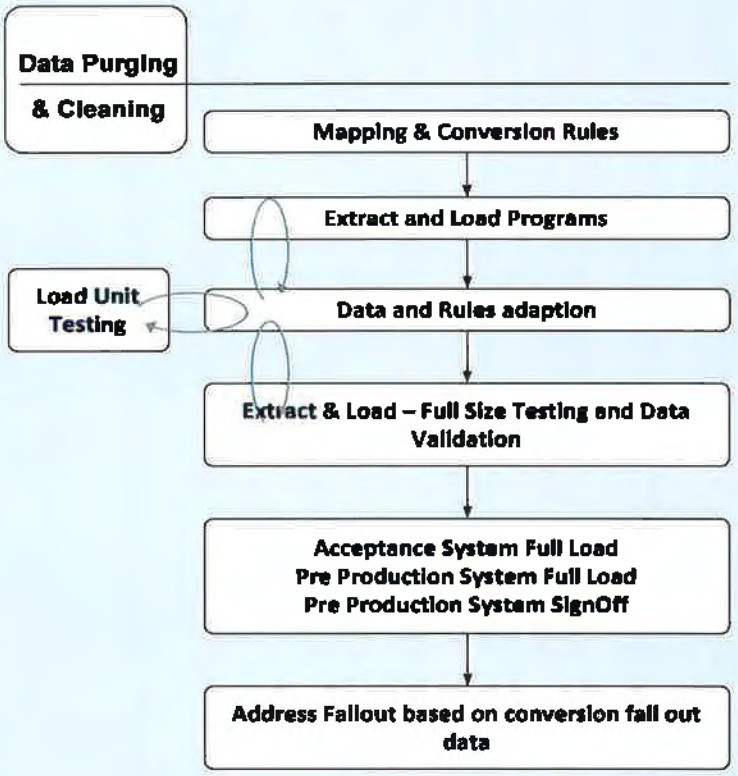
Acro will convert and migrate data, if needed, from any legacy source systems from which data is required to be converted to AIS. The data will be loaded into the new AIS database prior to User Acceptance Testing.

Acro's team will create the **Data Conversion Plan** to address the migration of data to the new AIS application implementation. The data to be converted from the legacy source systems can be in various formats. Acro's team will study the data sources and repositories to understand the types of data formats and volume of data.

Acro's team will prepare a cost/benefit analysis for automating the data conversion. When the data volumes are low and there is no time or cost benefits in automating the data conversion, manual uploads are recommended. In case of automated data upload, data conversion scripts will be written with appropriate checks and validations.

Data conversion scripts will be tested thoroughly before they are used on the production data. Cut off (freeze) points are indicated in consultation with the State. The data input into the legacy systems is suspended during data conversion. The data conversion plan specifies the resources, schedule, freeze points, constraints.

The following diagram illustrates the process described above:



Data conversion plans are closely coordinated with system implementation plans. Acro's approach for data migration is as follows:

1. Receive schema for legacy systems
2. Map data structures
3. Develop conversion scripts
4. Test data conversion scripts
5. Fine tune data conversion scripts

6. Provide access to complete AIS System DB
7. Define freeze points for legacy system usage
8. Run data conversion scripts
9. Regression test the application modules with new database Configuration

4. **TESTING (6.0)**

The contractor shall be responsible for carrying out unit, system, and integration testing for all programs, modules, and sub-systems throughout the development and management life cycles. The contractor is responsible for successfully completing system and user acceptance testing prior to implementation.

The contractor is responsible for certifying that each program, module, and sub-system meets or exceeds all of the functional, technical, and performance requirements prior to implementation. The contractor shall be responsible for working with DHHS in structuring testing environments that mirror the production environment.

a. **USER ACCEPTANCE TESTING PLAN (6.1)**

The contractor is also responsible for the initial development of User Acceptance Testing test scenarios, building detailed testing scripts, determining expected results, establishing testing procedures and protocols, etc. DHHS must approve in writing all test scenarios prior to testing. Acceptance testing will include testing by users of all system functions, including but not limited to, proper functioning of software, hardware and network components, as well as both data content, output, and connectivity components. It also offers the opportunity to test documentation, procedures, and business processes.

b. **USER ACCEPTANCE TESTING RESULTS (6.2)**

The contractor is responsible for the management of the testing effort and other related events and communicating this ongoing information with the State testing team. The contractor must provide DHHS with all test results, to include the tracking and correction of deficiencies. DHHS will not procure testing tools for this project and any testing tools proposed shall be provided by the contractor and licensed by the contractor for use by its staff and the applicable DHHS staff for the project at the testing site. If needed, the contractor shall provide any required training on the proposed testing tools to all State staff that will be required to use the proposed testing tools at no cost to the State. At the end of the engagement, testing artifacts will be transferred to DHHS. The contractor shall also provide any needed testing infrastructure (desktops, servers, etc.) and/or licensing to support any contractor-provided testing tools.

Acro's Response:

TESTING

a. USER ACCEPTANCE TESTING PLAN

Acro develops a set of acceptance test requirements, together with the designers, test engineers, and the user, which determine that all of the high-level requirements have been met.

b. USER ACCEPTANCE TESTING RESULTS

Once the State staff finishes the User Acceptance Testing (UAT) and approve the deployment of the application to go live in Production.

5. **TRAINING (7.0)**

a. **TRAINING PLAN (7.1)**
The contractor shall detail all activities for training in the proper use of the proposed System. It will provide a description of the train-the-trainer strategy including methods, materials, and timing. The contractor must submit the Training Plan to DHHS two (2) months prior to the train-the-trainer session(s). This will allow time to prepare the necessary logistics for the session(s).

b. **TRAIN-THE-TRAINER SESSION(S) (7.2)**
The contractor shall provide onsite training (6.2) for approximately twelve (12) trainers at a single DHHS location in Lincoln, Nebraska. Training materials for the train-the-trainer session shall be provided to DHHS a minimum of three (3) weeks before the onsite training session(s). The contractor shall provide leave-behind materials specific to the trainer group and will be available for limited on-going advice to ensure the success of the train-the-trainer approach.
The contractor shall provide, at no additional cost to the State, supplemental training for the trainer group if the State determines that significant system updates occurred. This supplemental training may occur onsite or via video conference, web portal, manual, or other mutually agreeable delivery method.

c. **VIDEO TRAINING MATERIALS (7.3)**
The contractor shall make available video training for those who need a refresher lesson after the training. Multiple instances of each function will need to be developed if there are variations between the participating AAA's as each may have a slightly different view of the system (menus, options, and workflow differ based on user log in). These video sessions may be provided via web portal, CD, or other mutually agreeable delivery method.

d. **TRAINING MANUALS (7.4)**
The contractor shall provide manuals for each type of training (such as new user and administrator) including quick start guides and FAQs. These manuals may be provided via web portal, CD, or other mutually agreeable delivery method.

Acro's Response:

TRAINING

Acro will deliver User Training for SUA staff in the Staging Environment for each system release. The training can be by Web conference or in-person at State of Nebraska's facilities, at the option of SUA.

Acro will provide the following types of training as applicable:
- Train the trainer
- End user
- Technical training for State individuals who will be working with Acro to configure the applications including establishing databases and interfaces, data conversion, customization, and upgrading the customized software.
- System administration training for State personnel who will be responsible for ongoing maintenance and administration of the system, including security

For upgrades and new versions to the system that affect end-user functionality, Acro will include train-the-trainer type of training at no additional cost (e.g. classroom or online training, training flier, release features, etc.)

Acro will provide training in a variety of formats for product installation, use, and administration for a variety of levels (e.g. basic, advanced, refresher, etc.)

Acro understands that all training manuals, training plans and other documentation provided will become the property of the State.

6. IMPLEMENTATION (8.0)

a. SYSTEM IMPLEMENTATION PLAN (8.1)

The Contractor shall develop a System Implementation Plan that includes, but not limited to:

i. Activities needed immediately prior to implementation
ii. Staffing requirements
iii. Communication activities
iv. Plan for completion of knowledge transfer
v. Checklists of work to be performed and/or outputs to be produced on the first day and at the end of the first week, month, quarter, and year of operation
vi. Rollback plan to include in detail what will be done if the implementation does not succeed

b. PROBLEM RESOLUTION PLAN (8.2)

The contractor shall establish procedures for receiving, recording, and tracking problem reports and modification requests from users and providing feedback to users. Whenever problems are encountered, the problems shall be recorded and entered into the problem resolution process.

The contractor and DHHS will develop a mutually agreeable Problem Analysis and Resolution Plan prior to completion of the system implementation.

c. FINAL READINESS ASSESSMENT (8.3)

The contractor shall create the Final Readiness Assessment to assist in the determination of final implementation readiness. Written approval of this Assessment constitutes DHHS' decision to move forward with implementation. At a minimum, the Assessment must address the following:

i. An Assessment Summary that includes the analysis completed, risks, and mitigation associated with implementation and a recommendation for proceeding
ii. Status of data migration/conversion efforts and its completion
iii. An assurance that Disaster Recovery, where applicable, is documented and ready
iv. Documentation of user acceptance testing approval by DHHS
v. Knowledge transfer sign-off by DHHS
vi. Assurance that all locations, system users, and security profiles have been identified and set up
vii. Documentation that Help Desk is ready and staffed for deployment
viii. Confirmation that training participants designated in 7.2 (Onsite Train-the-Trainer session(s)) are available and ready to assist at a central location to be determined at a later date for initial deployment

Throughout the DDI Phase, the contractor's objective shall be to implement all required system functionality. The proposed System shall satisfy contractual functional and technical requirements, and conform to the approved System Implementation Plan.

d. DOCUMENTATION (8.4)

Additionally the contractor must develop and maintain the following documentation:

i. **On-line Help (8.4)** for all web portal features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics.
ii. **On-line User Manual (8.4)** with a printable version available. The documentation should include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen.
iii. **On-line Reporting Manual (8.4)** with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report item/data element, all field calculations defined in detail, and field and report titles.

iv. **On-line Installation and Technical System Operation Manual (8.4)** with a printable version available. The documentation should include operating procedures to assist technical staff in operation and maintenance of the system. These procedures help define and provide understanding of system operations and performance. Documentation for all hardware and software products including reference guides, user guides, technical guides/manuals, and technical documentation (e.g. system administration, configuration workbook, system architecture, application architecture, etc.)

e. **SYSTEM GO-LIVE (8.5)**

System go-live is the date on which the solution has been fully implemented and meets all established functional and technical requirements. Based on Federal requirements DHHS's target implantation date is July 1, 2019 but will consider plans with a Go-Live date no later than October 1, 2019. The System Go-live date is dependent on DHHS's approval.

Acro's Response:

Acro will follow State of Nebraska IT processes or approved equivalent, during all development work for this contract.

The process of Application development that will be followed by Acro will include planning for project goals and concept, user business needs and application business rules for development project, project/application design to generate a functional specification document that outlines proposed system interface, operations, underlying system architecture and costs for the project.

Once approved by SUA, a functional specification document will be used to develop all applications and to prepare for alpha and beta testing by SUA and, if deemed necessary by SUA, a SUA-selected group of application users. Following testing, Acro will address all documented issues (if any) to the satisfaction of SUA per functional specification requirements.

Once all open issues have been resolved to the satisfaction of SUA, the project or application will undergo final acceptance testing and sign-off by SUA. The product will then be released to the user community. Acro will be responsible for the smooth transition of any technologies, projects, enhancements or applications from the development environment to the live (production server) environment.

Acro will respond to requests to modify the system to meet future needed functionality using the following process that has been effective in meeting SUA needs during the current Contract:

- For all enhancement requests, a separate statement of work will be written and submitted.
- Within 2 weeks of receiving an enhancement request, Acro will provide to the State a response including impact analysis, a high-level work breakdown and an estimate of the effort, cost and elapsed time. The SUA Project Manager will need to approve each SOW response before the implementation can begin.
- Acro will develop the requirements documentation. The requirements document will be delivered to State's PM within one week of the last requirements meeting.
- Acro will develop a project plan to include the following:
    - A detailed work breakdown structure of the major phases of the project, accounting for all tasks, deliverables, resources and milestones for the design, development, testing and implementation of the enhancement including all interfaces and other agency resources.

- Estimated hours and timetable for each task, deliverable, and milestone.
- Acro resource loading by task and role.
- State resource loading by task and role.
- Critical path with parallel and dependent project tasks.
- Any assumptions of constraints identified by Acro will be listed in the Project Plan.
- List of any hardware that may need to be purchased.

- The project plan will be delivered to the State's PM within one week of the approval of the requirements document.
- Acro will then develop design documentation as per State of Nebraska IT standards before commencing programming.
- Acro will program the application enhancement to the specifications and requirements approved by SUA.
- Acro will develop test cases and conduct unit testing to validate that the specifications in the SOW have been met.
- Acro will develop an installation plan as per configuration management process of AIS
- Acro will install the enhancement in the State's staging environment.
- Acro will support State's user acceptance testing in the staging environment to ensure that the requirements are satisfied.
- Acro will demonstrate to the State that all of the system requirements and functions have been met.
- Acro understands that it will be responsible to modify any functionality or requirement that is viewed by the State as not acceptable.
- Acro understands that it is responsible to add a function or requirement as defined in the requirements document that Acro failed to include.
- All modifications and/or additions to a function in the system as defined in the requirements document will be performed without any additional cost.

After the State has successfully conducted its acceptance test and given its approval, Acro will install the new enhancement in AIS production environment.

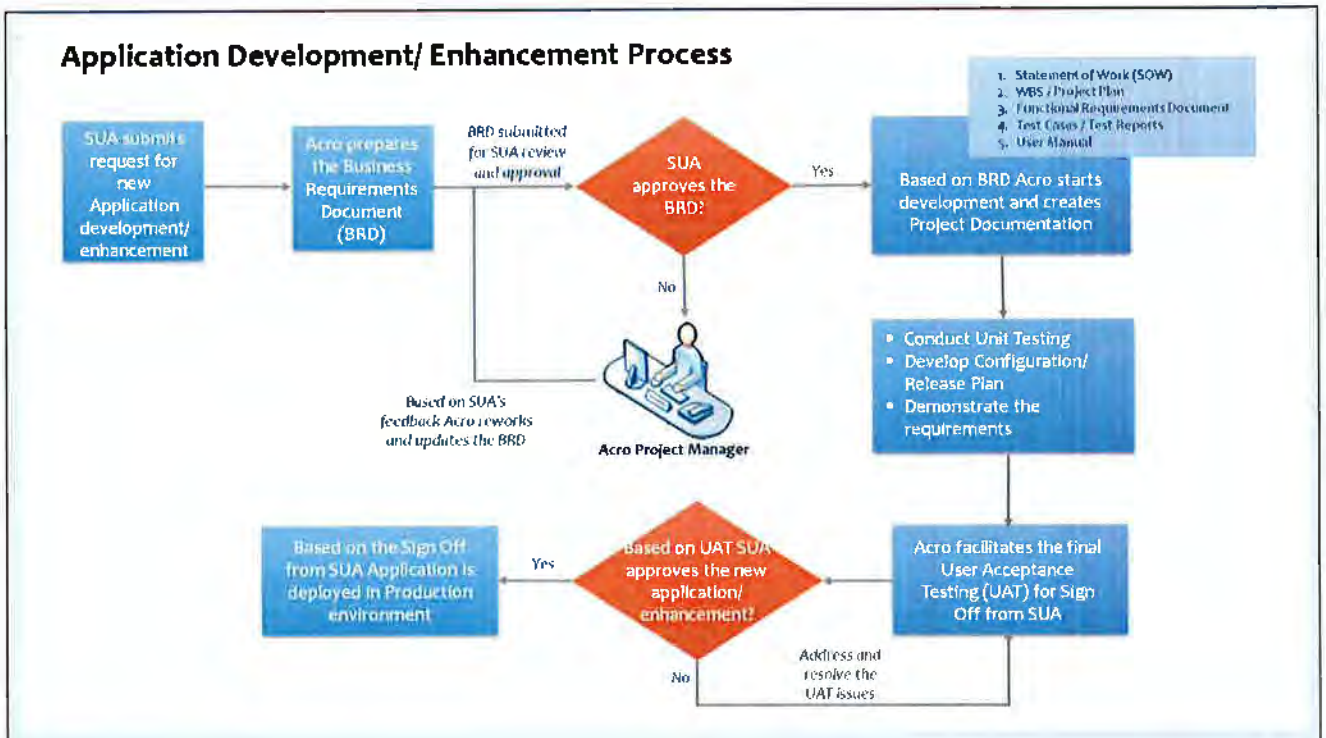
Acro will provide technical support during installation to the State's production environment. This includes a 30-day warranty period for all enhancements provided.

Acro will provide post implementation support and will respond to support calls within 2 hours during regular business hours 8 am – 5pm central standard time.

In summary, Acro will provide the following deliverable(s) as mentioned in section 1.501.

- Enhancements to the AIS system
- Project Plan / WBS
- Requirements documentation
- Test cases
- Installation Plan
- Technical Support
- Post Implementation Support

The following diagram illustrates the current Application Development and Enhancement process followed by Acro within the current contract.



This process will be adhered to, as a part of the new contract, for new application development and application enhancements performed by the Acro team.

OPERATIONS & MAINTENANCE PHASE

The following table contains the list of requirements and due dates expected of the contractor for the Operations and Maintenance (O&M) phase following the implementation of the solution. Details for these requirements follow in the narrative after the table.

	Phase	Requirements	Due Date
9.1	9.0 Operations and Maintenance	Operating Procedures Guide	Due dates to be determined in the Detailed Work Plan
9.2		Help Desk	Due dates to be determined in the Detailed Work Plan
9.3		Problem Resolution	Due dates to be determined in the Detailed Work Plan

1. Operations & Maintenance (O&M) activities include, but are not limited to, the following:

   a. Perform system maintenance, including testing, documentation, etc.

b. Record, track, and resolve system defects at no additional cost to the State.
c. Maintain ongoing operations
d. Conduct necessary software updates
e. Conduct maintenance of interfaces
f. Provide help desk support with predefined technical support prioritization levels
g. Provide security management
h. Support policy and process changes
i. Keep portal up to date
j. Keep all written material, including all system documentation and scripts, up to date as changes occur

2. **OPERATING PROCEDURES GUIDE (9.1)**
The contractor shall develop and maintain documentation on operating procedures to assist technical staff in operation and maintenance of the proposed System. These procedures help define and provide understanding of system operations and performance. The operations procedures will address all facets of the technical operation of the system. The Operating Procedure Guide must be continuously updated (at a minimum quarterly) to reflect the latest changes.

3. **HELP DESK (9.2)**
The contractor shall be responsible to operate and support the Help Desk, and shall be responsible for providing a single toll-free number and a single local number for use. The contractor shall also provide voice mail capability and shall provide an on-call staff person with paging capability during non-operating hours.

The contractor shall create the Help Desk Procedures Manual, which defines and documents the processes and procedures for Help Desk operations. These procedures will include, at a minimum, problem identification and initial diagnosis, problem escalation procedures, problem ticketing, problem logging, assignment of priority, and the ability to search through previous problems to find resolutions for new problems. A clear, quick, and effective escalation path is critical to DHHS for this system.

4. **PROBLEM RESOLUTION (9.3)**
The contractor shall continue to receive, record, and track problem reports and modification requests from users and provide feedback to users. Whenever problems are encountered, the problems shall be recorded and entered into the problem resolution process. The contractor shall provide interactive support for users to report system problems.

Acro's Response:

Acro will perform following Operations & Maintenance (O&M) activities, including but not limited to the following:

A. Perform system maintenance, including testing, documentation, etc.
B. Record, track, and resolve system defects at no additional cost to the State.
C. Maintain ongoing operations
D. Conduct necessary software updates
E. Conduct maintenance of interfaces
F. Provide help desk support with predefined technical support prioritization levels
G. Provide security management
H. Support policy and process changes
I. Keep portal up to date
J. Keep all written material, including all system documentation and scripts, up to date as changes occur

<u>OPERATING PROCEDURES GUIDE</u>

Acro will develop and maintain documentation on operating procedures to assist technical staff in operation and maintenance of the proposed System. These procedures will help define and provide understanding of system operations and performance. The operations procedures

will address all facets of the technical operation of the system. The Operating Procedure Guide will be continuously updated (at a minimum quarterly) to reflect the latest changes

HELP DESK

Acro will be responsible to operate and support the Help Desk, and will be responsible for providing a single toll-free number and a single local number for use. Acro will also provide voice mail capability and will provide an on-call staff person with paging capability during non-operating hours.

Acro will create the Help Desk Procedures Manual, which defines and documents the processes and procedures for Help Desk operations. These procedures will include, at a minimum, problem identification and initial diagnosis, problem escalation procedures, problem ticketing, problem logging, assignment of priority, and the ability to search through previous problems to find resolutions for new problems. A clear, quick, and effective escalation path is critical to DHHS for this system

DELIVERABLES

The awarded contractor's system shall deliver the following documents and activities that meet with DHHS approval. The Bidder shall submit a Deliverable Schedule detailing the number of weeks each deliverable will require from beginning to completion and the payment percentage of the total project cost of each deliverable, not including on-going O&M annual fees or licensing fees. Under no circumstances shall the sum percentage of deliverables prior to completion of implementation exceed 35%. The deliverables prior to Implementation are Project Planning, Requirements Analysis, Design, Development, Interfaces and Integration, Data Conversion, Testing, and Training.

Milestone	Payment Percentage of Total Project Cost (not including on-going O&M annual fees or licensing fees)	Due Date
Project Planning		
Requirements Analysis		
Design		
Development, Interfaces and Integration		
Data Conversion		
Testing		
Training		
Implementation		
Total	**100%**	

1. Project Planning
   a. Detailed Project Work Plan
   b. Testing Methodology
   c. Risk Management, Issue Management, and Organizational Change control, Work Management, Change Control procedures
   d. Status Reporting Plan
   e. Project Status Meetings Protocol

f. Electronic Project Library
g. Security Plan
h. Business Continuity Plan/Disaster Recovery Plan

2. Requirements Analysis
   a. Requirements Validation Documents
   b. Fit/Gap Analysis
   c. Pilot/Prototype

3. Design
   a. Detailed System Design Documentation
   b. Testing Plan

4. Development, Interfaces, and Integration
   a. Software Development Plan
   b. Development/Customization
   c. Software Development Summary Report
   d. Schedule of Interface Development Efforts
   e. Interface Environment Setup
   f. Interface Development and Testing

5. Data Conversion
   a. Data Conversion Plan and Guide
   b. Conversion Results Report

6. Testing
   a. User Acceptance Plan and Testing
   b. User Acceptance Testing Results

7. Training
   a. Training Plan
   b. Training Sessions
   c. Video Sessions
   d. Training Manuals

8. Implementation
   a. Implementation Plan
   b. Final Readiness Assessment
   c. Documentation
   d. Problem Resolution Plan
   e. System Go-Live

9. Operations and Maintenance

Acro's Response:

Acro's SUA-ACAMS system will deliver the following documents and activities that meet with DHHS approval. Acro will submit a Deliverable Schedule detailing the number of weeks each deliverable will require from beginning to completion and the payment percentage of the total project cost of each deliverable, not including on-going O&M annual fees or licensing fees. Under no circumstances shall the sum percentage of deliverables prior to completion of implementation exceed 35%. The deliverables prior to Implementation are Project Planning, Requirements Analysis, Design, Development, Interfaces and Integration, Data Conversion, Testing, and Training.

Acro will provide the following deliverables during the implementation of SUA-ACAMS.

1. Project Planning
    a. Detailed Project Work Plan
    b. Testing Methodology
    c. Risk Management, Issue Management, and Organizational Change control, Work Management, Change Control procedures
    d. Status Reporting Plan
    e. Project Status Meetings Protocol
    f. Electronic Project Library
    g. Security Plan
    h. Business Continuity Plan/Disaster Recovery Plan

2. Requirements Analysis
    a. Requirements Validation Documents
    b. Fit/Gap Analysis
    c. Pilot/Prototype

3. Design
    a. Detailed System Design Documentation
    b. Testing Plan

4. Development, Interfaces, and Integration
    a. Software Development Plan
    b. Development/Customization
    c. Software Development Summary Report
    d. Schedule of Interface Development Efforts
    e. Interface Environment Setup
    f. Interface Development and Testing

5. Data Conversion
    a. Data Conversion Plan and Guide
    b. Conversion Results Report

6. Testing
    a. User Acceptance Plan and Testing
    b. User Acceptance Testing Results

7. Training
    a. Training Plan
    b. Training Sessions
    c. Video Sessions
    d. Training Manuals

8. Implementation
    a. Implementation Plan
    b. Final Readiness Assessment
    c. Documentation
    d. Problem Resolution Plan
    f. System Go-Live

9. Operations and Maintenance

5. PROPOSAL INSTRUCTIONS

This section documents the requirements that should be met by bidders in preparing the Technical and Cost Proposal. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions; format and order:

PROPOSAL SUBMISSION

4. REQUEST FOR PROPOSAL FORM

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

The RFP for Contractual Services form must be signed using an indelible method (not electronically) and returned per the schedule of events in order to be considered for an award.

Sealed proposals must be received in the State Purchasing Bureau by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.

It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows: http://das.nebraska.gov/materiel/purchasing.html

Further, Sections II through VII must be completed and returned with the proposal response.

5. CORPORATE OVERVIEW

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

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder should 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.

b. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should 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, should 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 should 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.

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 should 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.

d. OFFICE LOCATION

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

e. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous ten (10) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

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 twenty-four (24) 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.

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a contract terminated for default during the past ten (10) 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.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

v. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should 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 should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

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

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

i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

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

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this RFP. The names and titles of the team proposed for assignment to the State project should 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 should 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 RFP in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should 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.

Acro's Response:

The following individuals are Acro's Key Personnel for this initiative. The respective resumes for each listed individual have been provided. Acro will continue to make these key project personnel available through the Implementation Phase of the contract as long as these individuals remain in Acro's employment. The On-going Operations Support Phase will not require the level of staff that is required during the implementation phase.

#	Position Title	Proposed Acro Resource
1	Single Point of Contact	Kshiteej Bhosale
2	Project Manager	Vishwas Tare
3	Enterprise Architect	Juan Blea
4	System Architect	Biswajit Sinha
5	Security Architect	Vijay Rao
6	Product Development Lead	Navin Kumar

1. Mr. Kshiteej Bhosale – Single Point of Contact

Summary: Dynamic, result oriented senior IT leader with over 25 years of IT Management and Consulting Services bringing innovative thinking and winning approach in the areas of: Strategy Development, Complex Project and Program Management, Customer Support Services, Product Development, Software engineering and IT Services Delivery.

PMP and ITIL Foundation certified with a successful track record of Application Development, Delivering process improvement and System integration for a wide range of Fortune 500 companies within complex IT environments. Experienced in negotiating and sourcing business process outsourcing and IT-related services. Skilled in developing and executing project turnarounds and improvement plans. An individual with strong business acumen, engagement management skills, technical understanding and having the ability to speak in both business and technical terms

Specialties
System Integration, Business Process improvement, Data Gathering and Analysis; Contract Solution, Sales and Negotiation; Account/Engagement Management; Client Relations; Client Onboarding; Client Needs analysis; Vendor Management; Talent Hiring, Acquisition, Retention and Mentoring; Global Delivery Model Setup and Execution.

EXPERIENCE:
Director – Technology Solutions at Acro Service Corporation
June 2013 – Present
Responsible for:

- External client relationship building and maintenance
- Identifying and implementing process improvements to manage Business Development Model
- Assisting the Operations team in post-sales implementation activities.
- Relationship building with internal divisions within accounts
- Full Delivery/management responsibilities
- Communicate overall performance and trends to appropriate management.

Director – Customer Management (North America) at Mahindra Engineering Services
August 2012 – June 2013
Responsible for the Strategy Development, Planning and Execution of Business Development activities in the Engineering Services domain for Mahindra Engineering Services.

Developed individual Engineering solution proposals for Automotive OEMs and Tier-1 Suppliers in the North American region. Developed and implemented strategy for developing customer base.

Director at NIK Consultancy Services
March 2008 – July 2012
Consulting Partner focused on strategic IT direction and business planning processes for Client corporate environment. Undertaking engagements such as Designed mobile computing strategy.
Vendor evaluation and selection for IT strategy at Healthcare provider.

Supported projects and new initiatives as well as simultaneously driving the implementation of business IT initiatives.

Sr. Program Manager at The Berry Company
February 2008 – August 2011
Directed the overall Conversion from existing multi-systems, multi-platform environment to the target Enterprise system. Additional responsibilities included setting up a Global Delivery Model, Team selection and retention, and subcontract management.

Designed and successfully executed cutover of multiple legacy Financial systems for the entire Organization to the single target system, without any interruptions to monthly, quarterly, annual or any planned financial cyclic activities. The actual cutover was executed ahead of schedule from seven locations in four countries.

As a part of the divestiture from the parent company, directed the successful relocation of IT Data-Center and the Hosting Infrastructure Environment, hosting multiple applications with zero downtime for customer's business.

Project Executive at IBM
March 1998 – March 2008

- Secured, implemented and managed client accounts exceeding $20+ million annually and engaging over 100 IT professionals.
- Oversaw new business development groups for IT Systems Engineering. Working with a team of professionals developing customized solutions for Customer.
- Collaborated with Customer Executives to design and implement strategic solutions for organizational effectiveness.
- Ensured successful delivery of all program performance deliverables, sales and profit.

October 2006 – March 2008
Directed a geographically and culturally dispersed group of IT programs delivering Technical Support Center, an IT Help Desk supporting Tier-1 automotive supplier. Managed complex internal and external relationships while building consensus and leading the transition effort.

Devised innovation Global delivery solutions to help customer achieve their saving target goals.

January 2003 – October 2006
Directed the IT Operations program supporting the entire Global Purchasing department for General Motors. Ensured successful delivery of all program performance deliverables, sales and profit. 100% SLA during entire delivery ownership. Provided oversight to Application Development for large application developments efforts such as GPS and rewrite of the GQTS application.

Oversaw activities and successful performance of multiple subcontractors and coordinating activities in a multi-vendor environment.

March 1998 – January 2003
Project Manager on various engagements – responsibilities included Client relationship management, communication with Client executives, ownership of project financials, service delivery initiatives, and workforce management.

Project Manager / Technical Lead at Fujitsu-ICL
May 1994 – February 1998
Project Manager and Technical Leadership Client facing roles – responsibilities included requirements gathering, gap analysis, designing and architecting solutions, team recruitments, coaching, task allocation, and delivery management.

EDUCATION
Louisiana State University, USA - M.S. (Computer and Electrical Engineering) 1993.
University of Poona, Pune, India - B.E. (Industrial Electronics) 1990.

CERTIFICATIONS
IBM Certified Senior Project Manager.
Certified PMP, PMI Institute.
ITIL Foundation Certified.

2. Vishwas Tare – Project Manager

Detail Training/Education
Degree/Certificate: - B.E. (Computer Science) Dates of Education: 1994
Certifications: PMI Certified Project Management Professional Dates of Certification: 2005

Detail Experience

Job/Project: Acro service Corporation Position: Project Manager
From Date: Dec 2013 To Date: Present

Project Name: Screening, Admissions & Releases (SARA) Client Name: State of New Mexico
Team Size: 5

SARA (Screening, Admissions and Releases Application) is a web-based application that provides state-wide, centralized youth detention, screening and tracking services with several MIS (Management Information System) reports. The system Provide for real-time tracking of children in detention statewide and provide a mechanism for screening children referred for detention. The recent enhancement to SARA allows to create sub grantee award and programs for the state and federal funding grants. The sub grantee coordinator can submit quarterly progress report form (PRF) to the state to measure the effective of the programs conducted and generate detail and aggregate reporting.

Project Name: Aging Information System (AIS) Client Name: State of Michigan
Team Size: 8

The AIS (Aging Information System) suite of applications developed and maintained by Acro for the State of Michigan is a secured database of the Senior Citizens of the State of Michigan populated and maintained by external partners such as community agencies. AIS consists of 18 Internet-based data collection, review and reporting applications and administrative software applications, 3 public websites and a secure extranet site including public search pages for Aging and Disability support centers.

Project Name: CARS Client Name: State of New Mexico
Team Size: 4

Centralized Automotive Reservation System, referred to as C.A.R.S. is an application that allows CYFD employees to reserve CYFD fleet vehicles online, schedule repairs and maintenance for vehicles, and generate reports. The enhancement, support and maintenance activities will allow the Agency to continue to provide for more efficient service delivery by streamlining "fleet vehicle management" and reducing leasing costs.

- Define project scope, charter, goals and deliverables in support of business goals and works with senior leadership and stakeholders for approvals of application enhancements.
- Ensure that projects are completed on time and meet all business and system requirements. Conduct all project management tasks to ensure schedule, cost, and quality goals.
- Develop project plans, schedules and work breakdown structures for projects.
- Maintain project tracking and provides status reports to senior and client leadership.
- Identify and proactively resolves issues/conflicts within the project team.
- Communicate project status, progress on deliverables, and risks/issues to stakeholders and leadership in a timely manner.
- Collaborate with cross-functional teams including architects, software engineers, developers, testers, technical leads, and deployment leads to ensure timely delivery of projects.
- Ensure adherence to Clients Software Development Life Cycle and delivery methodologies, guidelines and policies.
- Adhere to change management processes during the project lifecycle.
- Ensure compliance with project deliverables and project accounting.
- Work with software estimation group to ensure project staffing and resource plan.

Job/Project: IBM GBS, Melville, NY
Position: Project Manager
From Date: May 2012
To Date: Nov 2013

Project Name: New Hampshire Divestiture Day2 Engg & Operations
Client Name: National Grid
Team Size: 15

National Grid is a utility company, primarily focused on delivering energy safely, reliably and efficiently. The mandated NHD program is related to the contractual obligations stemming from the sale of National Grid's two New Hampshire utilities to Liberty Utilities.

- Responsible for the Engineering and Operations portion of the functional categories that mainly consisted of SPIPE, ArcFM, FORTIS, GIS Smallworld, SOP Gas Control and Power-on applications.
- Developed requirements regarding the data needs of Liberty Utilities for each of the systems categorized as Engineering and Operations.
- Developed requirements regarding the system shutdown needs of National Grid once the data is transitioned to Liberty Utilities.
- Developed requirements regarding how National Grid and Liberty Utilities will manage any residual interfaces once the data is transitioned to Liberty Utilities.
- Developed a design that will be optimal in meeting Liberty Utilities requirements while minimizing the impact to National Grid systems and businesses.
- Management of project effectively delivered on time, on budget, and within quality expectations set by National Grid.
- Followed National Grid's SDP policies, management structures and reporting procedures for all aspects of the project's environment.

Technical Environment/Tools: ArcFM, GIS Smallworld, FORTIS, Poweron, Oracle 11g, MS Project 2007, Rational Team Concert, MS SharePoint

Job/Project: IBM GBS, Lawrenceville
Position: Project Manager
Date: Oct 2010
To Date: Apr 2012

Project Name: BIP SaaS and SMART Client Name: American Express
Team Size: 30+

American Express is a diversified global financial services company known for credit card, charge card and travelers check business. Worked on multiple releases (R7 BIP Middle Market, R7.5 Back Button & Robo Help, R8 Check, and R9 FBB) for the B2B Payment Hub platform.

- Delivered Fixed Bid projects from $100K to $1 Million on schedule, within budget and high quality standards.
- Lead and deliver on resources, processes and plans in multiple work-streams of BIP ranging from Product Design, Technology Delivery and Client Implementations.
- Ensured effective communication between the project teams, customers and stakeholders by conducting weekly status meetings.
- Provided weekly status report for all ongoing projects in the program level dashboard for meeting with the executive stakeholders.
- Tracked project tasks with the team on a weekly basis and identify new issues and risks which can potentially jeopardize project milestones and delivery date.
- Delivered credit card members analysis reports to AMEX merchant customers in SMART project. These reports provide greater insights of the card spend demographics to the merchant to target their products and services.

Technical Environment/Tools: WSAD, Java, XML, JavaScript, JSP, Servlets, EJB, JDBC, JNDI, Struts, Ajax, Oracle 10g, Actuate, Clarity, PLSQL Developer, Test Director, MS Project 2007, Clarity PPM, MS SharePoint

Job/Project: IBM GBS, Pune Position: Service Delivery Manager
Date: Nov 2007 To Date: Sep 2010

Project Name: Application Maintenance & Support Client Name: AmerisourceBergen
Team Size: 30+

AmerisourceBergen provides drug distribution and related services designed to reduce costs and improve patient outcomes, distribute a line of brand name and generate pharmaceuticals, over-the-counter (OTC) health care products and home health care supplies and equipment to a wide variety of health care providers located throughout the US.

- Managed project risks and issues by raising them proactively during weekly status meetings and tracking to closure.
- Worked as a single point of contact for IBM Business Area Managers to manage projects staffing, risk, issues & client escalations.
- Improved Client Satisfaction by reducing problem tickets, managing SLA, providing permanent fixes and partnering with Business.
- Implemented best practices in the account by documenting SLA monitoring process, preparing domain knowledge white papers, refinement of knowledge transfer process.
- Adhered to IBM and Client quality processes leading to consistently improved PMR and Client Satisfaction rating three years in a row.
- Managed to reduce cost by applying Lean techniques to bring down on-call support cost, merging application areas and using effective band mix.

Technical Environment/Tools: AS400, IDMS, COBOL, MVS, DB2, VB, .Net, SQL Server, Test Director, QTP, Load Runner, Clarity PPM

Job/Project: IBM GBS, India Position: Test Project Manager

Date: May 2006 To Date: Aug 2007

Project Name: Specialty Pharmacy Electronic Claim System Client Name: Caremark Inc.
Team Size: 20

The Caremark SPECS was a new application developed for the Specialty Pharmacy to replace existing AtmosRX and CATS. Performed a test project manager role to manage huge pile of system test defects due to scope creep. Responsible for effective communication between the project team and the customer. Provide day to day direction to the project team and regular project status to the customer. Daily defect status reporting to the development and testing teams for defect tracking and closure.

Technical Environment: WSAD 5.1.2, WebSphere, DB2, Java, J2EE, JSP, Servlets, EJB2.0, JDBC, JNDI, JavaScript/HTML, MQWF, WBI, CVS, Rational Tools

Job/Project: IBM GBS, India Position: Project Lead
Date: Aug 2004 To Date: Sep 2005

Project Name: Global Purchasing System Client Name: General Motors.
Team Size: 20

Worked in GM Global Purchasing System supporting the day to day operations and managing the new enhancement requests for the application. Managed the offshore team and coordinated with onshore team for managing business queries, service requests and production problems. Managed the delivery of several enhancements requests on time and with quality deliverables. Managed the resources efficiently between the support and enhancement work by working closely with the onsite project manager and delivery manager.
Technical Environment: VC++, C on MVS, COBOL, DB2, Oracle, UNIX, Scribe Server.

Job/Project: IBM GBS,India Position: Technical Lead
Date: Oct 1999 To Date: Aug 2004

Project Name:Financials at the Speed of Thought (F@ST) Client Name: Ford Motor.

Worked in first of a kind Accelerated Solutions Center (ASC) at Ford delivering projects in Rapid Application Development (RAD) methodology helping the client achieve time and cost savings. Worked in multiple projects performing requirements analysis, design, coding, testing, deployment and warranty support. Developed project estimates, schedule, resource plan and tracked project deliverables. Developed common reusable components for the team. Reviewed specifications and code developed by the team. Raised the project issues and risks. Worked with testing team to perform system, integration, stress and performance testing. Supported the business users for user acceptance testing. Performed SQL Performance tuning and query optimization using TKRPOF and other techniques.
Technical Environment: Oracle 9i, Oracle PLSQL, UNIX, Pro C, MQ Series, Test Director, PLSQL Developer, ASP, XML, COM, Visual Basic, VBScript, JavaScript, TOAD

Job/Project: IBM GBS, Brazil Position: Senior Developer
Date: Feb 1998 To Date: Mar 1999

Project Name: Production Planning & Control Client Name: ACESITA

Part of IBM Brazil team developing production planning and control (PPC) system for steel plant, ACESITA. Core team member of the backend team developing Oracle stored procedures and data migration scripts. Also developed common components in Visual Basic and MQ Series. The client highly recognized and appreciated the Oracle knowledge and skills demonstrated in this critical project.
Technical Environment: Oracle PLSQL, Visual Basic, UNIX, SQL Loader, MQ Series.

Job/Project: Bajaj Auto Ltd, India
Date: Sep 1996

Position: Software Developer
To Date: Jan 1998

Worked in new software development project, Vehicle Production System (VPS) for Bajaj Auto in Oracle client server technologies. Developed screens, reports, stored procedures and database triggers. Also developed data migration scripts and bar code scanning programs. Deployed the system in two plants and provided warranty support. Worked with DBA on performance turning activities.

Technical Environment: Oracle 7, Oracle PLSQL, Oracle Forms, Oracle Reports, UNIX, SQL Loader, Pro COBOL, Pro C.

Job/Project: Hindustan Aeronautics Ltd
Date: Nov 1994

Position: Software Developer
To Date: Sep 1996

Worked in new software development project, Production Planning & Control (PPC) system for HAL in Oracle client server technologies. Developed screens, reports, stored procedures and data migration scripts.

Technical Environment: Oracle 7, Oracle PLSQL, Oracle Forms, Oracle Reports, UNIX, SQL Loader, Pro COBOL, Pro C, C.

3. Juan Blea - Enterprise Architect

Create and execute project work plans and revise as appropriate to meet changing needs and requirements. Identify resources needed and assign individual responsibilities. Manage day-to-day operational aspects of a project and scope. Review deliverables prepared by team before passing to client. Prepare for engagement reviews and quality assurance procedures. Minimize client exposure to risk on projects. Ensures project documents are complete, current, and stored appropriately.

Assignment: State of New Mexico Children, Youth and Families Department

- Developing ITIL-based service desk solution employing Novell Service Desk Platform
- Led effort to build Flexpod architecture to be used as a disaster recovery site

Assignment: State of New Mexico Children, Department of Information Technology

- Drafted all project documents, including use cases detailing design of new billing interface between TUAM and the new system for radio inventory management called Commshop

- Designed new interface using Visio and obtained approval on all application designs
- Developed new billing interface
- Tested and deployed new billing interface

Assignment: State of New Mexico Children, Youth and Families Department

- Led effort to design, build, and test new web-based screening tool for child care assistance eligibility
- Drafted all child care assistance test plans
- Drafted and submitted all EPICS implementation plans for child care assistance

AZTLAN EDUCATION — MAY 2010 TO CURRENT

Founder/Director

Create and Provide individual counseling services to detox clients. Provide small group relapse prevention workshops. Develop and implement psychoeducation classes for both substance abuse and co-occurring disorders. Provide small group counseling services. Provide leadership training for both groups and individuals. Provide case management services.

Offer CEU workshops for NM licensed counselors, therapists, social workers such as:

- **Metaphor Approach** – Teach ways that metaphor construction can aid in CBT Tx programs to uncover hidden meaning of symptoms
- **Ethics** – Provide workshop that satisfies six (6) hour ethics requirement
- **The 3 C's of Addiction** – Teach the mechanics of Addiction and how compulsion is related with Anxiety

STATE OF NEW MEXICO, DEPARTMENT OF HEALTH — SEPT 2011 TO JULY 2014

WIC IT Manager

Responsible for overall planning, organizing, and execution of all IT functions for the NM WIC Program. This includes directing all IT operations to meet customer requirements as well as the support and maintenance of existing infrastructure, applications, and development of new technical solutions. Provide day-to-day supervision, conduct performance appraisals, and delegate work assignments for all NM WIC IT personnel. Assist in recruiting, hiring, and providing appropriate training for IT support staff. Serve on planning and policy-making committees. Oversee the development, design, and implementation of new applications and changes to existing computer systems and software packages. Responsible for the ordering, acquisition, inventorying, and disposition of hardware and software.

- Successfully obtained $2.5M in new federal funds through the USDA Food & Nutrition Service (FNS) MIS Planning Advance Planning Document (PAPD) process to secure Gartner Inc. to direct the effort in researching and designing a new NM WIC MIS system
- Drafted necessary components and sought approval for the IADP for the new WIC system
- Worked directly with Gartner leadership to draft all functional and non-functional requirements for the new NM WIC MIS system
- Served as the "Enterprise Architect" for all Service Oriented Architecture design efforts for the greater DOH IT department

CSW ENTERPRISES FEB 2011 TO AUG 2011

Project Manager

Create and execute project work plans and revise as appropriate to meet changing needs and requirements. Identify resources needed and assign individual responsibilities. Manage day-to-day operational aspects of a project and scope. Review deliverables prepared by team before passing to client. Prepare for engagement reviews and quality assurance procedures. Minimize client exposure to risk on projects. Ensure that project documents are complete, current, and stored appropriately.

Assignment: State of New Mexico Public Regulation Commission Dept. of Insurance

- Research and draft: 1) As-is analysis of current workflows and data management processes; 2) Investigate and describe best practices within insurance regulation domain for data and document management; and, 3) prepare a gap analysis between deliverables 1 & 2.

SANTA FE RECOVERY CENTER 2009 TO MARCH 2011

Substance Abuse Counselor

Provide individual counseling services to detox clients. Provide small group relapse prevention workshops

Develop and implement psychoeducation classes for both substance abuse and co-occurring disorders

Provide small group counseling services

ACRO CORPORATION 2009 TO FEBRUARY 2011

Project Manager

Create and execute project work plans and revise as appropriate to meet changing needs and requirements. Identify resources needed and assign individual responsibilities. Manage day-to-day operational aspects of a project and scope. Review deliverables prepared by team before passing to client. Prepare for engagement reviews and quality assurance procedures. Minimize client exposure to risk on projects. Ensures project documents are complete, current, and stored appropriately.

Assignment: State of New Mexico Department of Workforce Solutions

- Successfully implemented Toll-Free Interactive Voice Response (IVR) application on schedule and within budget.
  - Led to five-fold increase of phone lines entering agency call center
  - Led to an over 66% reduction in caller wait times
  - Led to a 20-30% overtime budget decrease
- Implemented Data Capture (DC) computing environment employing MSSQL and .Net architecture
- Led integration of DC environment with legacy DB2 (v7.1) and JAVA-based applications
- Drafted seven (7) Use Cases upon which the IVR Business Design Document was based
- Oversaw IV&V vendor selection and reviewed all IV&V reports for content accuracy. Approved IV&V vendor invoices for completion per contract terms

GENZYME GENETICS, SANTA FE, NM 2009 TO 2010

Data Mapping Consultant/Analyst

- Mapped Oracle 10g data structures and HI-7 translations into XML and MSSQL based data model.
- Drafted final electronic data interchange documentation for prenatal risk calculator engine

TEKSYSTEMS 2006 TO 2009

Project Manager

Create and execute project work plans and revise as appropriate to meet changing needs and requirements. Identify resources needed and assign individual responsibilities. Manage day-to-day operational aspects of a project and scope. Review deliverables prepared by team before passing to client. Prepare for engagement reviews and quality assurance procedures. Minimize client exposure to risk on projects. Ensures project documents are complete, current, and stored appropriately.

Assignment: Genzyme Genetics

- Successfully Implemented Flexible Reporting system application on schedule and within budget.
  - Led to over $100,000.00/month cost savings (labor and supplies)
  - Projected revenue increase of over $1 million/per year
  - Mapped all HL-7 (Cloverleaf) translations into both XML and iLog specifications for enhanced, web-based physician accessible reports.
  - Led the back-end database phased upgrade from Oracle version 6 to Oracle 10g (6-8-10g)
- Led effort to re-engineer Biochemistry risk calculation applications as the lead systems analyst
  - Drafted 90 page functional requirements specification (FRS) document for prenatal risk calculation application that will provide clinical decision support
  - Drafted Software Architecture document that detailed the technical specifications traceable to the FRS.
  - Developed and delivered prenatal risk calculation fundamentals course to three business systems analysts.
  - Converted HL7 –delivered prenatal risk reports into XML based formats for portable client accessed reports
  - Drafted and implemented Independent Verification and Validation plans for Taysachs Automated Enzyme Assay Platform and for Prenatal Risk Calculator application.

Assignment: State of New Mexico Taxation and Revenue Department

- Successfully received Project Certification for Taxation and Revenue projects via Office of the Chief Information Officer Project certification process.
- Developed deliverables based contracts that can be monitored and efficiently tracked for timeliness and budget adherence.
- Successfully implemented Audit Timekeeping Application on schedule and within budget ($900,000.00)
- Successfully Implemented Taxpayer Access Point web-application on schedule and within budget ($1.8 million)
- Successfully led database conversion effort to Oracle 8 from DB2.

COLLEGE OF SANTA FE, SANTA FE, NM 2006 TO 2008

Adjunct Professor

Prepare syllabi, lesson plans, and exams for cross-cultural psychology, educational leadership, and educational technology courses. Maintain attendance and academic records. Facilitate topical dialogue sessions. Evaluate student performance and counsel students after class and/or by appointment.

ENVISION UTILITY SOFTWARE, Santa Fe, NM 2003 to 2006

Software Quality Assurance and Documentation Team Lead

Oversaw testing, quality assurance software practices, and documentation activities to support the software development life cycle for business software systems. Led a large variety of concurrent quality assurance project activities related to analysis, development, enhancement, and maintenance of application software of major systems. Monitored performance of employees and complete reviews. Assured staff received needed technical and other appropriate skills training.

- Reduced failure rate from fifty-seven percent (57%) to under two percent (2%).
- Converted paper-based user guide to an online help system.
- Successfully built QA & Doc team from three (3) members to eleven (11) members.
- Implemented Automated testing method and platform.
- Streamlined build process into an alpha/beta base from a numbered base.
- Developed and implemented staff development curriculum.
- Developed and implemented test plan and results practices.
- Led the Oracle database implementation (10g) for all new Cocoon-based web-apps

CITY OF SANTA FE, SANTA FE, NM 2000 to 2003

IT Project Manager

Developed, Implemented and maintained database systems (DB2, SQL Server, AIX-based systems). Served as technical lead on the transition team for bringing the Sangre de Cristo Water Company under the auspices of the City of Santa Fe's IT department. Wrote and coordinated the Summer Recreation Registration system. Served as Project Manager on the creation of the Regional Emergency Communication Center, Performed high-level application and Operating System (OS) support for two (2) AS/400's. Integrated and maintained all Public Safety systems (hardware and software). Designed and implemented RPG, C++, HTML & SQL applications. Served as lead on major WAN/LAN development projects. Maintained OS revision levels on two (2) AS/400's. Performed JD Edwards Financial system upgrades. Served as co-staff liaison to Y2K task force. Served as co-staff liaison to CTAC committee. Scheduled staff assignments. Developed and implemented Computer Operations operating procedures. Supervised three (5) IS Specialists. Developed and maintained Computer Operations budget. Performed OS and hardware upgrades to NT and Unix WAN/LAN servers (E-mail, Web, Firewall) and two (2) AS/400's. Installed and maintained routers, switched and hubs. Modified and designed new software programs (C++, Visual Basic, RPG, CLP and SQL). Installed and serviced Personal Computers and related peripheral devices. Connected remote devices to two (2) AS/400's. Developed internal AS/400 training curriculum. Performed all low-level technical duties as related to WAN/LAN technology. Administered and maintained two (2) UNIX servers (AIX, Solaris) Repair Personal Computers, Configure Bridges, Routers (Cisco), and other NT WAN devices; Maintained hardware standards for two (2) AS/400; wrote documentation for network standards. (Ethernet Backbone and NT environment.).

EDUCATION

Bachelor of Arts, College of Santa Fe	2004	Major: Humanities
Master of Arts, College of Santa Fe	2006	Major: Education Concentration: Leadership
Licensed Alcohol & Drug Counselor	2009	
Certified Continuing Education Provider	2011	
Certified Project Management Professional	2014	

4. Mr. Biswajit Sinha –System Architect

SUMMARY

- 14 years of experience in Information Technology through the entire Software Development Life Cycle which includes solution architecture, Analysis, Design, Development, Implementation and Installation of Client/Server, Web based Internet/Intranet applications
- 8 years' experience in system architect
- Extensive knowledge in .NET technologies – **.NET Framework, VB.NET, ASP.NET, C#.NET, ADO.NET, XML and Web Services**
- Solid understanding of object-oriented concepts and envelopment experience in OOAD.
- Extensively worked with **VB.NET, C#.NET, Visual Basic and XML** and **SQL Server**
- Good experience with development of web forms and windows forms with **VS.NET**
- Expertise in relational databases and involved in application development using **MS SQL Server**
- Extensively worked as a database developer for creating stored procedures and Triggers using Transact SQL using MS SQL Server
- Experience in creating and consuming **Web Services** - report designing with **Crystal Reports 9.0**
- Expertise in **VBScript, JavaScript, HTML** and **DHTML**
- Experienced with **AJAX, ATLAS** frameworks
- Having in depth knowledge of **MVC Architecture**
- Excellent skills in analyzing user's requirements, modeling the system and ensuring the functionality, with client satisfaction as the primary focus
- Highly organized and can achieve targets as an individual or as a team member

TECHNICAL SKILLS

.Net Technologies	: .Net Framework 1.1/2.0/3.0, ASP.Net, C#, VB.Net
Web Development	: ASP.Net 1.1/ 2.0, HTML, JavaScript, VBScript, ASP, XML, AJAX
Development Tools	: Visual Studio 2005/2003
Databases	: SQL Server 2005/2000, MySQL
Web Servers	: IIS 5.1/6.0
Reporting Tools	: Crystal Reports, Excel Reports
Version Management	: Visual Source Safe 6.0/2005
Operating Systems	: Windows 98/2K/NT/XP, Windows 2003 Server

WORK EXPERIENCE

Acro Service Corp. (*SEI CMM Level 3 Certified*) as a System Architect (2006– 2014)

WORK EXPERIENCE

Project#1 External Resource Management (XRM system)
Client: Kellogg
Period: Jan 2013- Present
Summary: External Resource Management has been developed for the procurement and management of contingent labor, including: Contract Labor, Temporary Employees, Consulting Services, and Independent Contractors.
Technology: ASP.net 3.5, SQL Server 2008
Role and Responsibilities:

- Solution Architect
- Design documents review
- Database Design

Project#2 External Resource Management (XRM system)

Client: State of MI
Period: Oct 2012- Present
Summary: External Resource Management has been developed for the procurement and management of contingent labor, including: Contract Labor, Temporary Employees, Consulting Services and Independent Contractors.
Technology: ASP.net 3.5, SQL Server 2008
Role and Responsibilities:

- Solution Architect
- Design documents review
- Database Design

Project#3 Aging Information System-Annual maintenance and planning system
Client: Michigan Office of Servicing to the Aging, State of Michigan, USA
Period: Oct 2009- Oct 2012
Summary: This is annual maintenance planning system developed for Michigan state govt's OSA department. This software used by the OSA admin, OSA filed staff etc. This application having features like PDF reports generation and using multiple tabs etc. The application has been developed in ASP.net as front end and SQL server as back end. For reports generation Crystal Reports has been used.
Technology: ASP.net 3.5, SQL Server 2000, Crystal Reports
Role and Responsibilities:

- Requirement gathering after interaction with client
- Team management
- Design documents review
- Coding

Project#4 National Aging Programming Information System (NAPIS)
Client: Michigan Office of Servicing to the Aging, State of Michigan, USA
Period: Jan 2009- Nov 2009
Summary: This is application for administrating and reporting federal state program for 1.6 million older people. With this application Michigan State Govt's OSA department oversees network of sixteen area agencies on aging (AAA's) and their partner of 1200 service providers across the state.
This application manages all those clients and their caregiver/care recipients and also able to generate many reports required by the various departments of Michigan State Govt. This application was initially developed in ASP.net 1.1 framework and later was migrated to ASP.net 3.5
Technology: ASP.net 3.5, SQL Server 2000
Role and Responsibilities:

- Requirement gathering after interaction with client
- Team management
- Design documents review
- ASP.net 3.5 migration related R&D
- Coding

Project#5 External Resource Management (XRM system)
Client: Lockheed Martin Corporation, USA
Period: Sep 2009- Till Date
Summary: This is application is build for client Lockheed Martin Corporation which one the biggest company in the World for defense system manufacturing. An application called External Resource Management has been developed for the procurement and management of contingent labor, including: Contract Labor, Temporary Employees, Consulting Services and Independent Contractors.

Technology: ASP.net 3.5, SQL Server 2005
Role and Responsibilities:

- Coding and requirement analysis
- Team management
- Design documents review
- Database Design

EDUCATION

- Bachelor in Science
- Post Graduate in Computer Management

5. Mr. Vijay Rao – Security Architect

SUMMARY:

- Over 22 plus years of Extensive experience in management of data center operations and network systems.
- Solid decision making, problem solving and leadership skills.
- Exceptional presentation and customer relationship skills including strong written and verbal communication skills. Able to effectively communicate with senior management, third party vendors, technical staff, as well as non-technical end users.
- Extensive knowledge and experience proficiently handling complex mission critical projects under extreme time constraints.
- In-depth knowledge and experience in information technology infrastructure planning, capacity analysis, and system implementation.
- Solid skills in network/server administration and database administration in large scale enterprise environment.

EDUCATIONAL QUALIFICATIONS:

- Bachelor of Science in Electronics and Tele Communication Engineering, 1994 India
- MCSE -Microsoft Certified Systems Engineer
- CCNA -Cisco Certified Network Associate
- Sun Certified System Administrator
- CNE -Certified Novell Engineer

TECHNICAL SKILLS:

Operating Systems:
Windows 3.1/3.11/95/98/ME/NT4.0/2000/XP/2003/Vista/2008/7/8/2012, Novell NetWare 3.X & 4.X, SCO UNIX Open server, Sun Solaris 8/9, IBM AIX, HP-UX, Red hat Linux and Open SUSE.

Firewalls:
Juniper SRX 240, SRX100, NS25, NS5GT and SA2500, CISCO ASA/PIX, Check point, Sonic wall, Watch Guard, Fortigate, Barracuda Spam and Spy ware firewalls.

Cloud Server hosting:
Microsoft Azure, Amazon Web Services (AWS), GoDaddy and WindStream.

Cloud Computing:

Microsoft Office365/BPOS - Cloud Computing based messaging and collaboration tools includes Exchange Online, SharePoint Online, OneDrive, Skype for Business/Lync, Office Online, Yammer and Microsoft Dynamics CRM Online. Cloud based Google Apps for business, cloud based Network solutions mail pro, Quest - Notes Migrator for Exchange Online and CRM online.

Databases:

SQL Server 7/2000/2005/2008/2012/2014, Oracle 8i/9i, MS Access, ACT, PostgreSQL, MySQL and Sybase.

IT INFRASTRUCTURE MANAGER / ARCHITECT **Aug'1999 to till date**

Current ongoing Project: AIS -Aging Information Systems Agency (State of Michigan)

- Configured/administering AIS network.
- Providing security monitoring, compliance, and incident responses
- Analyzing network and security log to produce monthly security report and yearly audit report for the client
- SAN migration from Dell EMC CX400 to SAN- Dell EMC AX4-5F.
- Recently migrated from Windows 2003 to Windows 2012, Active directory migration and SQL Server 2008 to 2014.
- Migrated from Windows 2000 to Windows 2003, Active directory migration and SQL Server 2000 to 2005 to 2008.
- Implemented VMware ESX 3.5 infrastructure.
- Complete server hardware refresh from old various Dell servers to new Dell Power Edge 1950's.
- Configured CISCO ASA firewall.
- Implemented Secured Web sites and FTP Servers.
- Configured/administering VERITAS Backup exec, SQL Agents and Dell Tape Loader.
- Implemented a secondary Disaster recovery center in Livonia
- Configured DR, Staging and testing environment using Microsoft Windows 2008 Hyper-v Datacenter server.
- For DR, implemented online backups using Amazon cloud and Vembu.

Current ongoing Project: ACAMS-Implementation (State of New Mexico)

- Installed and configured using Microsoft Azure cloud based computing infrastructure.
- Implemented Windows VMs for production, development, testing and staging environments.
- Installed IIS based web servers, configured Verisign certificates.
- Configured Microsoft SQL backend servers.

Current ongoing Project: CYFD –SARA project (State of New Mexico)

- Configured/administering SARA project.
- Configured openSUSE Linux running with JBoss and PostgreSQL database.
- Hosted the SARA application on J2EE environment.

Current ongoing Project: APACC

- Configured and administering APACC network.
- Migrated messaging systems from Google Apps to Office 365 cloud.

Current ongoing Project: Covenant House Schools (3 Charter Schools of YVS)

- Replaced Novell Netware infrastructure with Windows 2008 environment.
- Designed and deployed the new infrastructure with AT&T OPT-E-MAN.
- Configured/Imaged 1200 desktops in less than a week.
- Implemented WAYNE RESA procedures.
- Configured Education 2020 servers.
- Designed/Configured firewalls.
- Configured Exchange server 2010.
- Configured SharePoint for document management

Previous Projects:

Project: DHM -Doctors' Hospital of Michigan

- Managed Exchange server 2003, and Migrated to Exchange server 2007.
- Client services include infrastructure design and support, desktop support, telecommunications support, contract management, help desk services/operations and backup services.
- Management of Cisco based WAN/LAN infrastructure including routers, core switches, firewall and 3M wireless access points.
- Maintenance of Dual bonded DS1 circuits to the Internet and T1s.
- Management and support of the telecommunications circuits, hardware, software, handsets and directory.
- Implemented Citrix XenApp 5.5 infrastructure.

Project: Wagon Engineering

- Supported CAD stations running Unigraphics, Catia, IDEAS, Pro-E on Unix and Windows platforms
- Designed and implemented Cisco Wireless solutions corporation wide
- Implemented departmental ISO9000 Procedures
- Migrated to Exchange2000 from Lotus Notes/Domino
- Lotus Notes/Domino Administration
- Install and administer Network Appliance NAS systems
- Management of IT department consisting of several employees spread over multiple locations
- Established connections to Ford, GM, DCX, Navistar, Freightliner, Nissan
- Daily support of IP Telephony

Worked on several Projects **(August 1994 to August 1999)**

6. Mr. Navin Kumar – Product Development Lead

Summary:

10+ of extensive experience in enterprise software development life cycle (development, testing, maintenance, project management and program management of software applications & products).

Core Competencies: -

- ✓ Conducting system study and coordination with team members for requirements mapping, system design and integration, implementation etc.
- ✓ Understanding business requirements, identifying systems and getting it developed & implemented.
- ✓ Resolving queries regarding the Information System/Software & extending onsite support including maintenance of software support.

Professional Experience Summary

- ✓ 10+ years of working experience on Microsoft Technologies
- ✓ 8+d years of working experience on developing internet/intranet web applications
- ✓ 8+ years of working experience on .Net framework (4.0, 3.5, 2.0, 1.1)
- ✓ 6+ years of working experience on MS SQL Server
- ✓ 1+ years of working experience on MS Access
- ✓ 1+ years of working experience on ASP.Net MVC
- ✓ 1+ years working experience with WCF.
- ✓ Experience with architecting Web and SOA projects
- ✓ Adept in end-to-end development and maintenance of software applications/products from requirement analysis, designing, testing, documentation and implementation.
- ✓ Proficient in Project Management activities which includes Schedule preparation, Effort estimation, Staffing, Customer facing, Issue Resolution and Process compliance.
- ✓ Proficient in SDLC lifecycles (Waterfall & Agile) and implementing processes (CMMI, SIX Sigma).
- ✓ Proven ability to deliver high quality IT products and services on schedule and under budget.
- ✓ Excellent interpersonal skills in communications and client relations.
- ✓ Domain experience with Financial, health, Retail, high tech verticals.

Core Competencies

Technical

- ✓ Languages : C#, ASP.NET, VB.NET, VB
- ✓ Scripting Languages : XML, JavaScript, HTML, DHTML, CSS, JQuery
- ✓ Architecture : MVC, MVP, Three Layer
- ✓ Databases : SQL Server 2014, 2012, 2008,2005,2000, 97, MS Access, MySQL
- ✓ Configuration Management Tool : TFS, Source Depot, VSS, Harvest and SVN
- ✓ .Net Framework/Technologies : WCF, Microsoft VS Tools for Office, WSE 3.0, Connected Services Framework, WS* Implementations
- ✓ Development Tools : Visual Studio 2015, 2013, 2010, 2008,2005
- ✓ Project management tools : MS Office, MS Project and MS Visio
- ✓ Operation Support/Maintenance : Web Services, IIS, SQL Administration

✓ Domain Knowledge Domain	: CRM Domain, Portal, Manufacturing Domain and Retail
✓ Operating Systems	: Windows NT/2000/2003/2012 Server/XP/Vista/7/10
✓ Reporting Tools	: Power BI, BI 360, Crystal Report
✓ Other Applications	: Microsoft Great Plains (GP), Financial Accounting System : Implementation of APIs of different third parties

Educational Qualifications

- ✓ Master's degree in Computer Application (MCA) from New Delhi (India)
- ✓ Bachelor's degree of Computer Application (BCA) from New Delhi (India)

Certification

- ✓ Microsoft Certified Professional Developer (MCPD)
- ✓ Microsoft Certified Technology Specialist (MCTS)

Key Programs/Projects Handled

Working at Acro Service Corp., Livonia, MI:

Sr. Technical Lead **Apr '11 – Present date**

Project: AIS (Aging Information System)

Client: Aging & Adult Services Agency -Department of Health & Human Services, Michigan

The Aging and Adult Services Agency (AASA) reporting forms and information website and Aging Information System (AIS) software provide online access to resources to assist the aging network meet a variety of programmatic and financial reporting requirements. The Aging Information System (AIS) Partner Channel is intended exclusively for conducting State of Michigan Aging and Adult Services Agency (AASA) business

Modules of AIS (Partner Channel and Public) are:

- **Aging and Disability Resource Center (ADRC I&A):**
  - The Aging and Disability Resource Center Program is a collaborative effort of the Administration on Aging and the Centers for Medicare & Medicaid Services provided by ADRCs to the public. I&A ranges from sharing information and responding to requests, to in-depth conversations that take place over time regarding an individual's concerns and challenges.
  - The system start form State Users (Receptionist) receives service request in form of phone call, Walk-in, Email, Letter etc. then screening for Long Team Support Information & Referral Assistance. It has all type of features such as "Referral to External Agency" via Mail, "Intake to ADRC Service" in term of Option Counseling, Benefits Assistance, Waiver agencies etc., and "Intake to ADRC core Service" such as HDM, Community Living, Home Care etc.
  - It has also feature of "Follow-up", "To-Do", and many reports such as count/details for "Info Only", count/details for "ADRC", "County wide Service Requested Report" etc.
- **Financial Information Systems (FIRST):**
  - It is a financial reporting system that generates report various reports such as Financial Summary report, Cash Request report, Volunteer Expenditure report, Cash Allocation report etc. for state government, administrative and local expenditures.

- **National Aging Program Information Systems (NAPIS):**
  - NAPIS State Program Reports are completed by the states to comply with AoA reporting requirements for submission of annual performance reports.
- **Area Agency on Aging Assessment Guide**
- **Secure File Drop** -- Service providers, grantees, and other aging network affiliates can upload financial reports, NAPIS reports, and various reporting forms.
- **Secure File Download** -- Service providers can retrieve NAPIS information from Area Agency on Aging.
- **Market Master Management System**
- **eLearning Solutions**
- **Annual & Multi-Year Planning System (AMPS)**

Role & Responsibilities:

- **Making Business website ADA Compliance**
- **Analysis for Security vulnerabilities in AIS application**
- Ensuring quality deliverables and tracked all project deliverables to completion on time, within budget and with high quality.
- Tracking bugs and root causes, maintain project status report and apply project resources per the approved project plan.
- Prepare project plan and obtains management approval of the project plan.
- Apply report for measurement of plan vs. actual with variance analysis.
- Periodic risk analysis of project risks, people risks and development of mitigating strategies.
- Working with **.Net 4.0 framework technologies and ASP.Net MVC to build a Project Document Library**.
- Working with the Program Management team to estimate the design, development and integration efforts for the Application Experience Online Service.
- Generated model, **ASP.Net MVC views, and controller helper methods to dynamically render web dynamically**.
- Used **jQuery** scripts to manipulate UI views and support client side validations.
- Database Tuning

Project environment: .Net 4.0/3.5 Framework, MVC, Rule Engine, C#, ASP.Net MVC, JQuery, JavaScript, CSS, XML, SQL Server 2014

Project: IRM (Internal Resource Management)
Client: Acro Service Corporation

- IRM articulates the functions and objectives of the organization and manage Clients, Contractors, Candidates, Employees
- Applies knowledge of organization to define requirements, acquire resources and place the employee
- Tracks Employee recruitment process and benefits
- Optimizes processes by coordinating interactions across the organization
- It notifies the current openings to all vendors by broadcasting the open position with full JD.
- The system can search candidate from different source and third parties
  Modules:_Users, Employee, Clients, Vendors, Cost Sheets

Role & Responsibilities:

- Prepares technical architecture of software application systems including development frameworks for the systems, operating environments, database design and architecture for optimized system performance and improved code maintainability
- Helps development teams with understanding of client requirements and prepares business requirements document and other system documents
- Develops work breakdown structure (WBS). Work with development teams to identify the tasks, derive estimates and timelines to deliver projects considering all the project constraints and dependencies. Revise the WBS if any changes in the requirements and seek required approvals before starting any work.
- Reviews tasks for quality- Participate in reviews of various project artifacts such as design documents, code, test cases, and test reports, and provide status updates to project manager. Review the deferred defects with the development and testing teams to provide clear directions to those teams. Escalate issues and risks to project manager wherever needed.
- Report Project Status to the reporting manager
- Maintaining high standards of software quality within the team by establishing good practices and habits. Collaborate with other teams so the best practices can be shared among the various Acro teams

Project environment: .Net 3.5 Framework, C#, ASP.Net MVC, JQuery, JavaScript, CSS, XML, SQL Server 2012

Project Leader **Jan '14 – Apr '15**

- Provided technical leadership ensuring quality deliverables and tracked all project deliverables to completion on time, within budget and with high quality.
- Improved client satisfaction by reducing problem, tracking bugs and root causes, maintain project status report.
- Apply project resources as per the approved project plan.
- Prepare project plan and obtains management approval of the project plan.
- Apply report for measurement of plan vs. actual with variance analysis.
- Periodic risk analysis of project risks, people risks and development of mitigating strategies.

Team Leader **Jun '10 –Dec '13**

- Worked with .Net 4.0 framework technologies and ASP.Net MVC to build a Project Document Library.
- Worked with the Program Management team to estimate the design, development and integration efforts for the Application Experience Online Service.
- Designed and Developed workflows and activities for different components using Windows Workflow Foundation.
- Create a rule engine framework to create business rules and maintain them as separate entities.
- Created extension methods in C# to extend the rules functionality.
- Developed UI views and controllers for the QPEX UI using ASP.net MVC framework.
- Generated model, ASP.Net MVC views, and controller helper methods to dynamically render web dynamically.

Project environment: .Net 4.0/3.5 Framework, Rule Engine, C#, ASP.Net MVC, JQuery, JavaScript, CSS, DHTML, XML, SQL Server 2008

Worked on several Projects	(November 2006 to June 2010)

j. **SUBCONTRACTORS**

If the bidder intends to Subcontract any part of its performance hereunder, the bidder should 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.

6. TECHNICAL APPROACH

The technical approach section of the Technical Proposal should consist of the following subsections:

a. Understanding of the project requirements;
b. Proposed development approach;
c. Attachment D Technical Requirements;
d. Attachment B Business Requirememts'
e. Draft project work plan; and
f. Deliverables and due dates.

G. TECHNICAL APPROACH

The technical approach section of the Technical Proposal should consist of the following subsections:

g. Understanding of the project requirements;
h. Proposed development approach;
i. Attachment D Technical Requirements;
j. Attachment B Business Requirememts'
k. Draft project work plan; and
l. Deliverables and due dates.

Acro's Response:

a. Understanding of the project requirements

The Acro Team understands SUA's objective to contract with a vendor to provide a fully functional SUA Aging Information System Services (AISS) designed to effectively and efficiently support the maintenance and reporting of SUA consumer data, service delivery information and service activities in a manner that satisfies all applicable state and federal requirements.

Acro further understands the State's desire for a comprehensive web-based, statewide AISS that will efficiently meet the needs of the Nebraska aging network and the Long Term Care Ombudsman program for storing, maintaining and reporting consumer information, service delivery and service activity data to SUA, the 8 Area Agency on Aging (AAA), and service providers. The system will allow SUA to fulfill grant reporting requirements including National

Aging Program Information System/State Reporting Tool (NAPIS/SRT), Ombudsman Reporting Tool (ORT), Semi-Annual Reporting Tool for the ADRC (SART), and reporting requirements for other potential funding sources.

Acro proposes to meet SUA's requirements for an Aging Information System Services by customizing Acro's Case Management Software (ACAMS), a secure and flexible cloud-based COTS system hereafter referred to as **STATE UNIT ON AGING – ACRO CASE MANAGEMENT SOFTWARE (SUA-ACAMS)** in this proposal.

b. Proposed development approach

Acro's approach for the management of the scope of the State's RFP is tied to tasks and deliverables and is managed in the following two phases:

1. Implementation Phase
2. On-Going Operation Support Phase

IMPLEMENTATION PHASE

The Implementation Phase includes the configuration and customization of Acro's COTS system, ACAMS, to meet the State's requirements for SUA-ACAMS implementation. Acro's SUA-ACAMS solution will help achieve State objectives including but not limited to the goal of using a software solution that is actively in use in providing similar case management and federal reporting services. Acro's SUA-ACAMS solution can be deployed quickly – within months – with specific configuration and enhancements to meet and exceed State's Aging and Adult Services program needs. SUA-ACAMS is a proven solution that is not burdened by does not carry the risk or the product development time associated with a custom "built-from-scratch" approach. The SUA-ACAMS solution also incorporates best practices built from development and experience working with states.

SUA-ACAMS

STATE UNIT ON AGING'S CUSTOMIZED SOLUTION IMPLEMENTED USING ACAMS (ACRO'S COTS SYSTEM)

Acro's implementation approach has been designed to address projects that are similar in nature and magnitude, and help with the overall understanding and acceptance of the end-product. This approach helps with:

- Generating a common understanding and agreement on the business requirements so that stakeholders can and want to support the new system
- Building a guiding coalition at all levels to drive agreement and action
- Engaging stakeholders throughout the life-cycle of the project to sustain interest, participation, and commitment
- Analyzing workforce impacts and training requirements to prepare all end users to successfully operate in a new environment
- Delivering training to impart new technology and process skills across a geographically dispersed user population
- Identifying and mitigating project and implementation risks related to stakeholder involvement

Acro understands that the implementation of a new data system is a significant undertaking that will change the way consumers are served and how business is done. Acro recognizes

that a successful implementation requires more than just the leading social services enterprise software. All five components of an information system must be explicitly considered during the implementation as well as during the post-implementation steady state:

- Hardware – Hosting and devices supported
- Software – Development and Run time
- Data – Optimization and Security (both in transit and at rest)
- Resources – impact to State and Acro resources
- Processes – changes to Business and Technical Processes

Acro's structured implementation methodology incorporates this five-part model in its processes and tasks. Acro is well positioned to help customers involve people at all stages of the process. Acro helps users embrace the change, recognize the importance of carefully formulated procedures, and take those through to the end-user training. Acro's methodology has many check points for data relevance and validity to ensure the result of high-quality, reliable data.

Project Management Institute (PMI) based processes are established throughout the project lifecycle – such as Scope Definition, Communication Plans, Change Management, Risk Management, Time Management, etc. to provide transparency to the stakeholders on the status and health of the project.

Acro's Implementation Phase consists of following six sub-tasks:

1. Planning and Requirements Gathering
2. Customize and Configure the ACAMS system to be the SUA-ACAMS system
3. Create Website to New Hosting Environment
4. User Training
5. Integration and User Acceptance Testing
6. Deployment of SUA-ACAMS application and Go-Live

1. <u>Planning and Requirements Gathering</u>

Acro's proposed solution is centered on the use of purpose-built Acro's Case Management Software (ACAMS) system deployed in a SaaS platform. Acro's proposed SUA-ACAMS solution will use the ACAMS system's flexible framework that is adapted through configuration and customization to meet the various programs and workflows with minimal need to write custom code. The ACAMS solution has evolved from years of industry experience in delivering solutions for Health and Human Services (HHS) organizations and incorporates the benefits and flexibility of the modern technology.

Modularity within the product suite allows for extensive variation in solution design to support each organization's unique needs for data integrity, ease of use, and business workflows. The Acro team will be able to create unique customization of the purpose-built solution for the State's needs rather than a custom product.

The SUA-ACAMS solution will be customized to meet State's Aging and Adult Services tracking requirements through Acro's Implementation Methodology. The Implementation Methodology is founded on a Joint Application Design (JAD) process. This approach involves the State in the process from requirements gathering through deployment.

During the JAD sessions, Subject Matter Experts (SMEs) from the State's SUA and Acro team members participate in an iterative series of requirements-analysis and solution-design sessions. The primary goal of the JAD process is to conduct a detailed review of the various business processes, organizational structure, and operational data currently employed. This

analysis helps to determine how the product needs to be customized and the business processes modified to optimize fulfillment of the requirements.

The outcome at this stage of requirements gathering is the finalized Implementation plan and communication to all the stakeholders for planning subsequent activities of the Implementation Phase.

2. Application Customization and Configuration

During the Customization and Configuration Phase, the customization items such as business processes, assessments, custom data entry screens, custom outputs, field labeling and populating of value lists, are constructed and presented for initial review and approval. The project team will also conduct Content Validation sessions to review the configuration components of the system. The customization of the SUA-ACAMS solution is guided by the requirements gathered during the JAD sessions.

There are some customization and configuration components that Acro team will be responsible for providing, in a format for SUA-ACAMS implementation. The following are examples of data elements required for the configuration of the solution.

- Program – Client and Provider data:
  - Profile Information
  - Demographic Information
  - Services Information
- User data – Case Workers, Administrators, etc.
- Value Lists for dropdown fields
- Services data and coding

Acro has found that this approach of requirements definition is best-suited to deployment of our purpose-built SUA-ACAMS system. Acro's project resources are not only software deployment experts, but are familiar with Human Services business practices and challenges, and Acro can assist SUA to quickly operationalize processes. The Acro team and State's SMEs will collaborate within a "sandbox" environment to ensure that customization meets the SUA-ACAMS system requirements.

3. Setup hosting environment for SUA-ACAMS

Acro will configure the site for hosting the customized SUA-ACAMS system for State's data management system requirement.

This will include configuration and setup of the following –

- Hardware configuration – Servers, Database(s), Firewall, etc.
- Security setup – SSL, Encryption, etc.
- Basic application deployment and connectivity testing
- Environment burn-in

This activity is conducted in parallel to the other customization activities (described in Step 2 above) to iron out any technical issues and prepare the sandbox testing environment for the State's SMEs validation and the User Acceptance testing with the end users.

4. User Training

Acro considers training the user as a critical phase in the understanding and transitioning of ownership of the SUA-ACAMS application. The various steps involved in the training are as follows:

a. Classroom Training

End users such as Trainers and Super-Users need to be familiarized with the project's usage, features and functionalities before the actual Go-live.

The SUA-ACAMS Training Plan will be created that clearly identifies various measures to provide complete understanding and training of SUA-ACAMS system to the State's prospective users. The document outlines the various steps and deliverables involved at the various training stages.

Training requirements vary for the various user groups that interact with any application. This Training Plan will identify the individual requirements for each user group and identify the tools, technologies and methodologies that will be implemented to meet these individual training needs in a timely and succinct manner.

The SUA-ACAMS training plan during deployment phase is focused to prepare users to participate in User Acceptance Testing. It will also deliver to the users the understanding the new system for completing their day to day operations and maintaining the system during the on-going daily operations.

Acro's Train-the-Trainer sittings are conducted in conjunction with the users that are responsible for conducting end user training. These sessions help to prepare the Trainers with the requisite skills and knowledge to conduct further end user training.

If all the Trainers are not able to assemble in a classroom at one location, Acro will conduct training using Webinar Sessions so that all the Trainers are trained at the same time and they also learn from each other's questions and discussions.

In case of significant customization being done in future, additional training and/or user documentation will be required to be created to supplement the previous documentation provided along with the software.

After go-live, follow-up refresher sessions to increase work efficiency on the new solution may be required for the users. Acro will conduct an additional refresher training during the ongoing Support and Maintenance engagement with Acro.

b. Ongoing Training

Acro's training team will use a number of applicable training materials throughout the training program. Below is the list of materials that may be utilized during the training course:

- Handouts of the user manuals
- Presentations
- Maintenance guide
- Visual aids (flow chart, DFD of the system)

Acro will provide all the training materials other than the computers needed for the training. These training materials will be shared with the State for their reference and ongoing training needs.

c. Update/Revise Training Material

It is assumed that standard SUA-ACAMS system training manuals and other documents will be used during the course of training. Any modifications to be made into these training manuals and documents based on customization and enhancements will be the responsibility of Acro's training team during the duration of the contract.

The updates or modifications in existing training manuals and other such documents will be made in course of any significant change or customization done in the existing SUA-ACAMS system in future by Acro.

The various documents for any enhancements or customizations to the application will be dealt with as part of the regular change control practice for the significant customization.

This User Training activity is scheduled to be completed prior to the User Acceptance Testing for a Go-Live decision to deploy the system for Production use.

5. Integration and User Acceptance Training

Testing is a very important and integral part of any of Acro's deployments. Acro's acute focus on quality has been the backbone of Acro's successful deliveries and deployments at the various customer locations.

a. Integration Testing

During integration testing, different components of the system – like screens, reports, other interface elements constructed by Acro's implementation team and customized elements, and external modules (if any) are assembled to form the integrated product. Integration testing schedule is coordinated with unit testing for optimum timing. Each requirement in the product specification list is tested during integration testing. Errors found during integration testing are recorded in the error reporting and tracking system. This error tracking system can be online or web-based for easy access by authorized Acro and State's users. Error reports are reviewed by Acro's quality assurance staff.

Security testing is conducted to ensure the system is adequately protected against possible data leaks and hacks. Security testing is done as per the system's security requirements.

b. User Acceptance Testing

Acro conducts user acceptance testing to ensure that the requirements are satisfied and to validate the requirements captured during the JAD sessions.

- Acro will demonstrate to the State that all the system requirements and functions have been satisfied
- The State users will determine that all the requirements captured during the JAD sessions have been delivered
- Acro will modify any functionality or requirement that is viewed by the State as not acceptable
- All modifications and/or additions to a function in the system as defined in the JAD requirements document will be performed without any additional cost
- This entire process will take place prior to installation and live implementation

6. Deployment of SUA-ACAMS application and Go-Live

Upon the successful completion of the UAT the State staff will provided approval for going live with the SUA-ACAMS implementation. Users will be notified of the new application deployment and the date of its availability. The deployment to the production environment will be as per the deployment plan. Acro will complete the deployment of the various software components on the production site and validate the proper working of the application screens and reports. A post-installation report is prepared and the State sign off is obtained on this report.

c. Attachment D Technical Requirements

Refer to Attachment D Technical Requirements

d. Attachment B Business Requirements

Refer to Attachment B Business Requirements

e. Draft project work plan

Following is draft project work plan for SUA-ACAMS system.

SUA-ACAMS Draft Project Work Plan
Contract signing
REQUIREMENTS PHASE
Requirements Gathering
Requirements Analysis
Requirements Verification
Project Plan
Prepare Detailed Project Plan
Project Plan Review by SoNE
Project Plan Baselined
Customize System Specifications
System Specification Review by SoNE
System Specification Finalization
Review Project Plan
System Specification Baselined
DESIGN PHASE
System Architecture
Customize system overview document
Customize interface architecture
Customize detailed subsystem design
Customize data architecture

Interim SDD presentation to SoNE	
Customize ER model	
Customize object model	
Review functional specifications	
Review system architecture by Acro	
Present system architecture to SoNE	
Incorporate feedback into system architecture	
Secure SoNE approval on system architecture	
Review Project Plan	
Milestone: System Design Document delivered	
DEVELOPMENT PHASE	
System Customization	
System Setup	
System Configuration Modules	
User Authorization module	
Login Screens	
User Set up Screens	
User Authorization/Roles Screens	
Create Master Client Index module	
Create client record	
Update demographics data	
Update eligibility information	
Update client assessment details	
Upload client records	
Validate upload data	
Validate duplicate records	
Edit Client records	
NAPIS Module	
Case Management of Clients	
Client Demographics	
Assessments of Client	
Service Enrollments	
Tracking Caregiver Client Units	
Trackng Care Recepient Client Units	
Tracking Unregistered Clients Units	
Tracking Regions and Providers serving the clients	
Merge Clients	

Import Client Enrollment data and Service Units from files	
Advanced Search Capability	
ADRC Module	
Case Management of Clients	
Client Demographics	
Assessments of Client	
Options Counseling	
Tracking Calls (Call Info, Contact Person Info, Call History)	
Tracking Services Requested	
Tracking Referrals	
Client Documents Upload	
Advanced Search Capability	
Communication Module	
Electronic messaging (Email)	
Admin Module	
Global Configuration	
Resource Maintenance (AAA, Providers)	
Services management	
Funding Sources management	
Service Rates management	
Assessments management	
Data Archiving	
Reports Module	
Annual NAPIS/SRT Federal Report	
Annual ADRC/SART Federal Report	
Care Plan Reports	
Open and Close Cases Reports	
Print Client Assessments (Word, Excel, PDF)	
NAPIS/ADRC Duplicated/Unduplicated Reports	
NAPIS Enrollment/Service Units/Aggregate Reports	
Monthly and Annual Reports (SRT/SART) for AAA Regions	
ADRC Adhoc Reports	
NAPIS Adhoc Reports	
Summary and Detailed Client Reports	
Advanced Reports using filters (Demographics, ADL/IADL, etc)	
Datawarehouse for Management Reporting	
AAA and Admin dashboards	

Ad hoc reporting for AAA regions	
Interfaces	
Mediware SAMS	
Data Conversion/Migration Module	
Map data structures	
Develop data conversion scripts	
Data validation/cleanup	
Test data conversion scripts	
Fine tune data conversion scripts	
Run data conversion scripts	
Unit Testing	
TEST PHASE	
System Testing	
Integration Testing	
Performance Testing	
Load Testing	
Presentation of completed modules to SoNE	
Present completed modules to SoNE	
Secure SoNE comments/feedback	
Update Code, SRS, Architecture document as per SoNE feedback	
User Acceptance Testing	
Assist SoNE to prepare test environment	
Identify test group at SoNE	
Train test group on application and UAT plan	
UAT by test group at SoNE	
Data conversion testing	
Test all modules	
Receive UAT feedback from SoNE	
Evaluate UAT feedback	
Update Code, SRS, SDD	
Milestone: UAT completed	
Documentation	
End-user documentation (User Manuals)	
Customize user manual document specification	
Develop sample user manual	
Review & feedback of sample user manual from SoNE	
Customize user manuals	

Review user manuals
Operations/systems documentation (Systems Manual)
Customize systems manual document specification
Secure SoNE feedback
Customize systems manuals
Review systems manuals
DEPLOYMENT & GO LIVE
Implementation & Support
Prepare implementation plan
Review implementation plan with SoNE
Conduct regression testing
Milestone: Application Go-Live

f. Deliverables and due dates

Phase	Key Deliverable	Associated Activities	Timeframe
Initiation/Project Planning	Project Kick-off Project Management Plan (PMP)	Draft and deliver Project Management Plan that will include work breakdown structure and schedule for all activities, milestones, and deliverables included herein.	Two (2) weeks after contract execution date.
		Draft and deliver a presentation to orient key strategic and functional stakeholders to all activities within the Project Management Plan	
		Create and deliver all reporting document templates for State of Nebraska review and approval	
		Establish schedule of periodic project status briefing calls to support project efforts and expedite SUA reviews and approvals.	
		PMP deliverable review and acceptance by SUA.	One (1) week after submitting the PMP for approval.

Requirements	Functional Requirements Document (FRD) Requirements Traceability & Verification Matrix (RTVM)	Interview key stakeholders from the SUA functional domains and review the business requirements for functional requirements extrapolation and finalization.	Four (4) weeks after acceptance of #1.
		Develop and deliver a tracing matrix that links functional requirements to business requirements.	
		Conduct two (2) sets of five (5) full day workshops to review all collected functional requirements and their traceability with SUA members for completeness and accuracy.	
		Deliver final FRD and RTVM for SUA review and acceptance.	
		FRD and RTVM deliverable review and acceptance by SUA.	One (1) week after submitting the FRD and RTVM for approval.
Design	System Architecture Technical System Design (TSD)	Work with SoNE IT staff to draft technology architecture standards to accommodate approved functional requirements. These standards shall meet or exceed SUA Best Practices as defined within this RFP.	Three (3) weeks after acceptance of #2.
		Draft prototype TSD that describes the high-level non-functional requirements inclusive of security protocols and standards. This document shall provide the basis for all discussions within this Deliverable.	
		Conduct and facilitate four (4) full day workshops that: • Build upon the TSD	

		• Detail technology standards. • Describe the non-functional requirements needed to meet the approved functional requirements • Validate all non-functional requirements • Finalize all technology standards, especially, how said standards meet the SUA business and technical needs.	
		Deliver final TSD for SUA review and acceptance.	
		Conduct customer satisfaction survey	
		TSD deliverable review and acceptance by SUA.	One (1) week after submitting the TSD for approval.
Development	System Development and testing System Testing User Training manual	Develop all Functional Requirements.	Twelve (12) weeks after acceptance of #3.
		Develop all web services and component interfaces with Mediware SAMS.	
		Configure all the system environments (UAT, Training, Production, and Disaster Recovery).	
		Test integrated System per all gathered Functional Requirements and business rules.	
		Develop user training manual.	
		Deliver final SUA-ACAMS project for SUA review and user acceptance testing.	

		User Training manual deliverable review and acceptance by SUA.	One (1) week after submitting the User training manual for approval.
Implementation	User Training UAT UAT Support Go Live	Conduct three (3) full day training sessions for SUA user community.	Two (2) weeks after acceptance of #4
		Conduct two (2) full day training sessions for SUA IT personnel.	
		UAT and UAT Support.	
		UAT sign-off by SUA.	
		Conduct final "Go/No-Go" meeting to assess final deployment readiness.	
		Go/No-Go approval by SUA.	
		Implement completed CCU Online Solution in production environment.	
		Acro will perform smoke testing of SUA-ACAMS system.	
		SUA will perform smoke testing of SUA-ACAMS.	
		SUA will provide final approval for SUA-ACAMS.	
		Conduct customer satisfaction survey	

Attachment B
Business Requirements

Attachment B
Business Requirements Traceability Matrix
Request for Proposal Number 5948 Z1

Bidders are instructed to complete a Business Requirements Traceability Matrix for Aging Services software replacement. Bidders are required to describe in detail how their proposed solution meets the conformance specification outlined within each Business Requirement.

The traceability matrix is used to document and track the business requirements from the proposal through testing to verify that the requirement has been completely fulfilled. The contractor will be responsible for maintaining the contract set of Baseline Requirements.

The traceability matrix 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. DHHS will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide DHHS with sufficient information to differentiate the bidder's business solution from other bidders' solutions.

The bidder must ensure that the original requirement identifier and requirement description are maintained in the traceability matrix as provided by DHHS. Failure to maintain these elements may render the bid non-responsive and result in for rejection of the bidder.

How to complete the traceability matrix:

Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and must not be modified by the bidder.
Requirement	The statement of the requirement to which the bidder must respond. This column is dictated by the RFP and must not be modified by the bidder.
(1) Comply	The bidder should insert an "X" if the bidder's proposed solution complies with the requirement. The bidder should leave blank if the bidder's proposed solution does not comply with the requirement. If left blank, the bidder must also address the following: • Capability does not currently exist in the proposed system, but is planned in the near future (within four months from the date of submission of the bid) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the bidder's standard capability • Requires an extensive integration effort of more than 500 hours

Column Description	Bidder Responsibility
(a) Core	The bidder should insert an "X" if the requirement is met by existing capabilities of the core system or with minor modifications to existing functionality.
(b) Custom	The bidder should insert an "X" if the bidder proposes to custom develop the capability to meet this requirement. Indicate "custom" for those features that require substantial or "from the ground up" development efforts.
(c) 3rd Party	The bidder should insert an "X" if the bidder proposed to meet this requirement using a 3rd party component or product (e.g., a COTS vendor, or other 3rd party). The bidder must describe the product, including product name, its functionality and benefits in their response.

1. State Unit on Aging requirements:
   a. Clients

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-1	Describe how software creates a focus on the person receiving the services instead of focus on the services.	X	X		

Acro's Response:

ACRO has a SUA-ACAMS system. In SUA-ACAMS, there is a feature to creates a focus on the person receiving the services instead of focus on the services.

SUA-ACAMS system has client creation and service enrollment feature. During client creation, system stores following informations as displayed in Figure:1.

- **Form Date**
  - Form Date (MM/DD/YYYY)
- **Personal Identifying Information**
  - Client Type checkboxes for Care Recipient & Caregiver
  - Intake Date
  - AAA Client ID /SSN
  - Date of Birth
  - First Name
  - Last Name
  - Mid Initial
  - Status
- **Street Address**
  - Address
  - State
  - City
  - Zip
  - Zip Plus
  - Phone Number
- **Mailing Address(if different)**
  - Address
  - City
  - State
  - Zip
  - Zip plus
  - Email

* Denotes a required field.

Form Date

Form Date * MM/DD/YYYY

Personal Identifying Information

Client Type: * ☐ Care Recipient ☐ Caregiver Intake date: * MM/DD/YYYY

First Name: First Name Middle Initial: Last Name * Last Name

AAA Client ID: Date of Birth: * MM/DD/YYYY

Status - Select -

Street Address

Address Line 1: Address Line 1 Address Line 2: Address Line 2

City: City State: Michigan

Zip Code: Zip Code Zip Plus Telephone Number: (xxx) xxx-xxxx

Email:

Mailing Address (if different)

Address Line 1: Address Line 1 Address Line 2: Address Line 2

City: City State: Michigan

ZIP Code: Zip Code Zip Plus

AAA Comments:

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Figure: 1

Demographics Information

- County of Residence
- Township of Residence
- Gender (Male or Female or Unknown)
- Does Client live alone? (If selects No, Ask question)

  What is the household size of client? (Question)
  --Two people in household
  --Three people in household
  --Four or more people in household
- Income below Poverty Level? (Question)

  --Yes
  --No
  --Unknown
- Ethnic Origin/Race (Question)
- Is Client Hispanic? (Question)
- Is Client Multi-Racial? (Question)
- If Multi-Racial, Check All That Apply (Question)
- Does the client speak a language other than English at home? (If selects yes, ask question 1a.)

  1a. What is this language? (Question)

Arabic, Chinese, French, German, Hindi, Italian, Hebrew, Hausa, Japanese, Korean, Navajo, Persian, Polish, Russian, Tagalog, Vietnamese, Other African language, Other Slavic language, Other Indo-European language, Other Indic language, Other Asian language, Other Native American language, Other Pacific Island language, Unknown

- Has the client ever served on active duty in the U.S. Armed Forces, Reserves or National Guard? (Question)

  --Yes
  --No
  --Unknown
- Does the client have a cognitive impairment (e.g. Alzheimer's, Dementia, etc.)? (Question)

  --Yes
  --No
  --Unknown

Please refer to Figure:2.

Demographic & Socio/Economic Status

County of Residence: - Select -

Township of Residence: - Select -

Gender: ○ Male ○ Female ◉ Unknown

Does Client live alone?: ○ Yes ○ No ◉ Unknown

Income Below Poverty Level?: ○ Yes ○ No ◉ Unknown — Check Federal poverty level guidelines

Ethnic Origin/Race:
○ White ○ American Indian/Alaskan Native
○ Black/African American ○ Native Hawaiian/Other Pacific Islander
○ Asian ◉ Unknown

Is Client Hispanic?: ○ Yes ○ No ◉ Unknown

Is Client Multi-Racial?: ○ Yes ○ No ◉ Unknown

Does the client speak a language other than English at home? ◉ Yes ○ No

What is this language? *
Arabic, Chinese, French, German, Hausa, Hebrew, Hindi, Italian, Japanese, Korean, Navajo, Other African language, Other Asian language, Other Indic language, Other Indo-European language, Other Native American language, Other Pacific Island language, Other Slavic language, Persian, Polish, Russian, Spanish, Tagalog, Vietnamese, Unknown

Has the client ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard? ○ Yes ○ No ◉ Unknown

Does the client have a cognitive impairment (e.g., Alzheimer's, dementia, etc.) ○ Yes ○ No ◉ Unknown

AAA Comments:

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Figure: 2

Care Recipient Service Enrollment

In this section, information about client receiving services have been provided. There are many services available. SUA/AAA selected applicable services with start date for a client. Services are divided in two categories for care recipient client.

1. Cluster I Services
2. Cluster II Services

Please refer to Figure:3.

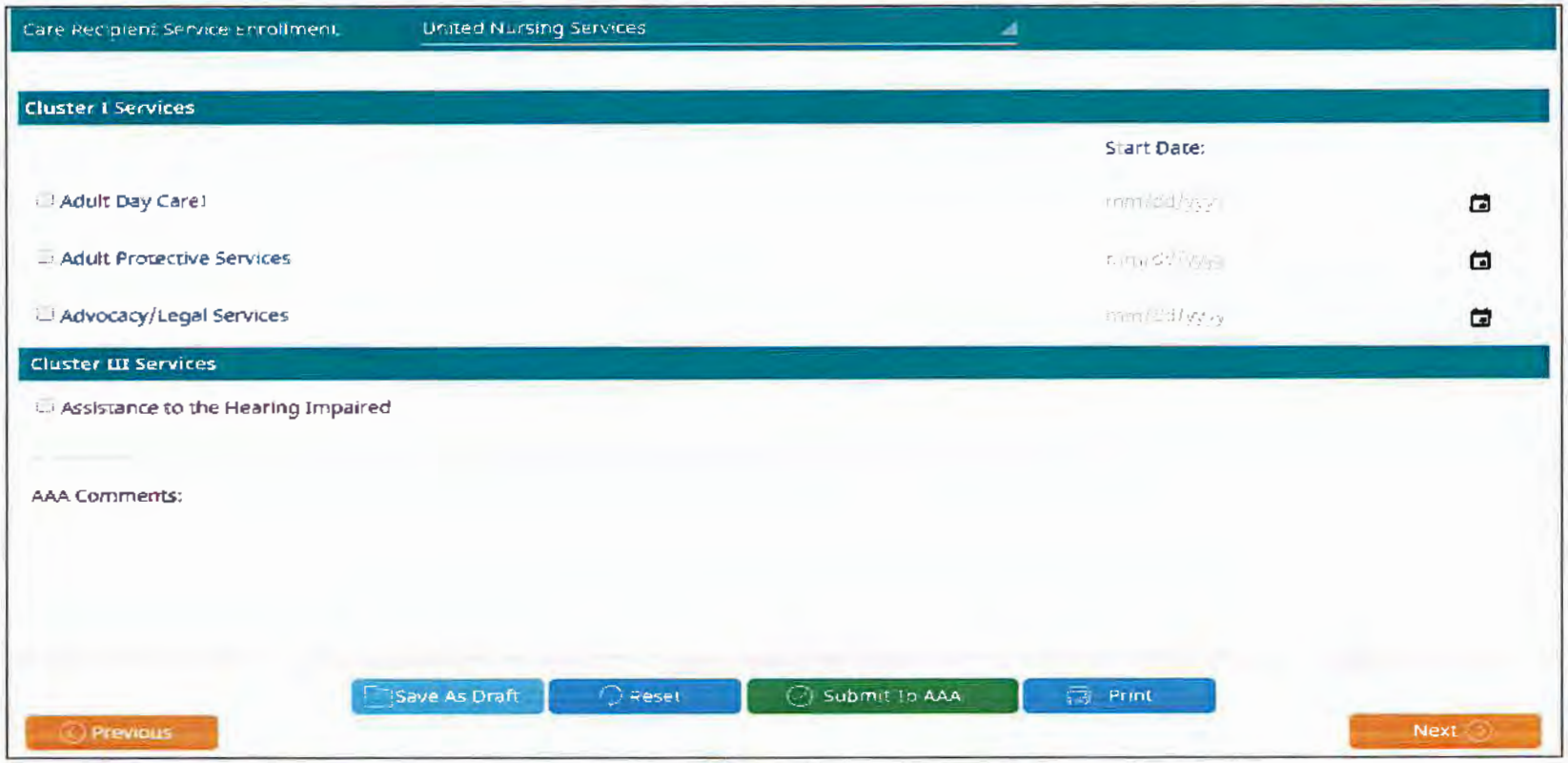

Figure: 3

Nutritional Risk Management

SUA-ACAMS system capture the Nutritional Risk Information of client. Each selected criteria of values has a score. Each client has Nutritional Risk Screening scroe. Client having Nutrional Risk Score greater than 5 will be consider as "High Risk" client.

Please refer to Figure:4.

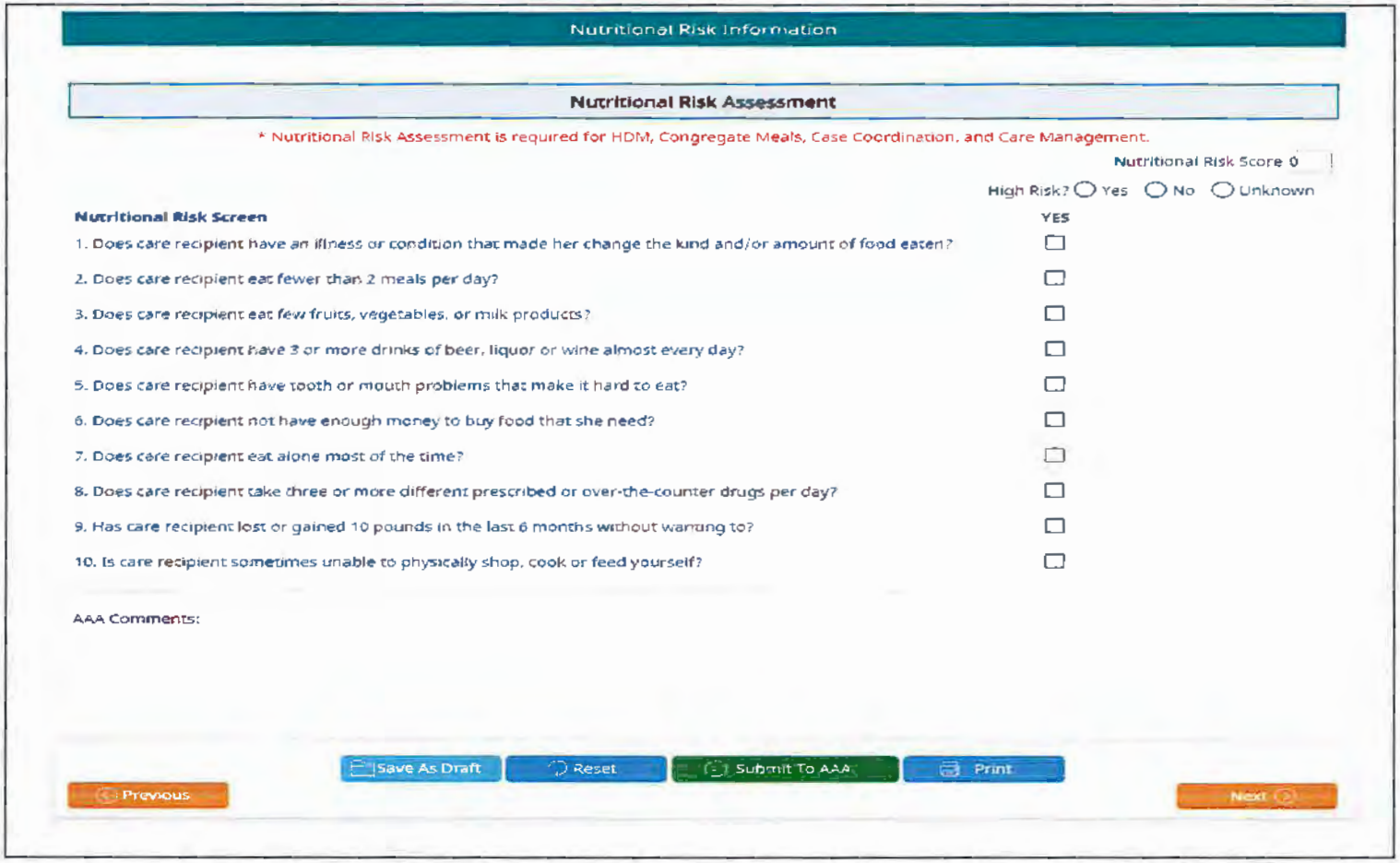

Figure: 4

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	ADLs and IADLs • SUA-ACAMS system also capturing ADLs and IADLs information of client. • If no any value selected (checked) for any of both, system consider that "No Answer " provided. • If client's ADLs or IADLs is not using ADLs or IADLs then "No ADLs" or " No IADLs" can be selected respectively. Please refer to Figure:5.				

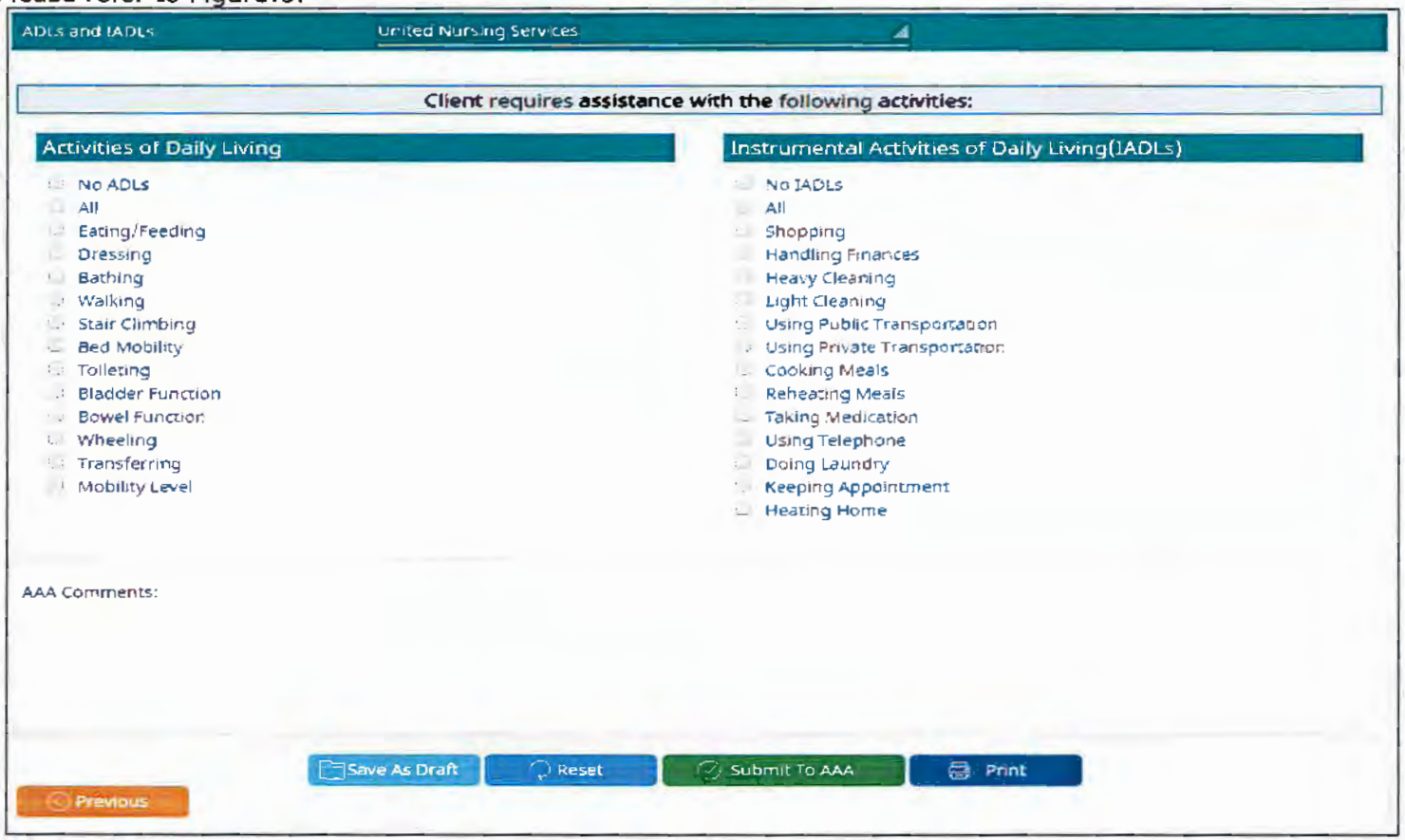

Figure: 5

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-2	The system must have a unique identifier (client number) for client records besides Social Security Number.	X	X		
	Acro's Response: Yes. SUA-ACAMS system has a uniue identifier number (client number) for client records besided Socal Security Number.				
CLI-3	The system must be able to manage and identify possible duplicate clients, merge clients, and client creation.	X	X		
	Acro's Response: Yes. SUA-ACAMS system is able to manage and identify possible duplicate client, merge client and client creation. In SUA-ACAMS system, a de-duplication algorithm has been implemented. This algorithm is matching duplicate client with Last Name, DOB and SSN. • If entered client's information exectly matchs with system's client then new client will not be created and prompt a message "Client already exists" client to AAA/SUA user. • If entered client's information partially matchs with system's client then new client will be created but this client will be also available on "Client Merge" screen with all similer client. ✓ SUA/AAA admin can verify same client and merge them in a single client. Intake and Demographics information will be override with merged client;s formation. ✓ ADLs and IADLs, Nutriational Risk Information, and Service Information will be added as history. • If entered client's information does not match with with system's client then new client will be created with a unique client Id.				
CLI-4	The system must collect all National Aging Program Information System (NAPIS) required demographic fields in the client record.	X	X		

Acro's Response:

Yes. SUA-ACAMS system collect all NAPIS required demographics field in client records. Please refer to Figure:6.

Demographic & Socio/Economic Status

County of Residence:	- Select -			
Township of Residence:	- Select -			
Gender	○ Male	○ Female	◉ Unknown	
Does Client live alone?:	○ Yes	○ No	◉ Unknown	
Income Below Poverty Level?:	○ Yes	○ No	◉ Unknown	Check Federal poverty level guidelines
Ethnic Origin/Race:	○ White ○ Black/African American ○ Asian		○ American Indian/Alaskan Native ○ Native Hawaiian/Other Pacific Islander ◉ Unknown	
Is Client Hispanic?:	○ Yes	○ No	◉ Unknown	
Is Client Multi-Racial?:	○ Yes	○ No	◉ Unknown	
Does the client speak a language other than English at home?	○ Yes	◉ No		
Has the client ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?	○ Yes	○ No	◉ Unknown	
Does the client have a cognitive impairment (e.g., Alzheimer's, dementia, etc.)	○ Yes	○ No	◉ Unknown	

AAA Comments:

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Figure: 6

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-5	The state must be able to add additional (ad-hoc) fields added to the client record to track non-Older Americans Act (OAA) information.	X		X	
	Acro's Response: Yes. In SUA-ACAMS system, state admin can add additional (ad-hoc) fields added to the client record to track non-Older Americans Act (OAA) information. SUA-ACAMS system will be customized for receiving non-OAA information.				
CLI-6	The system must accommodate adding new fields post implementation.	X		X	
	Acro's Response: Yes. SUA-ACAMS system allow accommodate add/delete/ edit fields post implementation . This privilege given to specific user like Admin or super admin. This feature is fully dynamic. Fields name, Field type, Validation and Sequence on screen being implemented dynamically.				
CLI-7	The system must include and track federal Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) for each client.	X	X		

Acro's Response:

Yes. SUA-ACAMS system is capable to store Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) for each client and track. Please refer to Figure:7.

ADLs and IADLs | United Nurs ng Services

Client requires assistance with the following activities:

Activities of Daily Living	Instrumental Activities of Daily Living(IADLs)
No ADLs	No IADLs
All	All
Eating/Feeding	Shopping
Dressing	Handling Finances
Bathing	Heavy Cleaning
Walking	Light Cleaning
Stair Climbing	Using Public Transportation
Bed Mobility	Using Private Transportation
Toileting	Cooking Meals
Bladder Function	Reheating Meals
Bowel Function	Taking Medication
Wheeling	Using Telephone
Transferring	Doing Laundry
Mobility Level	Keeping Appointment
	Heating Home

AAA Comments:

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Figure: 7

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-8	The system must provide historical values for client ADL and IADL indicators.	X	X		

Acro's Response:

Yes. SUA-ACAMS system provide historical values for each client. To view ADLs and IADLS historical values, user need to click on "Form Date". Respective ADLs and IADLs will be appeared on screen. Please refer to Figure 8.

* Click on a "Form Date" to view an ADLs/IADLs historical record.

ADLs/IADLs History

Form Dates	Authorized User
7/16/2018 ([redacted]5)	1371
7/16/2018 ([redacted]6)	1371
7/16/2018 ([redacted]82)	1371
7/16/2018 ([redacted]0)	1371

Figure: 8

CLI-9	The system must differentiate between "not answered" and "no" for ADL and IADL responses.	X	X		

	Acro's Response: Yes. SUA-ACAMS system differentiates between "not answered" and "no" for ADL and IADL responses. System provide "No ADL" and "No IADL" as value. If non of field value checked, system considers that client's ADL and IADL information is "Not Answered". If AAA/SUA checks "No ADLs" or "No IADLs", system consider such client as without (No) ADLs and IADLs information respectivally. Please refer to Figure 9.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	ADLs and IADLs — United Nursing Services Client requires assistance with the following activities: **Activities of Daily Living**: ☑ No ADLs; ☐ All; ☐ Eating/Feeding; ☐ Dressing; ☐ Bathing; ☐ Walking; ☐ Stair Climbing; ☐ Bed Mobility; ☐ Toileting; ☐ Bladder Function; ☐ Bowel Function; ☐ Wheeling; ☐ Transferring; ☐ Mobility Level **Instrumental Activities of Daily Living(IADLs)**: ☑ No IADLs; ☐ All; ☐ Shopping; ☐ Handling Finances; ☐ Heavy Cleaning; ☐ Light Cleaning; ☐ Using Public Transportation; ☐ Using Private Transportation; ☐ Cooking Meals; ☐ Reheating Meals; ☐ Taking Medication; ☐ Using Telephone; ☐ Doing Laundry; ☐ Keeping Appointment; ☐ Heating Home AAA Comments: Save As Draft · Reset · Submit To AAA · Print · Previous · Next *Figure:9*				
CLI-10	Describe how the system would accommodate ADLs that are different from the federal ADLs.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes. SUA-ACAMS system is capable to accommodate ADLs different from the federal ADLs. SUA can add new federal ADLs . There is "Is State Federal" field on screen. To make ADLs as federal ADLs, SUA/AAA need to select this field and save.				
CLI-11	The system must include a way to manage client status, including but not limited to: active, inactive, and deceased clients.	X	X		

Acro's Response:
Yes. SUA-ACAMS system includes a way to manage client status as active, inactive, and deceased clients. For this, there is status field on client intake form.

This status dropdown contains following values.

a) Active
b) Inactive
c) Terminated-Deceased
d) Terminated-Disstatisfied
e) Terminated-Illness
f) Terminated-Institutionalized
g) Terminated-Moved
h) Terminated-Unable to Contact

Please refer to Figure:10 screen layout.

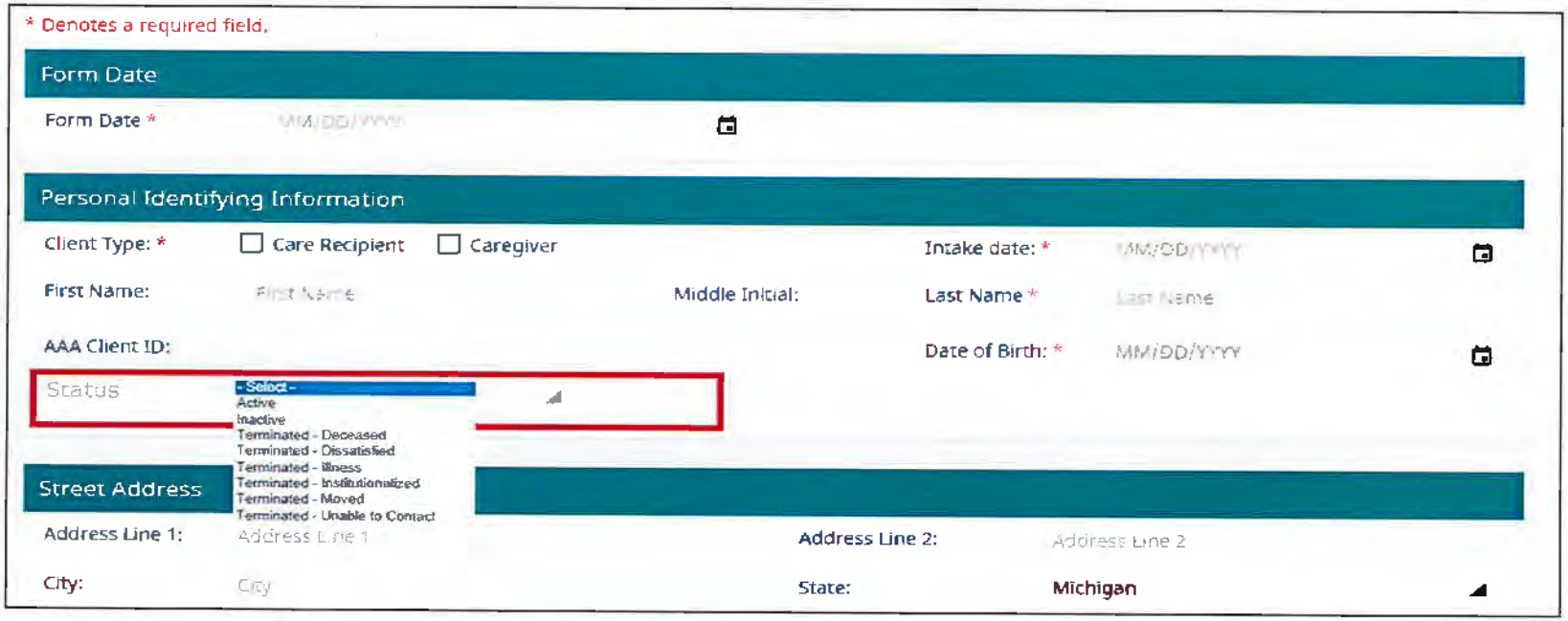


Figure: 10

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-12	The system must track the care recipient to caregiver relationship with separate client records.	X	X		

Acro's Response:

In SUA-ACAMS system, there is a 'Client Type' provided to distinguish Care Recipient & Caregiver clients on client intake form.

- Clients are tracked separately on client type basis.

Please refer to Figure:11.

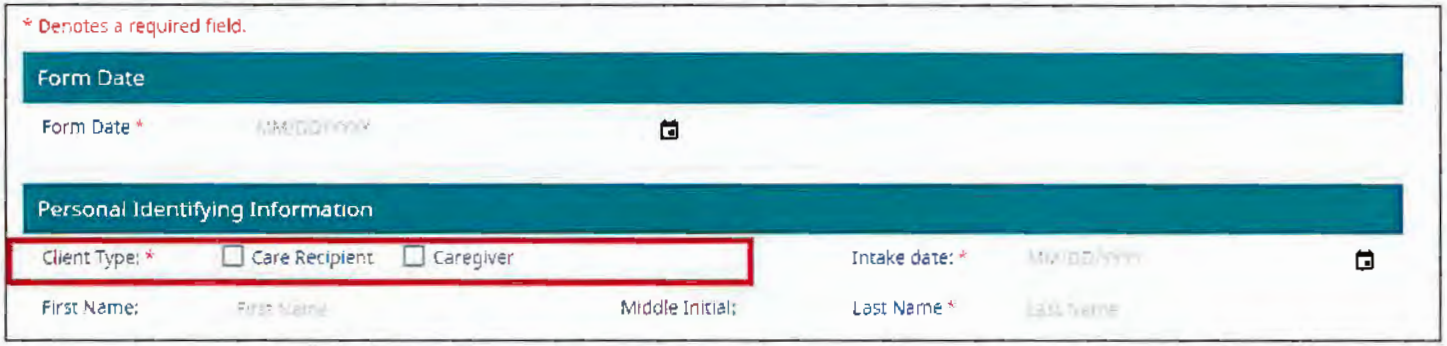


Figure: 11

System provides Care Receipent to Care Giver Relationship Report (CR CG Releationship). Please refer to Figure:12.

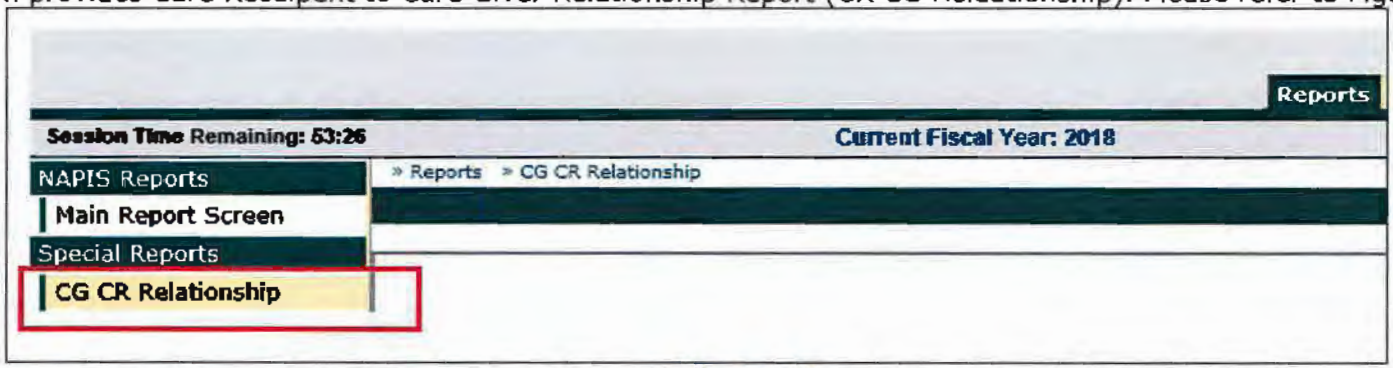


Figure: 12

Report will be download in excel file. Excel file's fields format is as below in Figure:13.

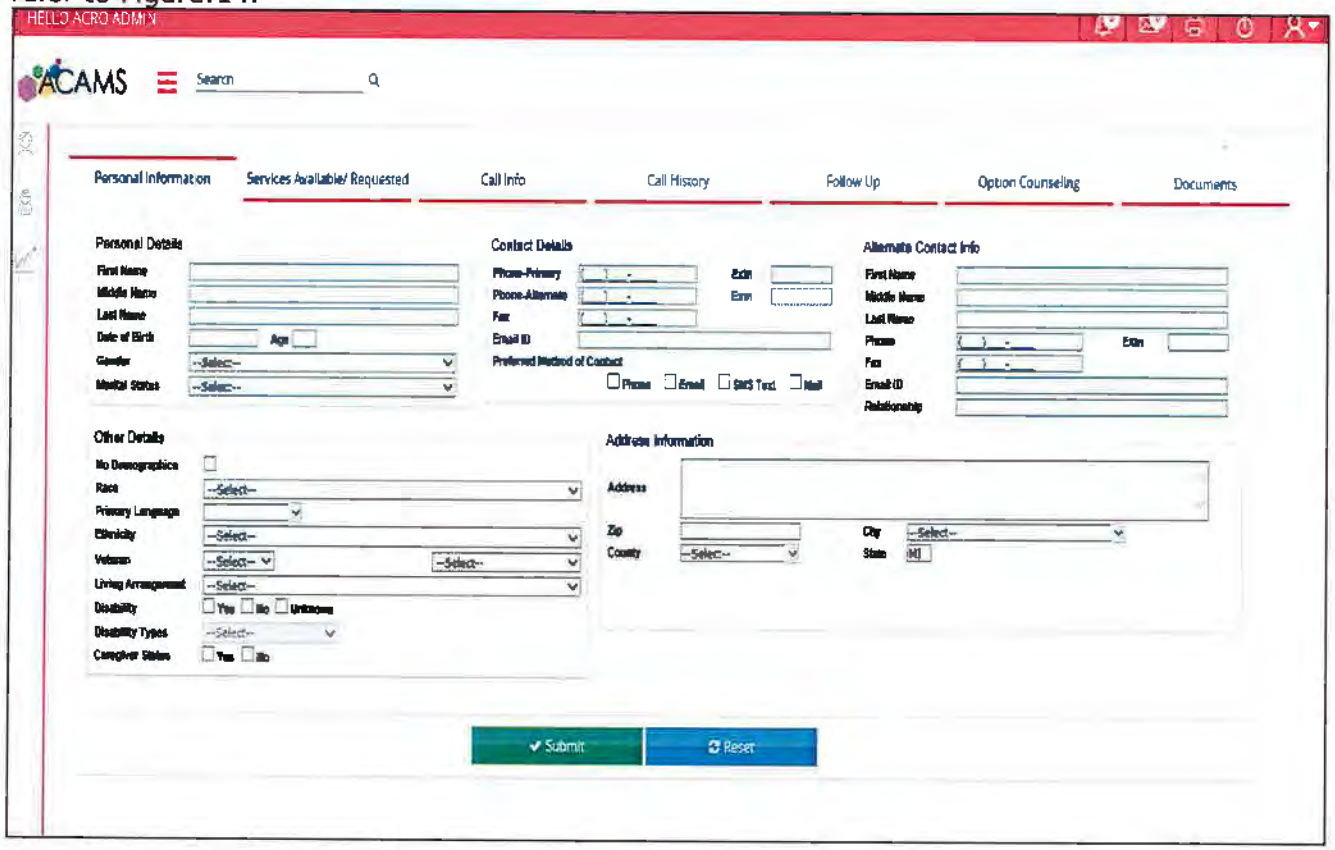
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

FederalID	ServiceName	ClientID	CGLast	CGMiddle	CGFirst	CRLast	CRMiddle	CRFirst

Figure: 13

Where CG is Caregiver and CR is Care Recipient.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-13	Describe how the system tracks out of state caregivers.	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
CLI-14	The system must be able to manage emergency and other contact information including but not limited to contact name, relationship, and contact information.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes. SUA-ACAMS system is able to manage emergency and other contact information including contact name, relationship and contact information and other. System store client's Personal Information, Contact Details, Alternate Contact Info, Other Details and Address Information. Please refer to Figure:14.  *Figure:14*				

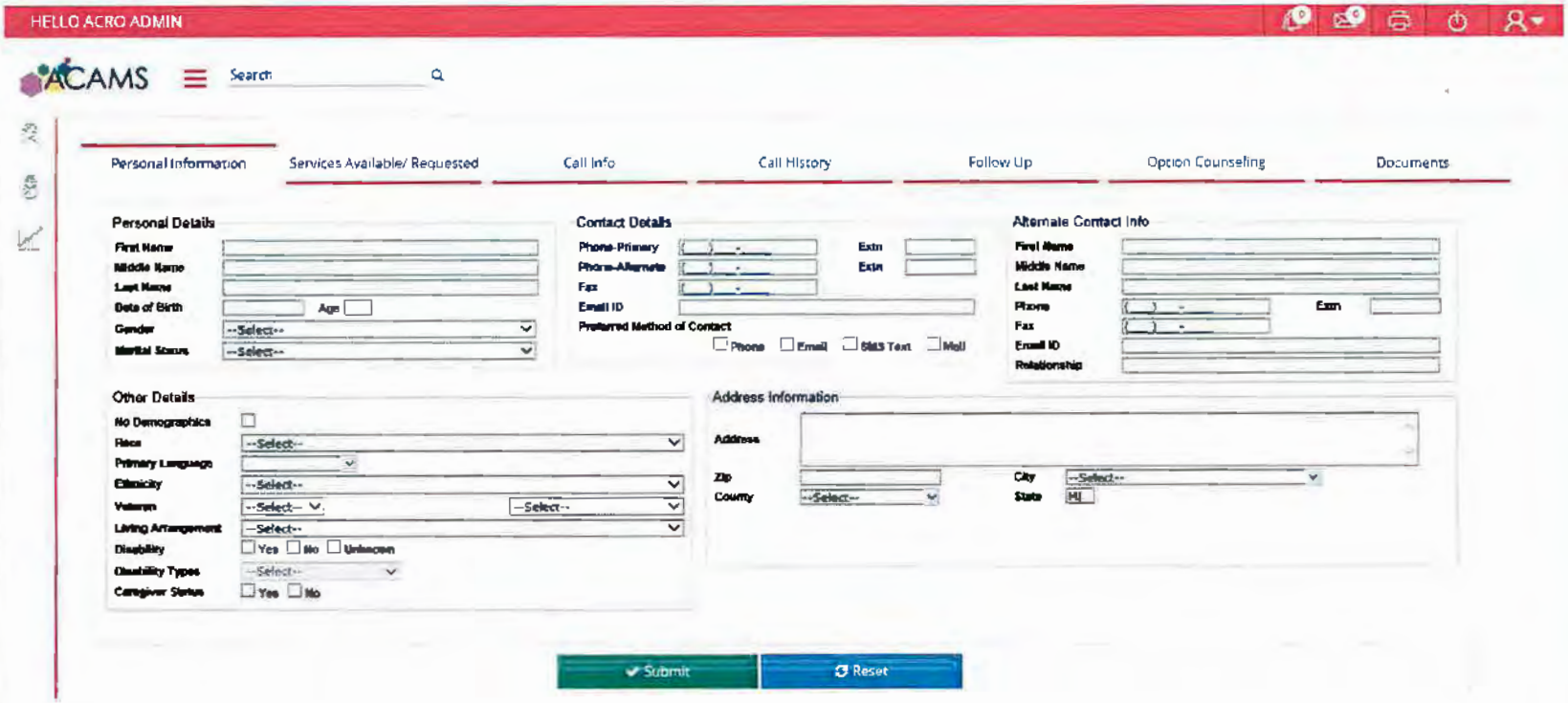
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-15	The system must contain a section that allows users to input observations, notes, follow ups, and other text-based summaries in the client record. All notes must be saved chronologically in a historical log (not over-written with the next update).	X	X		

Acro's Response:

Yes. SUA-ACAMS system contain a section that allows users to input observations, notes, follow ups, and other text-based summaries in the client record. All notes will be saved chronologically in a historical log (not over-written with the next update).

There is a separate section for notes (call note), follow Up etc. Historical call log appears in "Call History" section.

Please refer to Figure:15.



HELLO ACRO ADMIN

ACAMS Search

Personal Information | Services Available/ Requested | Call Info | Call History | Follow Up | Option Counseling | Documents

Services Available/Requested

Services Available
Disability Network
Emergency Food Referral Agencies
Foster Grandparent Program
Gap Services / Special Needs
Homes for the Aged
Information & Assistance
Medicare/Medicaid Assistance Program (MMAP)
MI Choice Waiver Program
MiCAFE
Nursing Home Transition

>>
<<

Service(s) Requested

Other Service
Services Already in Place
Search Providers
Funds Provided $ On
Funds Utilized for Utilities Prescription

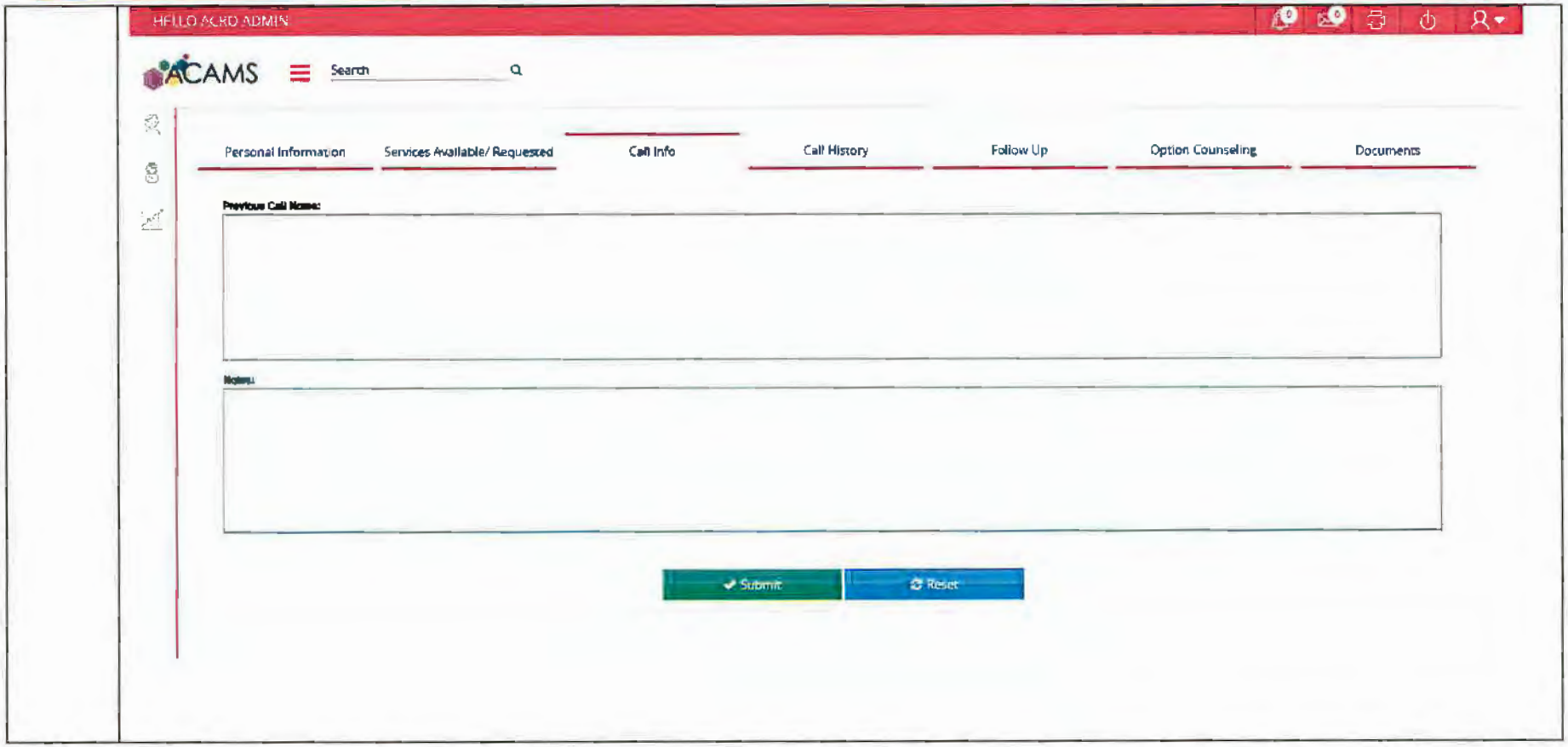
Notes

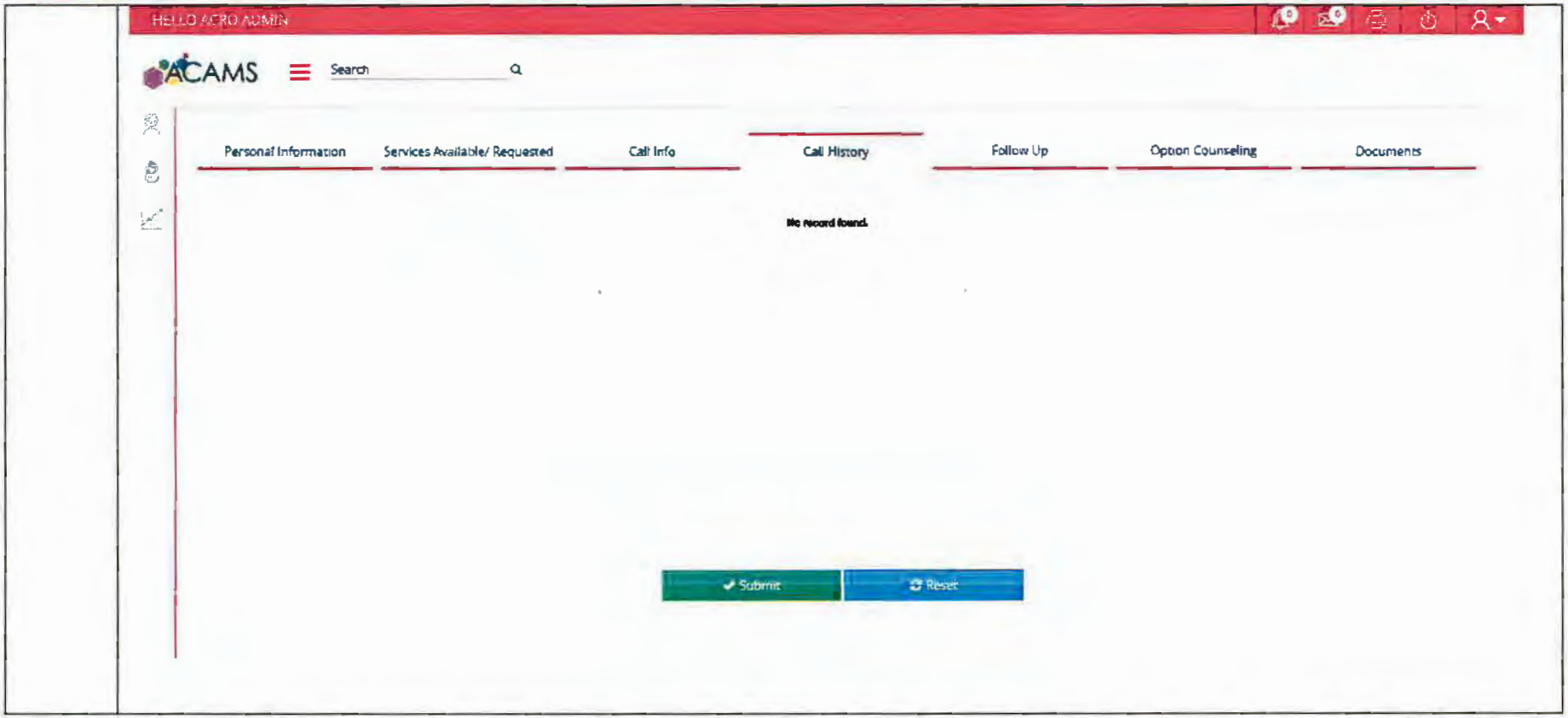
Referred By/To

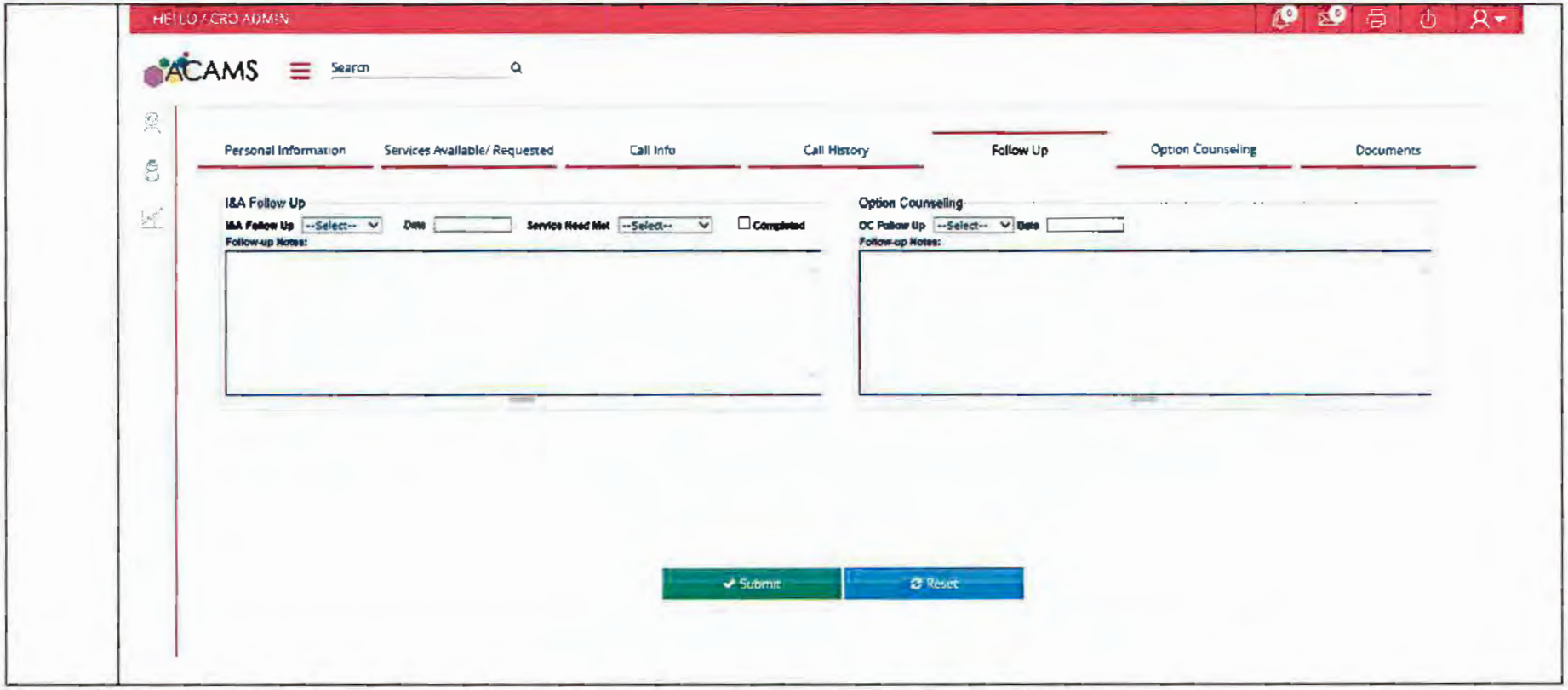
Referred By
--Select--
Other
Referred to ADRC Partner
Select options
Other
Referred to Service Provider
Select options
Other
Permission granted to refer to ADRC partner
Yes No
Referred for OC

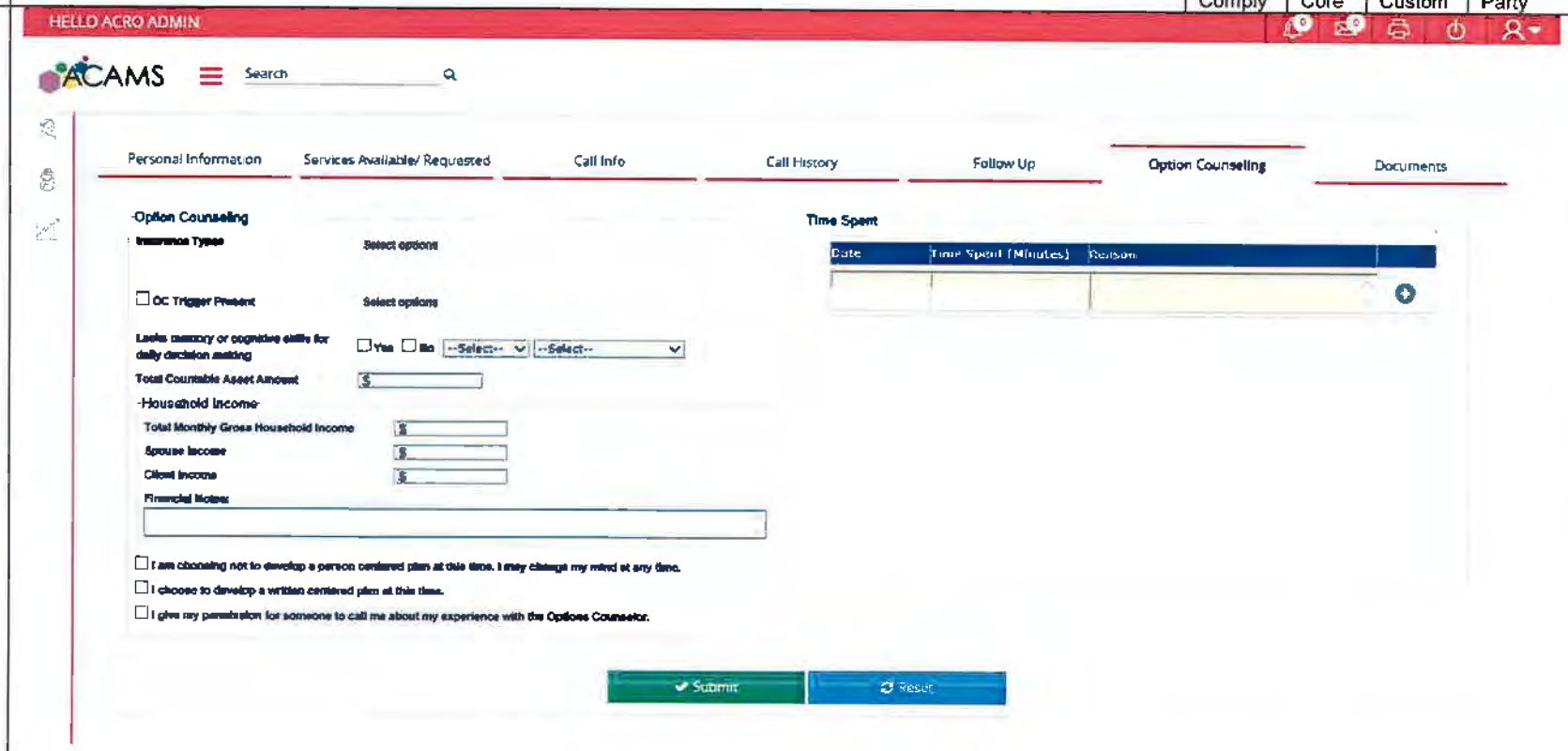
Send Email

Submit | Reset


HELLO ACRO ADMIN
ACAMS
Search
Personal Information
Services Available/ Requested
Call Info
Call History
Follow Up
Option Counseling
Documents
Previous Call Notes:
Notes:
Submit
Reset


HELLO ACRO ADMIN
ACAMS
Search
Personal Information
Services Available/ Requested
Call Info
Call History
Follow Up
Option Counseling
Documents
No record found.
Submit
Reset


HELLO ACRO ADMIN
ACAMS
Search
Personal Information
Services Available/ Requested
Call Info
Call History
Follow Up
Option Counseling
Documents
I&A Follow Up
I&A Follow Up
--Select--
Date
Service Need Met
--Select--
Completed
Follow-up Notes:
Option Counseling
OC Follow Up
--Select--
Date
Follow-up Notes:
Submit
Reset

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	 *Figure: 15*				
CLI-16	The system must be able to have multiple files/documents attached to a client record.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Yes. SUA-ACAMS system provide multiple files/documents upload feature to be attached to client records.

Like CLI-16, this feature is available under documents tab of SUA-ACAMS system. Please refer Figure:16.

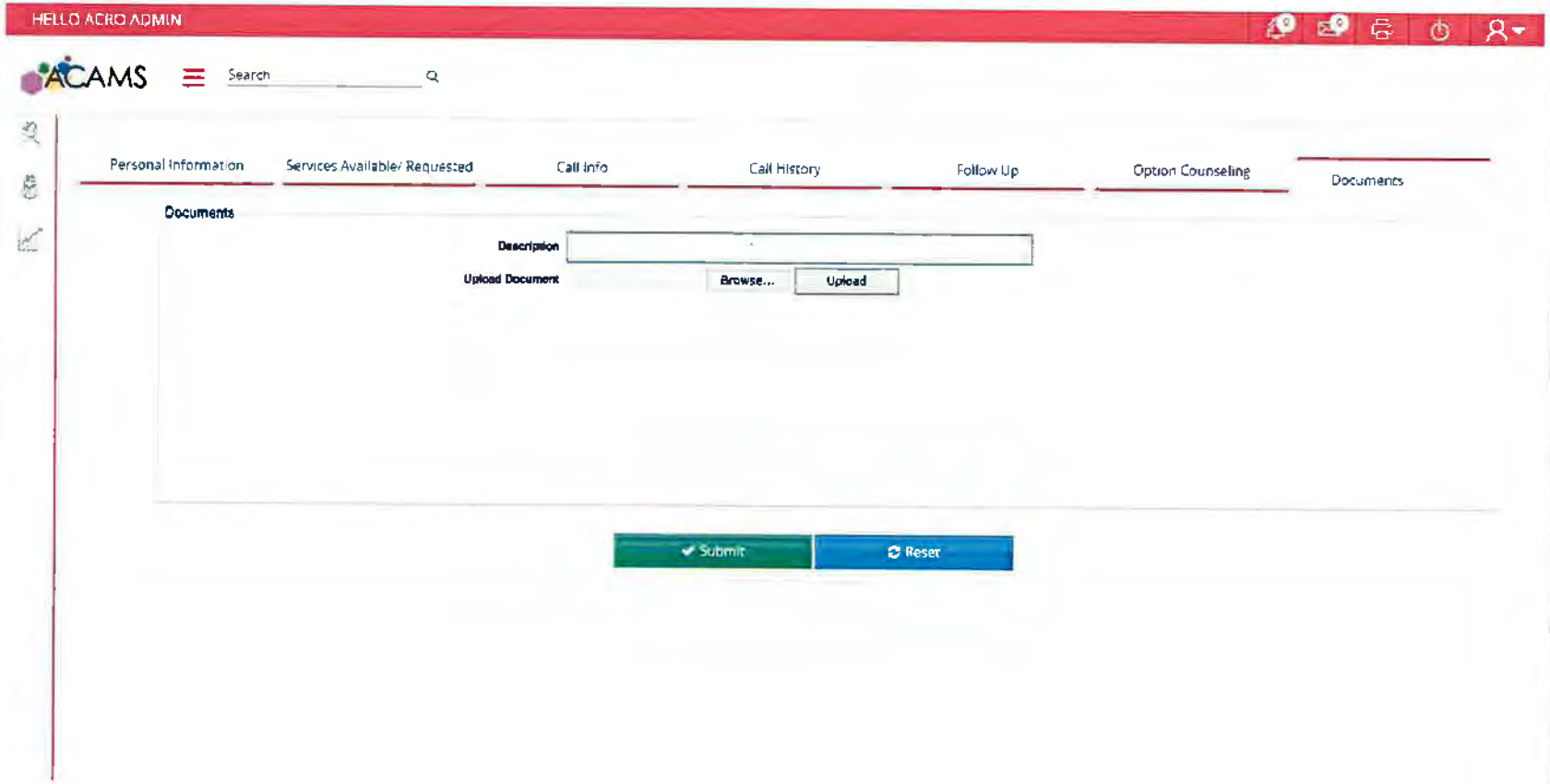


Figure: 16

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-17	Describe how an area agency on aging (AAA) would transfer a client to another AAA in the system.	X	X		

Acro's Response:

Yes. SUA-ACAMS system has this feature. In the 'Service Available/Requested' tab, Referred By/To section provided. In this section "Reffered By" and "Referred to ADRC Provider" field provided to transfer a client from an AAA to another AAA.

Please refer Figure:17.

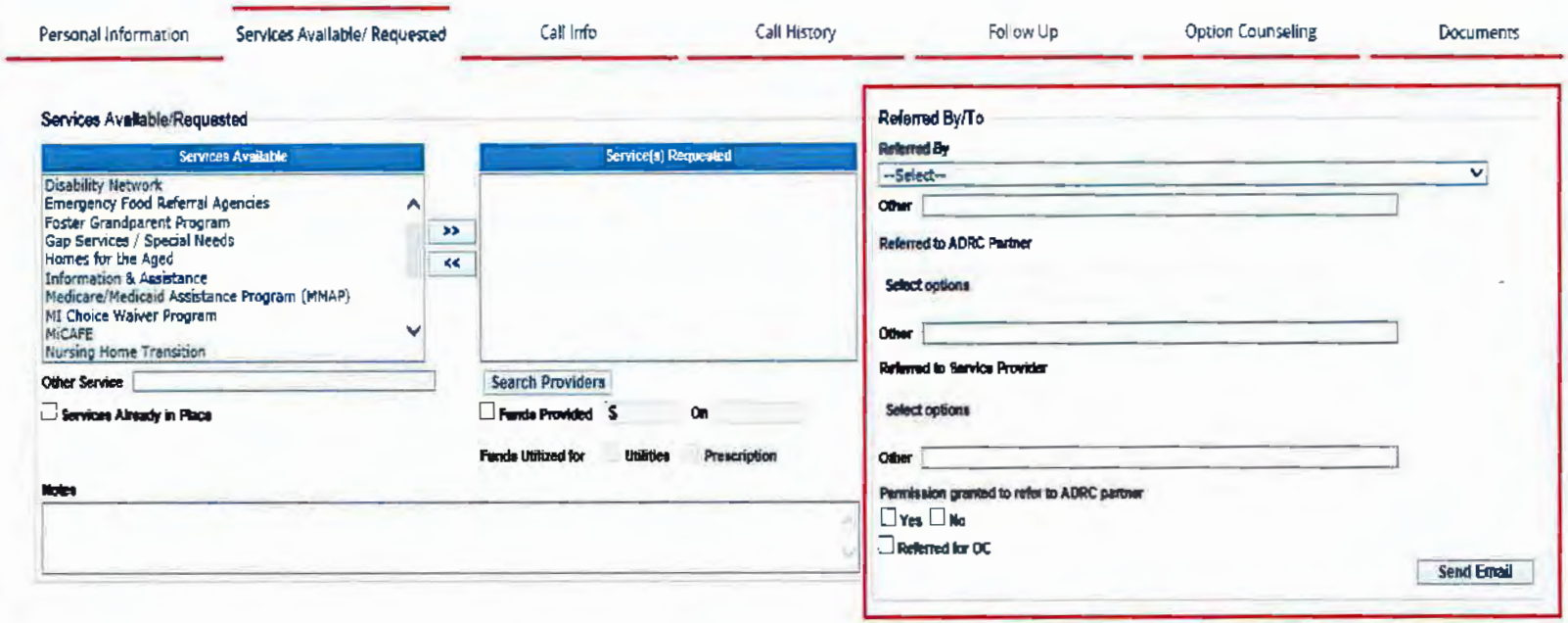


Figure:17

CLI-18	List fields that users at the AAA or State Unit on Aging (SUA) level can search by. List any additional fields that would be considered a customization to the standard search fields.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) Party	3rd

Acro's Response:

This requirement is being attained by 'Advanced Search Options' that contains multiple additional fields displayed below that can be considered a customization to the standard search fields.
Please refer Figure: 18.

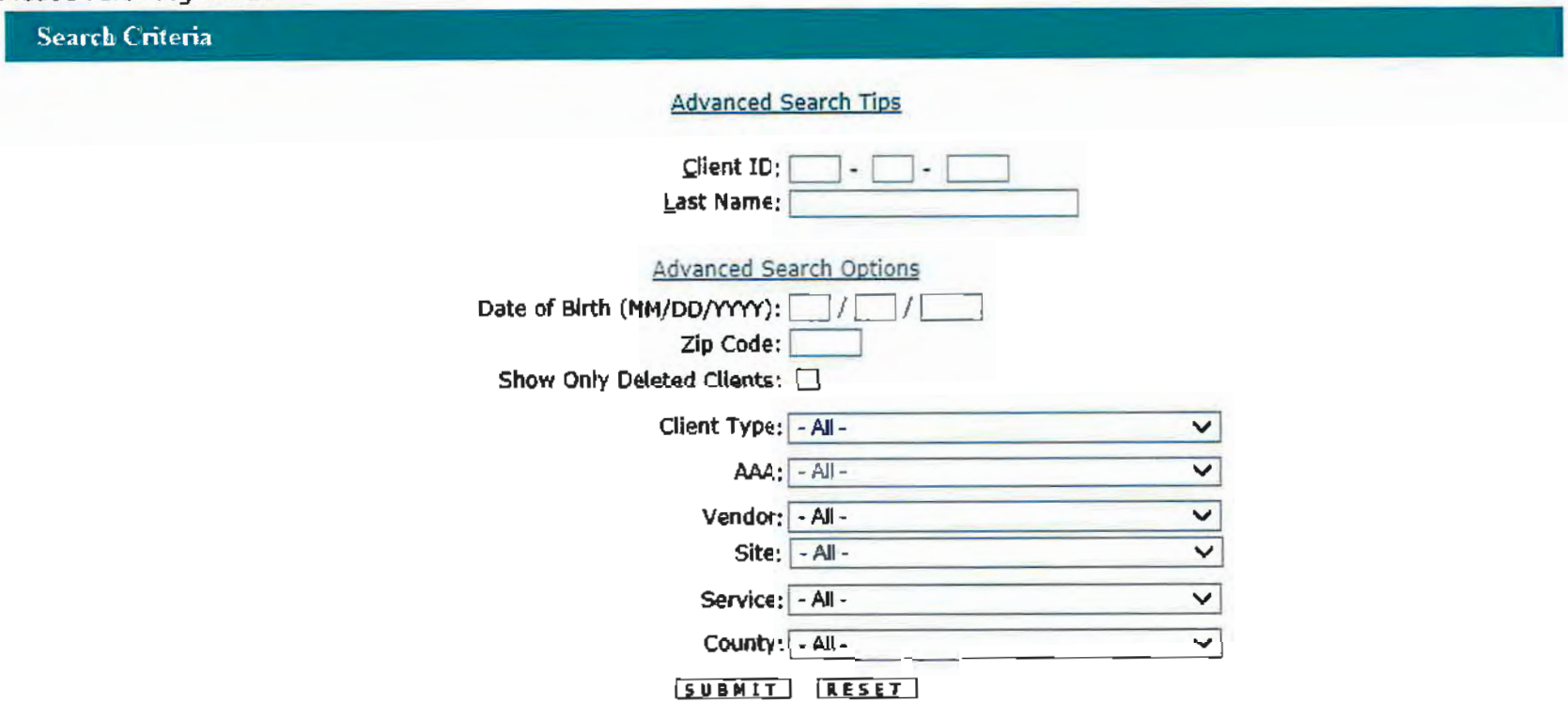


Figure: 18

b. Services

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-1	The system must be able to track federal, state, and local taxonomies. Describe how the system reconciles different taxonomies. Describe how the system incorporates the AIRS taxonomy.	X		X	

Acro's Response: Yes SUA-ACAMS has a system that is able track federal,state and local taxonomies.System has facilities to reconciles different taxonomies.

Current SUA-ACAMS has a system to track taxonomies and create a new taxonomies. Taxonomies are sophisticated tools that help to find the information. They are a type of a controlled vocabulary, a standardized set of terms and phrases that are used to index and retrieve information about a particular subject in a systematic, unambiguous way. The AIRS/211 LA County Taxonomy sets a standard for defining services and for indexing and accessing the wide variety of human services available in communities.

Taxonomies Manage Screen:

Please refer Figure:19.

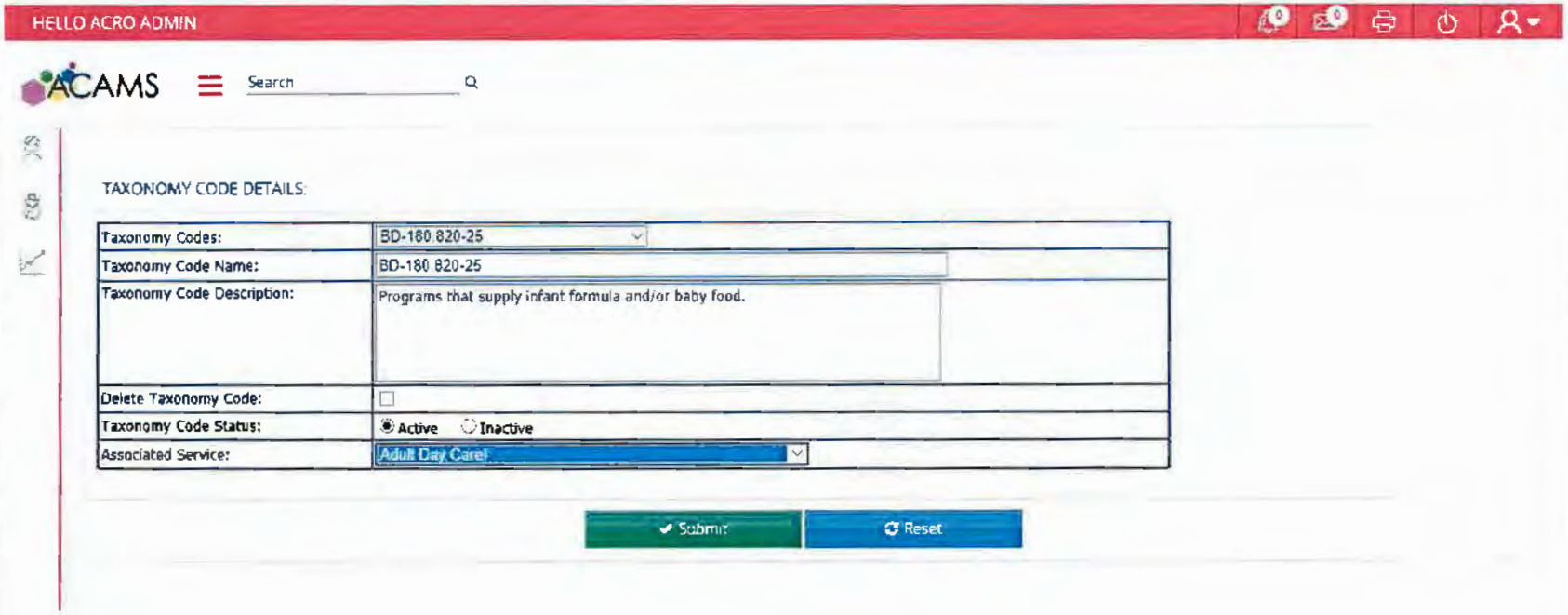


Figure: 19

From the Figure 1 screen layout, System are able to create/update taxonomy and associate with a service.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	SUA-ACAMS system has facilities to incorporates the AIRS taxonomy. • Resource specialists who maintain and index human services databases. • System Administrators (usually one or more of the resource specialists) who set the software's parameters, options and user permissions. • I&R specialists who conduct searches and retrieve resources when they provide information and referral services to the public. • Members of the general public who search for information in resource databases that have been made available for use.				
SER-2	The system must be able to differentiate between Aging and Disability Resource Center (ADRC) services and OAA services.	X		X	

	Acro's Response: Yes, SUA-ACAMS system to differentiate between Aging and Disability Resource Center (ADRC) services and OAA services. a) In SUA-ACAMS system, ADRC or OAA service defines at time of service creation/modification.Please refer to below screen layout. There are 2 checkboxes. One for ADRC and second one for OAA service. (Mark in red rectangle). Please refer to Figure:20.

HELLO ACRO ADMIN

ACAMS Search

SERVICE NAME AND DESCRIPTION:

Choose a Service:	Home Delivered Meals
Service name:	Home Delivered Meals
	☐ OAA Service ☐ ADRC Service
OSA Service Description:	client's home and provides a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as established by the Food and Nutritional Board of the National Research Counsel of the National Academy of Scientists. In some areas of the state, meals are available seven days a week.
ADRC Service Description:	The Home Delivered Meals program provides at least one nutritionally sound meal per day to eligible adults who are homebound and who do not have friends or family to assist with meal preparation. The meal is delivered to the client's home and provides a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as established by the
NAPIS Service:	Post Cluster I
NAPIS Report type:	☑ Enrollment ☐ Caregiver ☑ Care Recipient ☐ Unit Caregiver Care Recipient ☐ Cluster III ☐ Cluster V ☑ Vendor
Show Service on Web:	◉ Yes ○ No
Allow Search for Service on Web:	◉ Yes ○ No
Show Services on ADRC Website:	○ Yes ◉ No
Allow Search for Services on ADRC Website:	○ Yes ◉ No
Service Category:	Respite Care Services
Delete Service:	☐
	Edit Associated Keywords

Submit Reset

Figure: 20

b) Admin can also change a service as ADRC or OAA at Agency level.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Client will be able to submit/save services as ADRC and OAA by selecting the checkboxes of ADRC and OAA on the page. System will track the sevices by ADRC and OAA checkboxes selections. Please refer to Figure:21.				
SER-3	The system must be able to distinguish between service delivery models: self-directed care services and traditionally delivered services.	X		X	

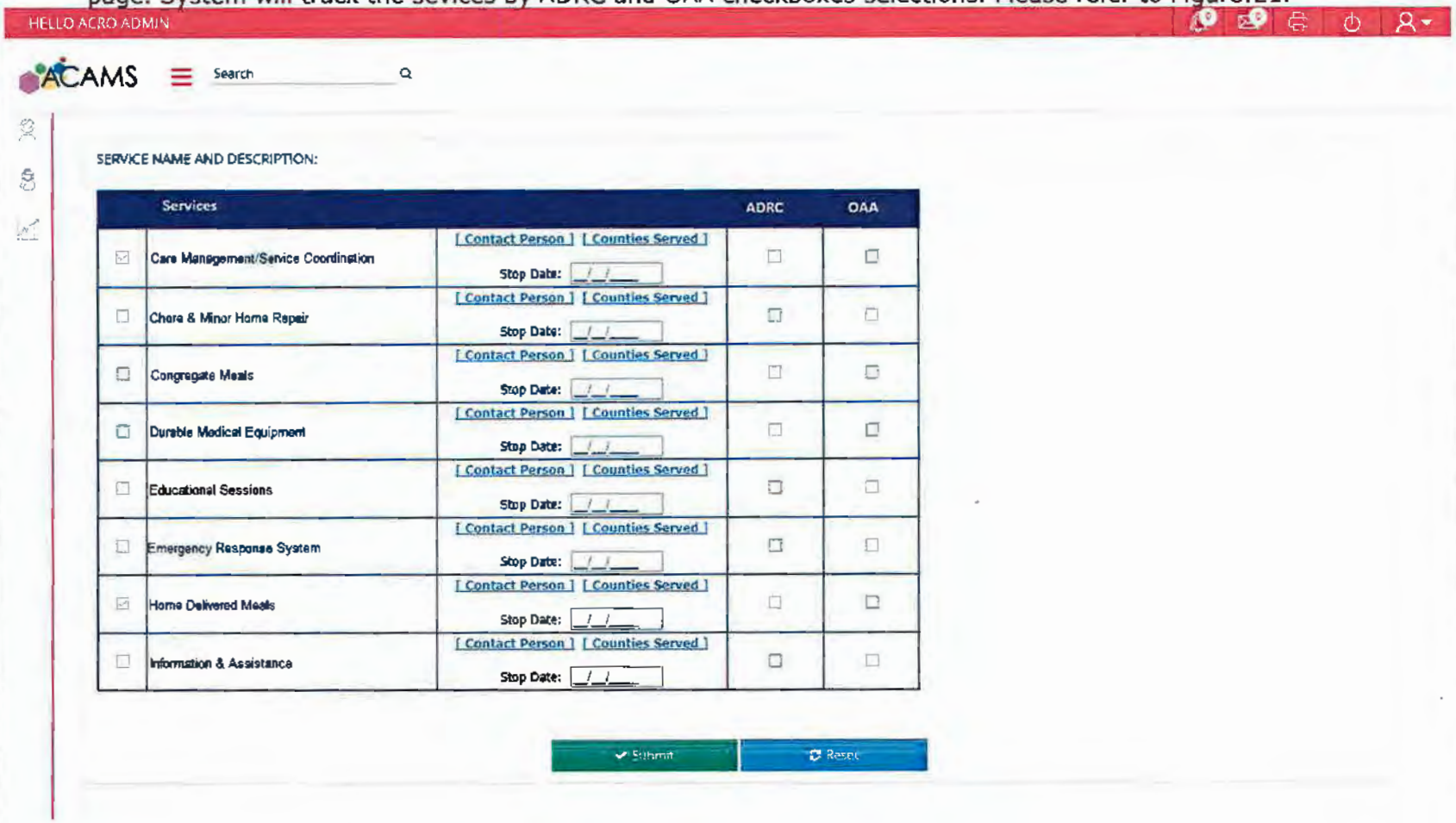


Figure:21

	Acro's Response: Yes, SUA-ACAMS system is capable to distinguish between service delivery models like self-directed care services and traditionally delivered services. a) In system, there is a service categoriy field (marked in red rectangle). SUA-ACAMS can add delivery mode in dropdown and fulfill the requirement. b) System have facility to add or update services based on the selected service delivery models on the page and also can track the services delivery models by selecting the added services by Choose a Service drodown box. Please refer to Figure:22.

HELLO ACRO ADMIN

ACAMS Search

SERVICE NAME AND DESCRIPTION:

Choose a Service:	Home Delivered Meals
Service name:	Home Delivered Meals
	☐ OAA Service ☐ ADRC Service
OSA Service Description:	client's home and provides a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as established by the Food and Nutritional Board of the National Research Counsel of the National Academy of Scientists. In some areas of the state, meals are available seven days a week.
ADRC Service Description:	The Home Delivered Meals program provides at least one nutritionally sound meal per day to eligible adults who are homebound and who do not have friends or family to assist with meal preparation. The meal is delivered to the client's home and provides a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as established by the
NAPIS Service:	Post Cluster I
NAPIS Report type:	☑ Enrollment ☐ Caregiver ☑ Care Recipient ☐ Unit Caregiver Care Recipient ☐ Cluster III ☐ Cluster V ☑ Vendor
Show Service on Web:	◉ Yes ○ No
Allow Search for Service on Web:	◉ Yes ○ No
Show Services on ADRC Website:	○ Yes ◉ No
Allow Search for Services on ADRC Website:	○ Yes ◉ No
Service Category:	Respite Care Services
Delete Service:	☐
	Edit Associated Keywords

Submit Reset

Figure: 22

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-4	The system must be able to do rapid or bulk data entry by service and service provider (i.e. entering daily congregate meal recipients at a senior center).	X	X		
	Acro's Response: Yes, SUA-ACAMS system is able to do rapid or bulk data entry by service and service provider. In system, File Import functionality for the bulk data entry of services and service providers is available. By this feature client could easily enter all services and service providers (daily congregate meal recipients at a senior center) data and upload it rapidly in system.				
SER-5	Describe how the system handles canceling or rescheduling authorized services due to inclement weather or other unforeseen circumstances.	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response: : Yes, SUA-ACAMS system is able to handle canceling or rescheduling authorized services due to inclement weather or other unforeseen circumstances.

System first make an appointment of client's with some proper information like First name, Last Name and DOB and schedule an appointment due to some reason user can cancle or reschedule appointment from the system . Please refer to below screen layout. It is highlighted in 'Follow-Up' tab. Please refer to Figure:23.

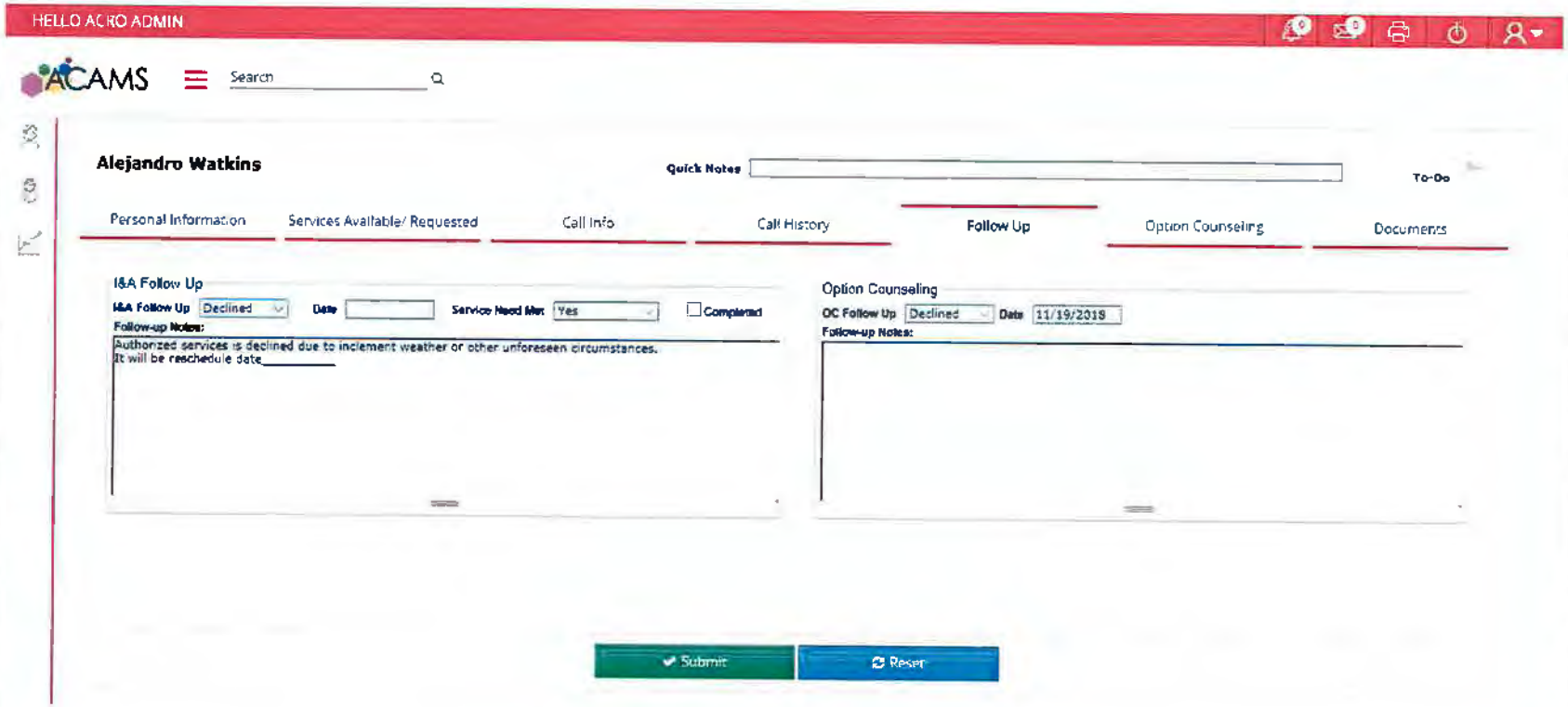


Figure: 23

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-6	Describe how the system tracks OAA registered service recipients before an intake is received.	X		X	

Acro's Response: Yes, SUA-ACAMS system is able to track OAA registered service recipients before an intake is received.

In SUA-ACAMS system authorize user's can create a service, at the time of creating service user's can define service will 'OAA Service' or 'ADRC Service'. See in below highlighted part. Please refer to Figure:24.

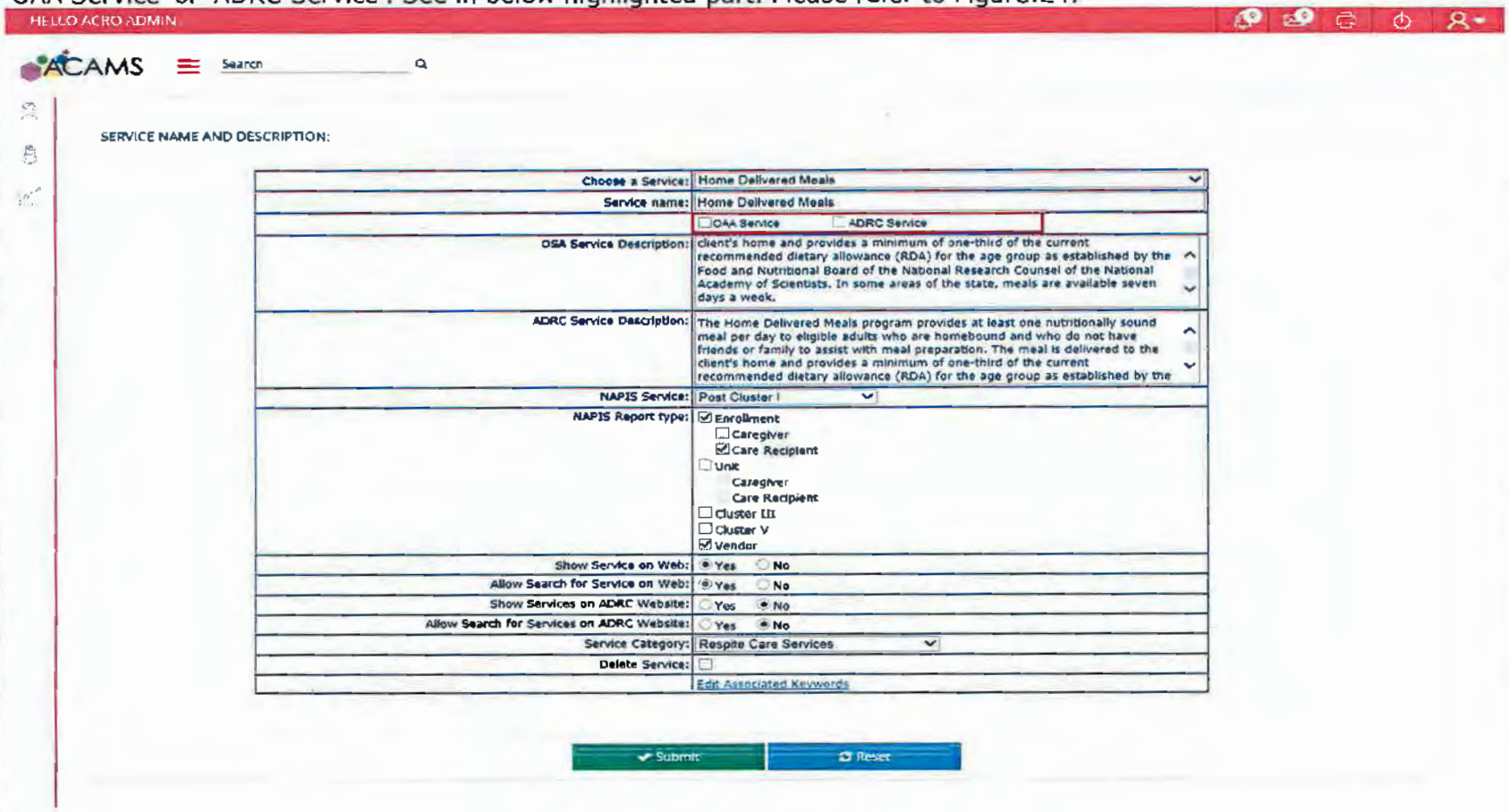


Figure: 24

Now when system creating a client with a type 'Care Recipient'. Client will receive OAA service based on predefined criteria.

a. Client Age should be greater than or equal to 59.
b. Service must marked 'OAA Service' as see in above screen.

Please refer to Figure:25 capturing client general information.

* Denotes a required field.

Form Date

Form Date * MM/DD/YYYY

Personal Identifying Information

Client Type: * ☐ Care Recipient ☐ Caregiver Intake date: * MM/DD/YYYY

First Name: Middle Initial: Last Name *

AAA Client ID: Date of Birth: * MM/DD/YYYY

Status - Select -

Street Address

Address Line 1: Address Line 2:

City: State: Michigan

Zip Code: Zip Plus Telephone Number: (xx) (000) 000-0000

Email:

Mailing Address (if different)

Address Line 1: Address Line 2:

City: State: Michigan

ZIP Code: Zip Plus

AAA Comments:

Save As Draft | Reset | Submit To AAA | Print | Next

Figure: 25

Please refer to Figure:26 where lient recive OAA service for client type 'Care Recipient'.

Care Recipient Service Enrollment United Nursing Services

Cluster I Services

Start Date:

- Adult Day Care! mm/dd/yyyy
- Adult Protective Services mm/dd/yyyy
- Advocacy/Legal Services

Cluster III Services

- Assistance to the Hearing Impaired

AAA Comments:

Save As Draft | Reset | Submit To AAA | Print

Previous Next

Figure:26

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-7	Describe how the system administers or customizes eligibility types. Eligibility will differ between various state and federal programs.	X		X	
	Acro's Response: System has eligibility criteria for various programs which is currently not customizable. Below are eligibility criteria list. • General Services - be 60 years of age or older; • Family Caregiver Supports - be a caregiver of someone 60 years of age or older or an older individual caring for a child 18 year of age or younger. • Older Worker Employment Services - be 55 years of age or older and have an adjusted income at or below 125% of Federal Poverty Level; • Services are targeted to older individuals with the greatest social or economical need, with a special focus on low-income minority. • individuals and individuals living in rural areas.				
SER-8	The system must be able to track services received by non-OAA eligible individuals.	X		X	
	Acro's Response: System has eligibility criteria for various programs like a. Retired & Senior Volunteer Program (RSVP) b. Foster Grandparent Program(FGP) c. Senior Companion Program(SCP) In system, based on age if Age greated than or equal to 59 then it is eligible other than it is not eligible. System is very flexible to customize.				
SER-9	The system must include historical eligibility tracking. For example, a 59 year old person can join their 60 year old spouse for an OAA Congregate Meal. Once the 59 year old spouse turns 60, they would qualify for OAA Congregate Meals.	X	X		
	Acro's Response: ACAMS as a system auto calculates the persons age for historical journey based on his/her DOB. System also captures and maintains family information for client. Based on the demographic information captured for the client's family the client's spouse would qualify for the services that the client is availing. A separate case will be created for the spouse, to track their individual assessed needs and services they intend to avail.				
SER-10	The system must track special diets and delivery notes required for Home Delivered Meal service.	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes, SUA-ACAMS system is able to track special diets and delivery notes required for Home Delivered Meal service. In system tracking special diet and home delivery meal based on nutritional risk score value. Please refer to Figure:27.				
SER-11	Describe how the system would track take-out meals that are taken off senior center/nutrition site premise.	X		X	

Click here to view Nutritional Risk Assessment history

*** Nutritional Risk Assessment is required for HDM, Congregate Meals, Case Coordination, and Care Management.**

Nutritional Risk Assessment

Form Date: 11/21/2006

Nutritional Risk Score: 7

High Risk? (•) Yes ( ) No ( ) Unknown

Nutritional Risk Screen

	YES
1. Does care recipient have an illness or condition that made her change the kind and/or amount of food eaten?	☑
2. Does care recipient eat fewer than 2 meals per day?	☑
3. Does care recipient eat few fruits, vegetables, or milk products?	☐
4. Does care recipient have 3 or more drinks of beer, liquor or wine almost every day?	☑
5. Does care recipient have tooth or mouth problems that make it hard to eat?	☐
6. Does care recipient not have enough money to buy food that she need?	☐
7. Does care recipient eat alone most of the time?	☐
8. Does care recipient take three or more different prescribed or over-the-counter drugs per day?	☐
9. Has care recipient lost or gained 10 pounds in the last 6 months without wanting to?	☐
10. Is care recipient sometimes unable to physically shop, cook or feed yourself?	☐

Nutrition Assessment History

Form Date	Authorized User
11/21/2006	Importer

SUBMIT RESET

Figure: 27

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes, SUA-ACAMS system is able to track take-out meals that are taken off senior centre/nutrition. In SUA-ACAMS system, an user interface is providing for manage Senior center/nutrition site respect to each AAA. Client will enrolled respect to AAA. System store client region information. Based on client region system is identifying take-out meals that are taken off senior centre/nutrition.				
SER-12	**Describe the system's electronic visit verification capabilities (EVV).**	X	X		
	Acro's Response: Yes.The application incorporates functionality for the users to be electronically able to sign their forms.This feature complies with the guidelines set forth by Uniform Electronic Transactions Act ("UETA"). SUA-ACAMS implements the 3A's of security – Authentication, Authorization, and Auditing. As a part of the **Audit Module** – • All authorized and unauthorized access to the system is logged • Detailed information, such as user details, date and time, etc., for all transactions is captured during creation, editing, modification, and deletion of sensitive data. • All the logged audit information is retained and available to authorized users for audit trail research and investigation. Search capabilities within the audit trail are provided for ease of research.				
SER-13	Describe the system's routing capabilities for services like transportation and home delivered meal routing. Include a description of GIS mapping, monitoring from a central location, etc.	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
SER-14	Describe how the system automates and customizes workflows to determine client eligibility for services. Describe how it can be customized by AAA and service.	X	X		

Acro's Response: SUA-ACAMS system is able to customizes client eligibility for the service. Client's can be created by AAA and based program. There is two programs.

a. Foster Grandparent Program (FGP)
b. Senior Companion Program (SCP).

SUA-ACAMS system is providing selected service for client whether user is associated with different AAA. SUA-ACAMS system are fully customizable. Please refer to Figure:28.

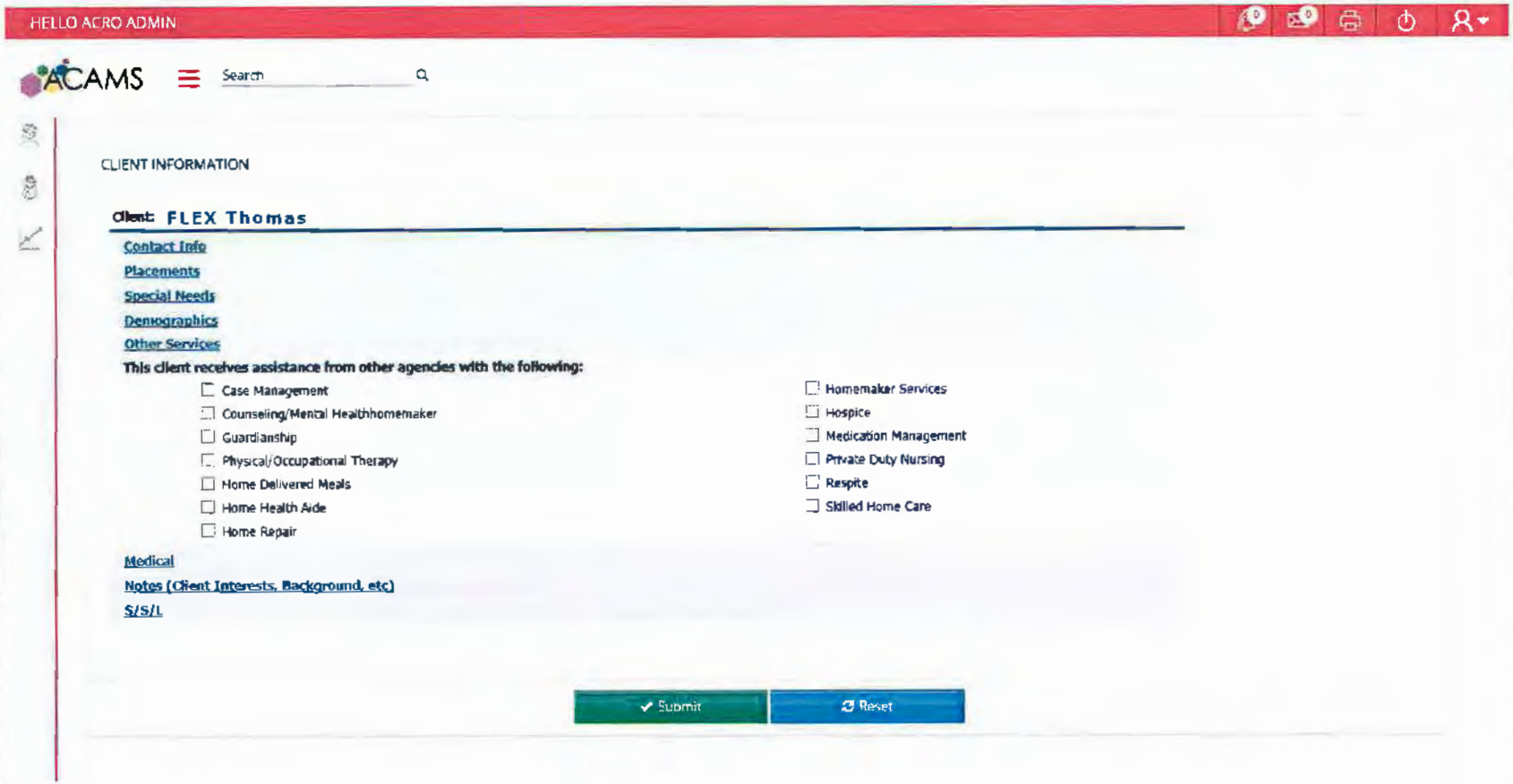


Figure: 28

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-15	Describe how the system automates and customizes waitlist and prioritization capabilities post system implementation. Describe how it can be customized by AAA and service.	X		X	
	Acro's Response: Yes, SUA-ACAMS system has facilities to automates and customizes waitlist and prioritization capabilities post system implementation. SUA-ACAMS has a user interface OSA Quarterly Waiting List Report Form where public user can make entry for an agency and this entry move to a secured partner site where AAA user is able to view the post record and customize it's services.				
SER-16	Post implementation, describe the system customizable prior authorization forms. Describe how it can be customized by AAA and service.	X		X	
	Acro's Response: Yes, SUA-ACAMS system has facilities to customize prior authorization forms post system implementation. SUA-ACAMS has a user interface prior authorization forms where AAA can enter the required information and send to SUA for approval.				
SER-17	Describe the system's real time data entry for information & assistance staff to track calls and walk-ins, where staff provide information and referral services.	X	X		

Acro's Response: SUA-ACAMS has a call history tab to track call and walk-ins. Please refer to Figure:29.

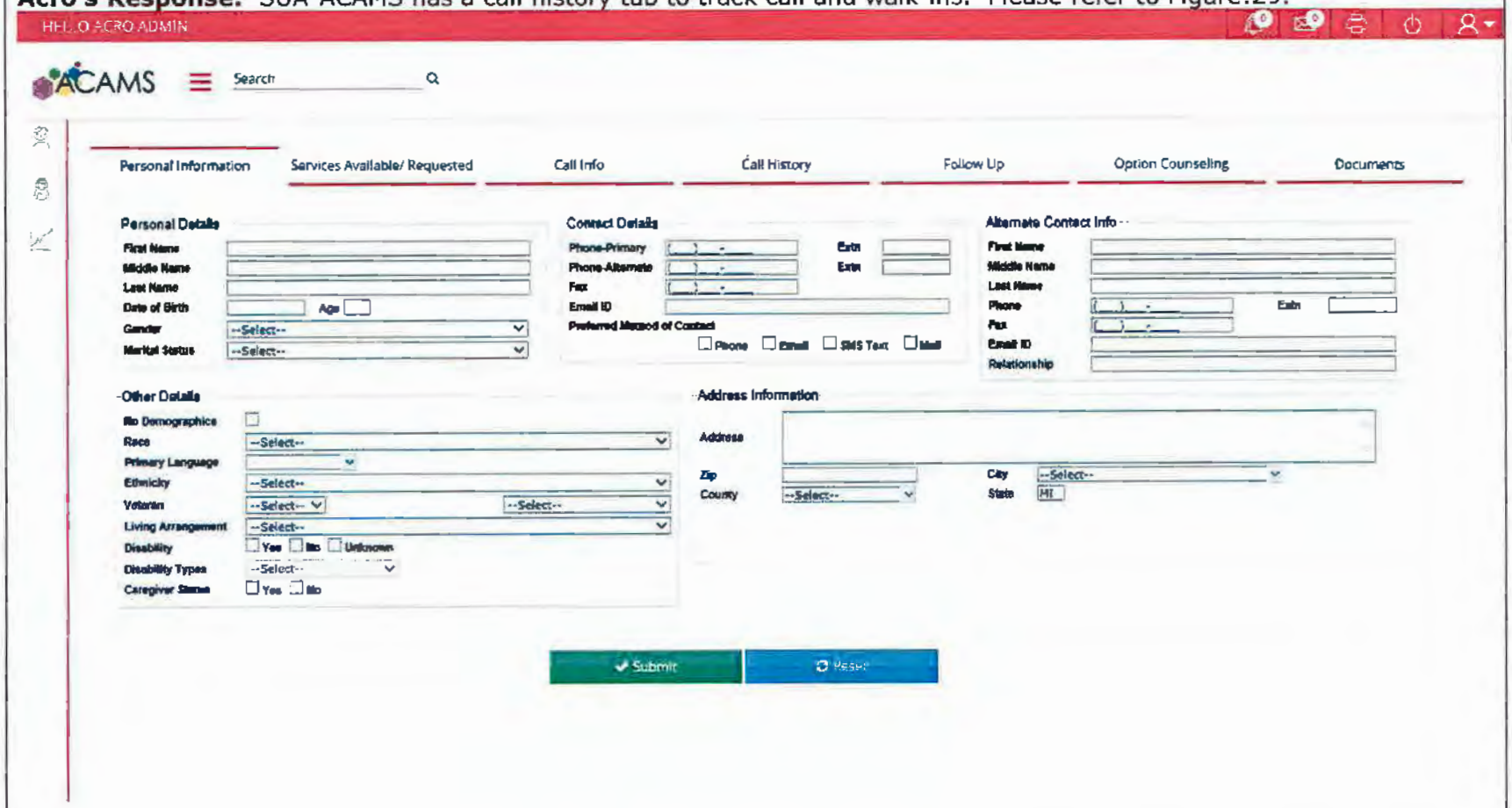


Figure:29

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	In system, there is a Service Available /Requested tab where staff provide information and referral services. Please refer to Figure:30.				
SER-18	Describe how the system records anonymous clients, referrals made, and level of assistance provided.	X	X		

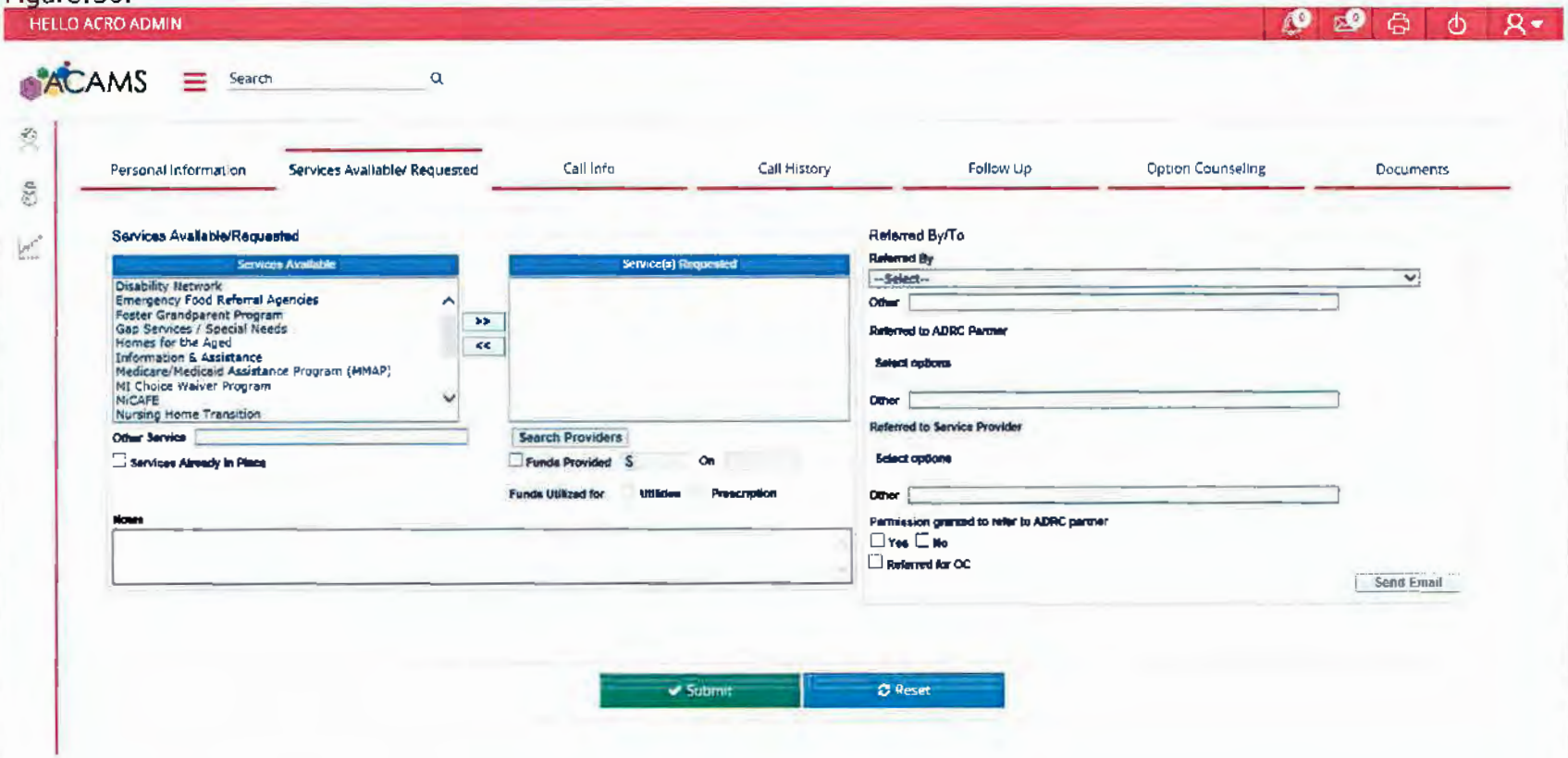
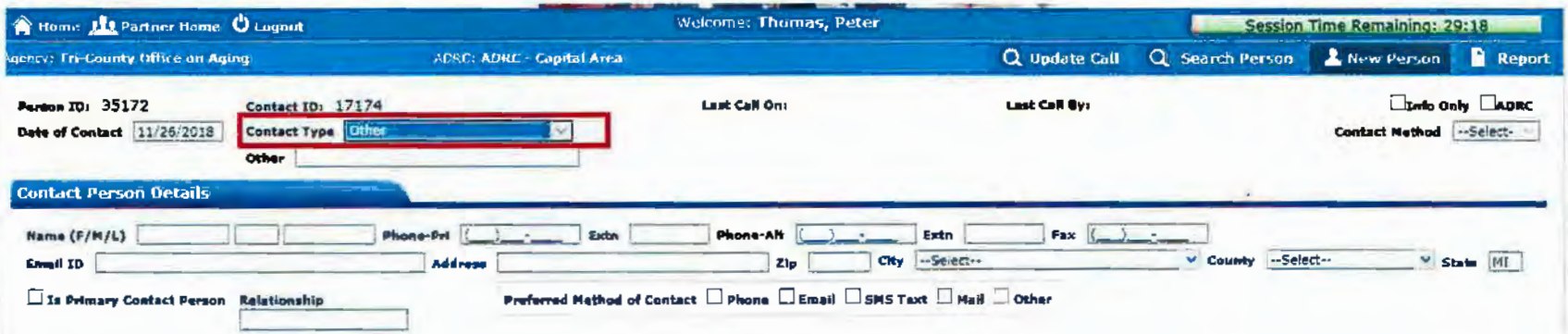


Figure:30

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes, SUA-ACAMS system is able to records anonymous client's, referrals made and level of assistance provided. SUA-ACAMS has a system that is able to records clients , refrrals made and level of assistance provided.In this system, there is a standerd dashboard and search client feature that make easy tracking of information. Please refer to Figure:31.  *Figure:31*				
SER-19	Describe how the system supports a "lending library" tracking system. For example, describe how the AAA would track durable medical equipment that has been lent to a client, including how it would be administered, such as donations of equipment, loaning, and marked returned and available for use.	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				

c. Assessments

II.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-1	Describe how the State can create and customize assessments in the system.	X	X		

Acro's Response:
In SUA-ACAMS system, state can create and customize assessments. Below is Assessment summary screen where all assessments are listed. To add new assessment, user need to click on "Add New " button.

On form, assessment questions, comments and Yes-No toggle button being created dynamically.

Please refer to Figure:32.

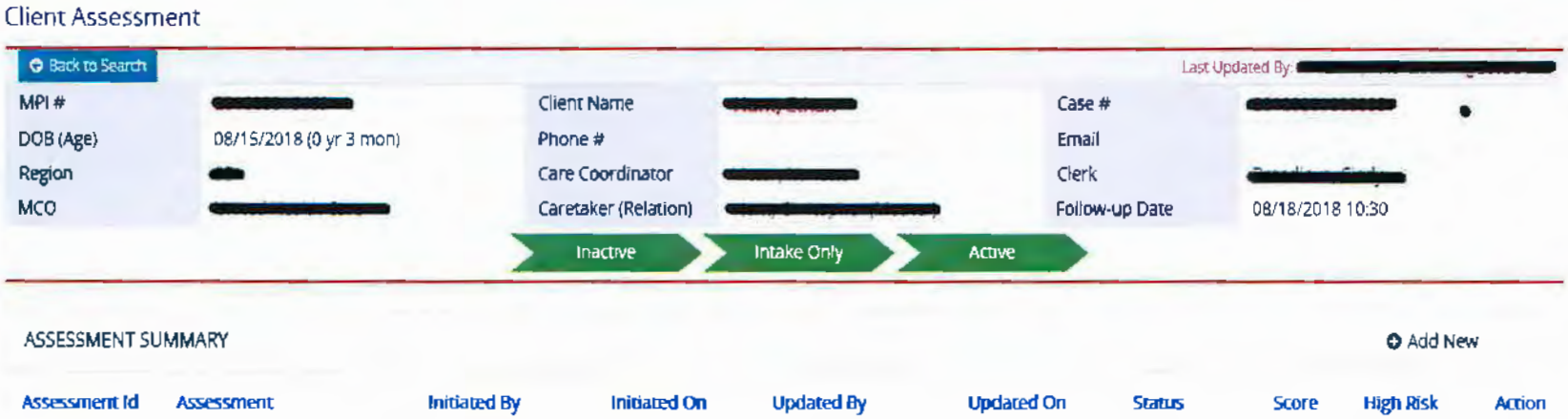


Figure:32

On click of "Add New", assessment form will be opened. Assessment questions being appeared on forms, can be create/modify/delete by state admin.

1- Assessment : Please refer to Figure:33.

Assessment

#	Parameters	Options	Comments
1	Initiated On *	09/01/2018	
2	Initiated By *	Select	
3	Family caregivers who provide care for individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction.	Yes No A Little	(0/3000)
4	Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities.	Yes No A Little	(0/3000)
5	Caregivers who are older individuals with greatest social need.	Yes No A Little	(0/3000)
6	Older individuals providing care to individuals with severe disabilities, including children with severe disabilities.	Yes No A Little	(0/3000)
7	Is the required list by individual of background review status available?	Yes No A Little	(0/3000)
8	How and When to Access Health Care *	No Problem	(0/3000)

Next >

Area Plan Administration

#	Parameters	Options	Comments
1	Describe the specific processes utilized by the AAA to monitor its compliance with the Operating Standards for AAAs.		(0/3000)
2	Is the AAA operating in compliance with the Operating Standards for AAAs? If no, explain:	Yes No A Little	(0/3000)
3	Has the area agency been able to access Data Quality Assessment Reports from the NAPIS websites?	Yes No A Little	(0/3000)
6	Final Comments		A A A (0/3000)

Back Review

Figure: 33

After "Review", assessment form will be saved and record will be appeared on assessment summary screen. Please refer to Figure:34.

ASSESSMENT SUMMARY Add New

Assessment Id	Assessment	Initiated By	Initiated On	Updated By	Updated On	Status	Score	High Risk	Action
199111	Assessment	[redacted]	09/01/2018	[redacted]	11/01/2018	Completed	80	Yes	

Figure:34

System also calculate "Score" based on question attempted. Score used to identify "High Risk" client .
AAA/SUA user can view/edit/close assessment. Please refer to Figure:35.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	 *Figure:35*				
ASMT-2	Describe how the system accommodates multiple value choices.	X	X		

	Acro's Response: Yes. System accommodates multiple value choices by checkboxa. User can choose multiple values for an assessment by selecting checkbox. Please refer to Figure:36.

#	Parameters	Options
1	Are you currently receiving services from community or government agencies to help you with any of your concern?	☐ Early Intervention ☐ Medicaid ☐ Income Support ☐ DD or D & E Waiver ☐ Other Health program is: Home Nursing ☐ Child Care Services ☐ SSI/SSDI/SSA ☐ Food Stamps ☐ WIC ☐ Medically Fragile Waiver ☐ DVR ☐ CYFD
1.1	If any of the above are checked please indicate services received	
2	Environmental/ Social Information (Living Situation, household/family dynamics)	
3	Have you experienced any of the following?	☐ Death ☐ Legal Issues (delequency, probation/parole, incarceration, CYFD custody) ☐ Immigration Issues ☐ Seperation/Divorce ☐ Trauma ☐ Language Barriers ☐ Financial ☐ Other ☐ Loss of Job
3.1	If yes, please describe	
4	Do any of the following concern or trouble you?	☐ House ☐ Clothing ☐ Respite ☐ Food ☐ Child Care ☐ Furniture ☐ Extended Family Support ☐ Transportation ☐ Other
4.	[illegible]	

Figure: 36

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-3	Describe how the system aggregates collected data.	X	X		

Acro's Response:
SUA-ACAMS system aggregating data and displaying on summary screen. Please refer to Figure:37.

ASSESSMENT SUMMARY

Add New

Assessment Id	Assessment	Initiated By	Initiated On	Updated By	Updated On	Status	Score	High Risk	Action
199111	Assessment	[redacted]	09/01/2018	[redacted]	11/01/2018	Completed	80	Yes	

Figure: 37

To aggregates collected data, user need to click on icon of action column. User need to select View /Edit, or View Details . Please refer to Figure:38.

Status	Score	High Risk	Action
Completed	80	Ye	

View/Edit

View Details

Close

Figure: 38

After selection of View/Edit menu, user will navigate to assessment form.

ASMT-4	Newly created assessments must be available to previously created client profiles.	X	X		

Acro's Response:

Yes. SUA-ACAMS system allow user to copy existing client assessment to new client. Also information of newly created client available to previous client. As system is HIPPA compliance, system maintain version of client information and assessment being updated.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-5	Describe how the system reconciles data in an old assessment and new assessment.	X	X		

Acro's Response:

Yes. SUA-ACAMS system reconciles data in an old assessment and new assessment.

Assessment questions can add/edit/delete/inactive by authorized user only. There is master form for add/edit/inactive assessment questions.

Case Study Example:

A user could select one choice: left hand or right hand.
At a later date, the State updates wants to add new choices and update the old choices. Choice selection would be updated to: left-handed, right-handed, or ambidextrous.

Case-1 : Can the system accommodate updating "left hand" to "left-handed" and "right hand" to "right-handed"?

Solution: Yes, SUA-ACAMS system accommodate updating "left hand" to "left-handed" and "right hand" to "right-handed".

Case-2 : Will previously entered data (e.g. left hand) be available until manually updated by the user? Or will it be automatically updated (e.g. to "left-handed")?

Solution: In SUA-ACAMS system previously entered data (e.g. left hand) will be available for approved assessment but updated entered data (e.g. left handed) will be available for pending or draft assessment.

Case-3 : What happens if a choice is deleted?

Solution: In SUA-ACAMS system assessment is deleted logically but not physically. Deleted choice will be available for approved assessment but not for pending or draft assessment.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-6	Describe how the system would retain previously deleted assessment questions.	X	X		

Acro's Response:

SUA-ACAMS system storing assessment questions by fiscal year. State Admin can add/modify/delete(inactive) any question for current fiscal year. System does not delete question permanently. System only mark assessment question as deleted for fiscal year. So deleted question for current fiscal year will be active for previous year assessment.

System does not allow to add/edit/delete any question in previous year.

ASMT-7	Describe how the system provides historical data and trending with previous assessment	X	X		

Acro's Response:

SUA-ACAMS system provides historical data on "Assessment Summary" with status (draft or complete or closed). Please refer to Figure:39.

ASSESSMENT SUMMARY

Add New

Assessment Id	Assessment	Initiated By	Initiated On	Updated By	Updated On	Status	Score	High Risk	Action
199111	Assessment	[redacted]	09/01/2018	[redacted]	11/01/2018	Completed	80	Yes	

Figure:39

ASMT-8	The system must include the DETERMINE Assessment tool (from the Nutrition Screening Initiative) to evaluate nutrition risk. (Disease; Eating Poorly; Tooth Loss/Mouth Pain; Economic Hardship; Reduced Social Contact; Multiple Medicines; Involuntary Weight Loss/Gain; Needs Assistance in Self- Care; Elder Years Above Age 80).	X	X		

	Acro's Response: SUA-ACAMS system has this feature. Below is Clients Nutritional Risk Management section of SUA-ACAMS system. Each Nutritional Risk Screening have a scroe. For any client who Nutrional Risk Score more than 6, consider as "High Risk" client. Please refer to Figure:40.

Nutritional Risk Information

Nutritional Risk Assessment

* Nutritional Risk Assessment is required for HDM, Congregate Meals, Case Coordination, and Care Management.

Nutritional Risk Score 0

High Risk? ◯ Yes ◯ No ◯ Unknown

Nutritional Risk Screen	YES
1. Does care recipient have an illness or condition that made her change the kind and/or amount of food eaten?	☐
2. Does care recipient eat fewer than 2 meals per day?	☐
3. Does care recipient eat few fruits, vegetables, or milk products?	☐
4. Does care recipient have 3 or more drinks of beer, liquor or wine almost every day?	☐
5. Does care recipient have tooth or mouth problems that make it hard to eat?	☐
6. Does care recipient not have enough money to buy food that she need?	☐
7. Does care recipient eat alone most of the time?	☐
8. Does care recipient take three or more different prescribed or over-the-counter drugs per day?	☐
9. Has care recipient lost or gained 10 pounds in the last 6 months without wanting to?	☐
10. Is care recipient sometimes unable to physically shop, cook or feed yourself?	☐

AAA Comments:

Save As Draft | Reset | Submit To AAA | Print

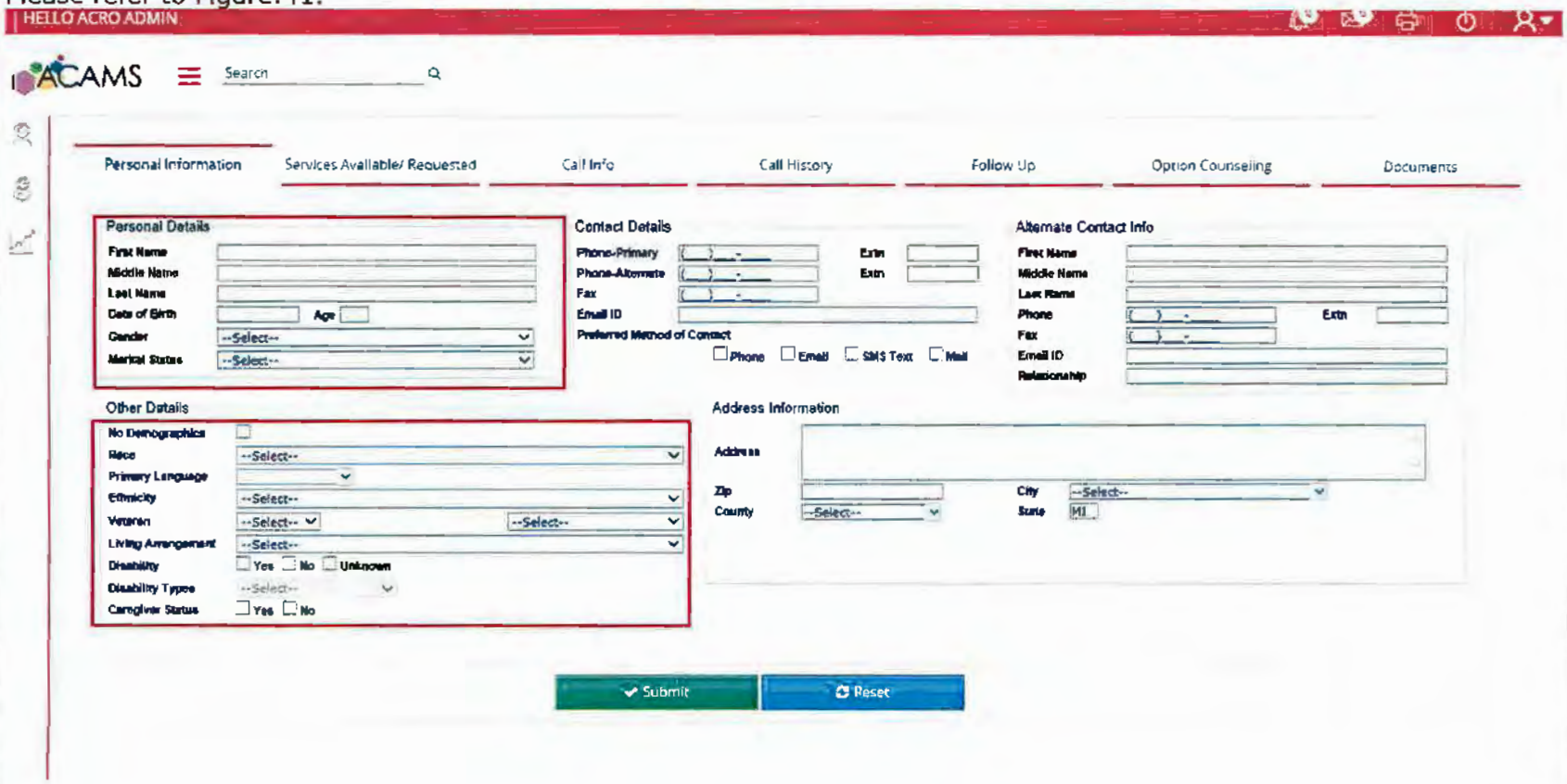
Previous | Next

Figure:40

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-9	The system must include the St. Louis University Mental Status (SLUMS) Assessment to evaluate cognitive performance.	X		X	
	Acro's Response: SUA-ACAMS system is flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
ASMT-10	Describe how the state care management assessment would be set up in the system. An example of the assessment can be found at this URL: http://dhhs.ne.gov/medicaid/Aging/Documents/CM%20Assessment%20Form.pdf	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
ASMT-11	Describe how the state would administer and customize a caregiver assessment form in the system. The assessment can be found online at: http://dhhs.ne.gov/medicaid/Aging/Documents/SUA-18-IM-04%20Comprehensive%20Caregiver%20Assessment.pdf	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
ASMT-12	Describe how the system supports the administration and customization of an intake form to support an ADRC/NWD (No Wrong Door) in the system. The intake form can be found online at: http://dhhs.ne.gov/medicaid/Aging/Documents/I R%20and%20OC%20Intake.doc	X	X		

Acro's Response:

SUA-ACAMS system has ADRC/NWD (No Wrong Door) feature. System capture all fieldsas provided in document. Please refer to Figure:41.



HELLO ACRO ADMIN

ACAMS Search

Personal Information | Services Available/ Requested | Call Info | Call History | Follow Up | Option Counseling | Documents

Services Available/Requested

Services Available
Disability Network
Emergency Food Referral Agencies
Foster Grandparent Program
Gap Services / Special Needs
Homes for the Aged
Information & Assistance
Medicare/Medicaid Assistance Program (MMAP)
MI Choice Waiver Program
MICAFE
Nursing Home Transition

>>
<<

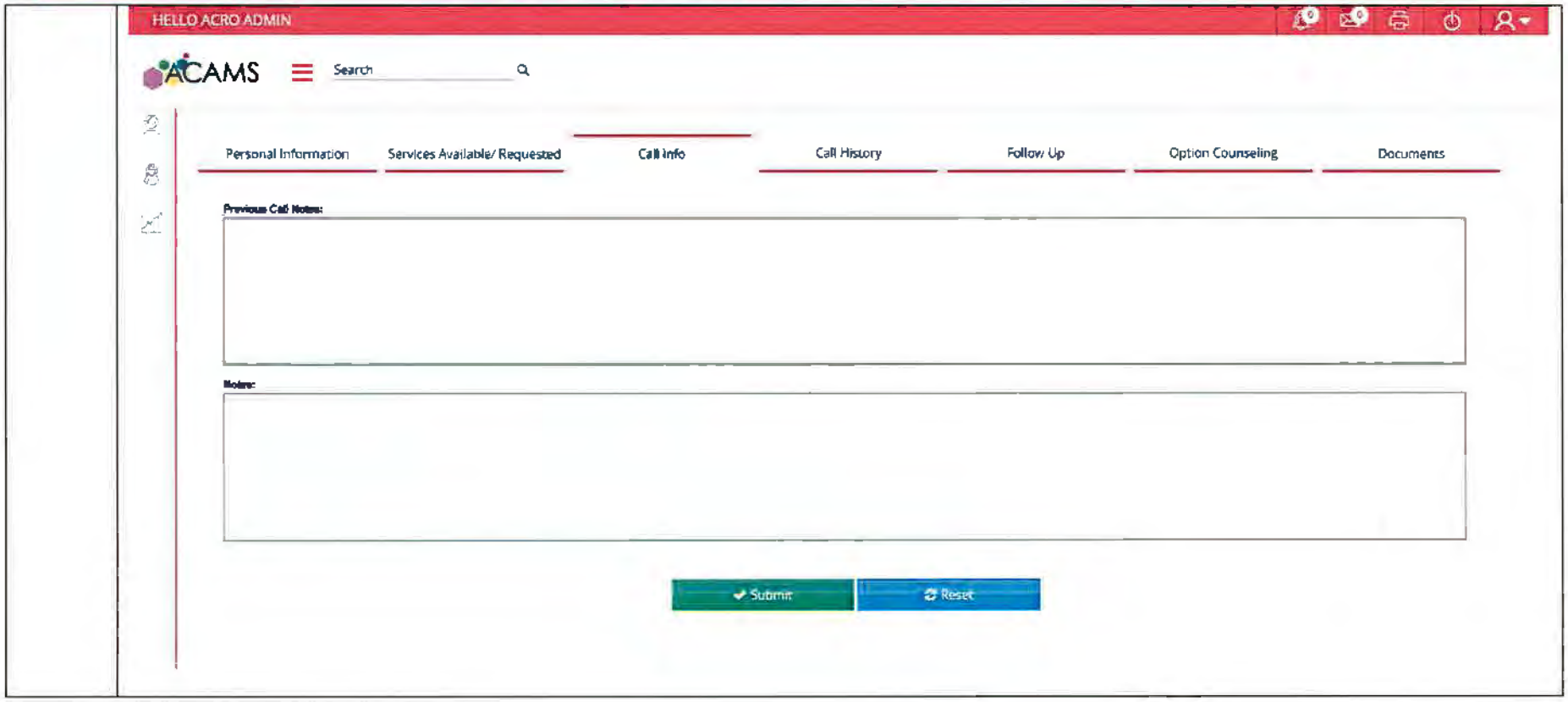
Service(s) Requested

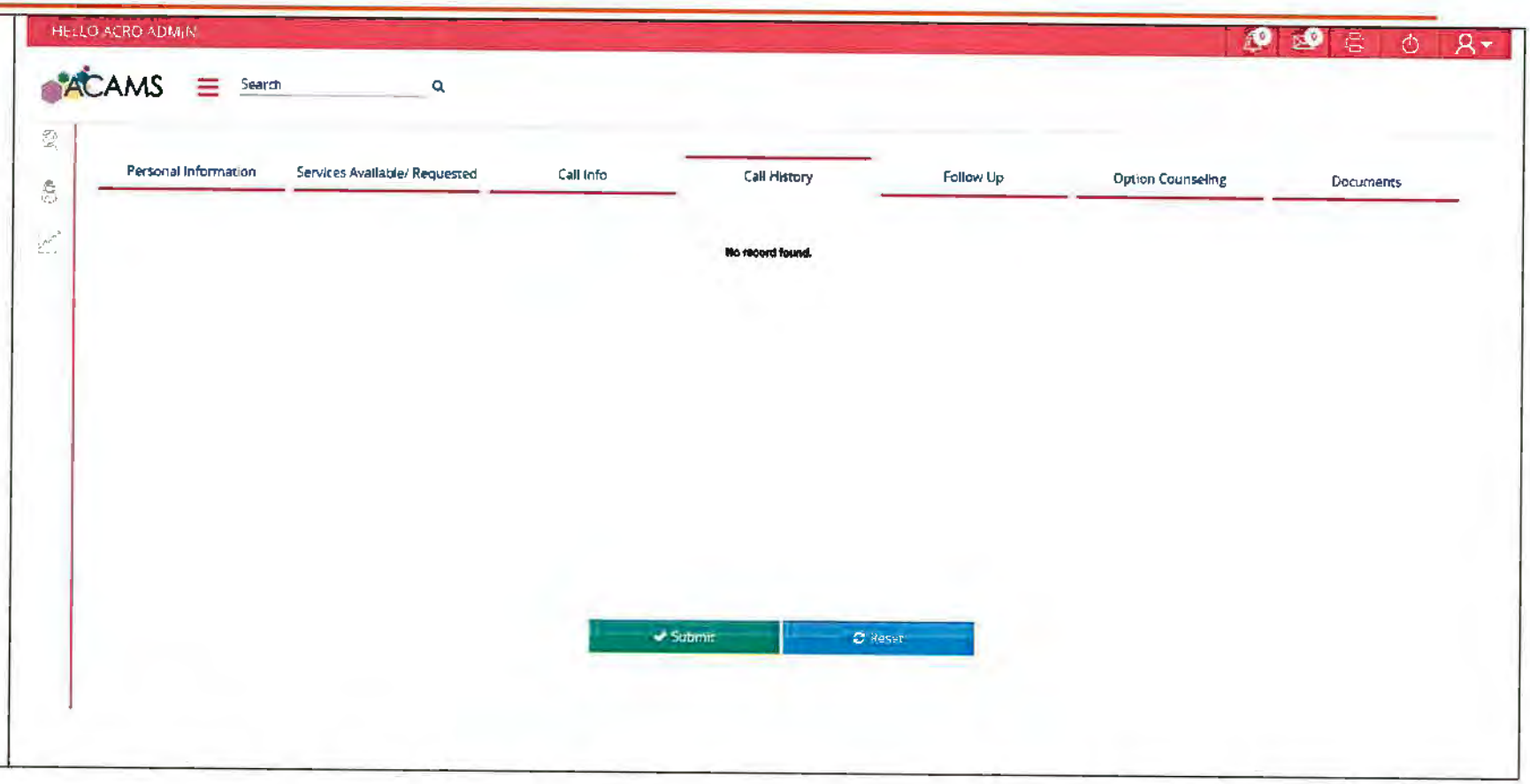
Other Service
Services Already In Place
Search Providers
Funds Provided $ On
Funds Utilized for Utilities Prescription

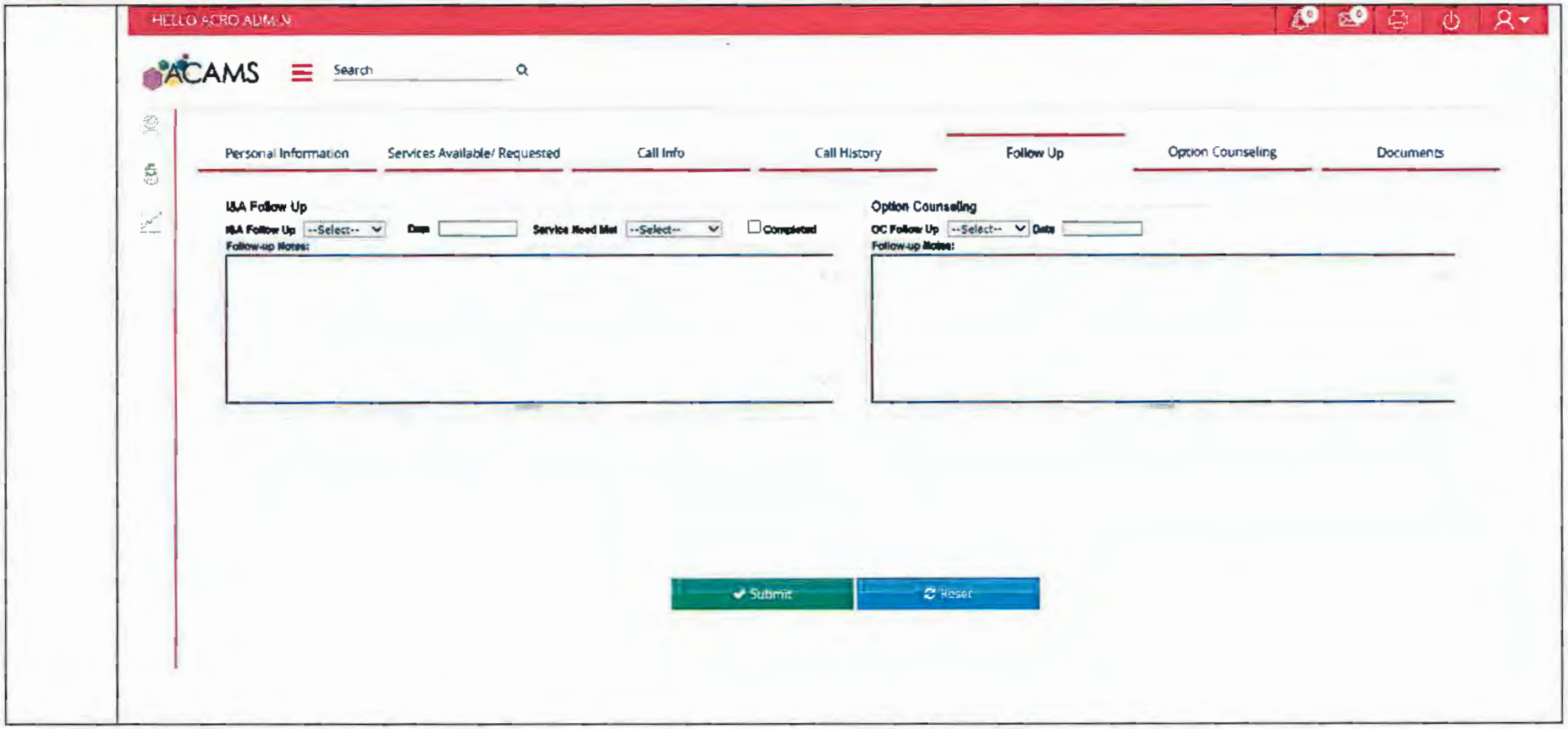
Notes

Referred By/To
Referred By
--Select--
Other
Referred to ADRC Partner
Select options
Other
Referred to Service Provider
Select options
Other
Permission granted to refer to ADRC partner
Yes No
Referred for OC
Send Email

Submit Reset


HELLO ACRO ADMIN
ACAMS
Search
Personal Information
Services Available/ Requested
Call Info
Call History
Follow Up
Option Counseling
Documents
Previous Call Notes:
Notes:
Submit
Reset


HELLO ACRO ADMIN
ACAMS
Search
Personal Information
Services Available/ Requested
Call Info
Call History
Follow Up
Option Counseling
Documents
No record found.
Submit
Reset


HELLO ACRO ADMIN
ACAMS
Search
Personal Information
Services Available/ Requested
Call Info
Call History
Follow Up
Option Counseling
Documents
I&A Follow Up
I&A Follow Up
--Select--
Date
Service Need Met
--Select--
Completed
Follow-up Notes:
Option Counseling
OC Follow Up
--Select--
Date
Follow-up Notes:
Submit
Reset

HELLO ACRO ADMIN

ACAMS Search

Personal Information | Services Available/ Requested | Call Info | Call History | Follow Up | Option Counseling | Documents

Option Counseling

Insurance Types Select options

OC Trigger Present Select options

Lacks memory or cognitive skills for daily decision making ☐Yes ☐No --Select-- --Select--

Total Countable Asset Amount $

Household Income

Total Monthly Gross Household Income $

Spouse Income $

Client Income $

Financial Notes:

☐ I am choosing not to develop a person centered plan at this time. I may change my mind at any time.

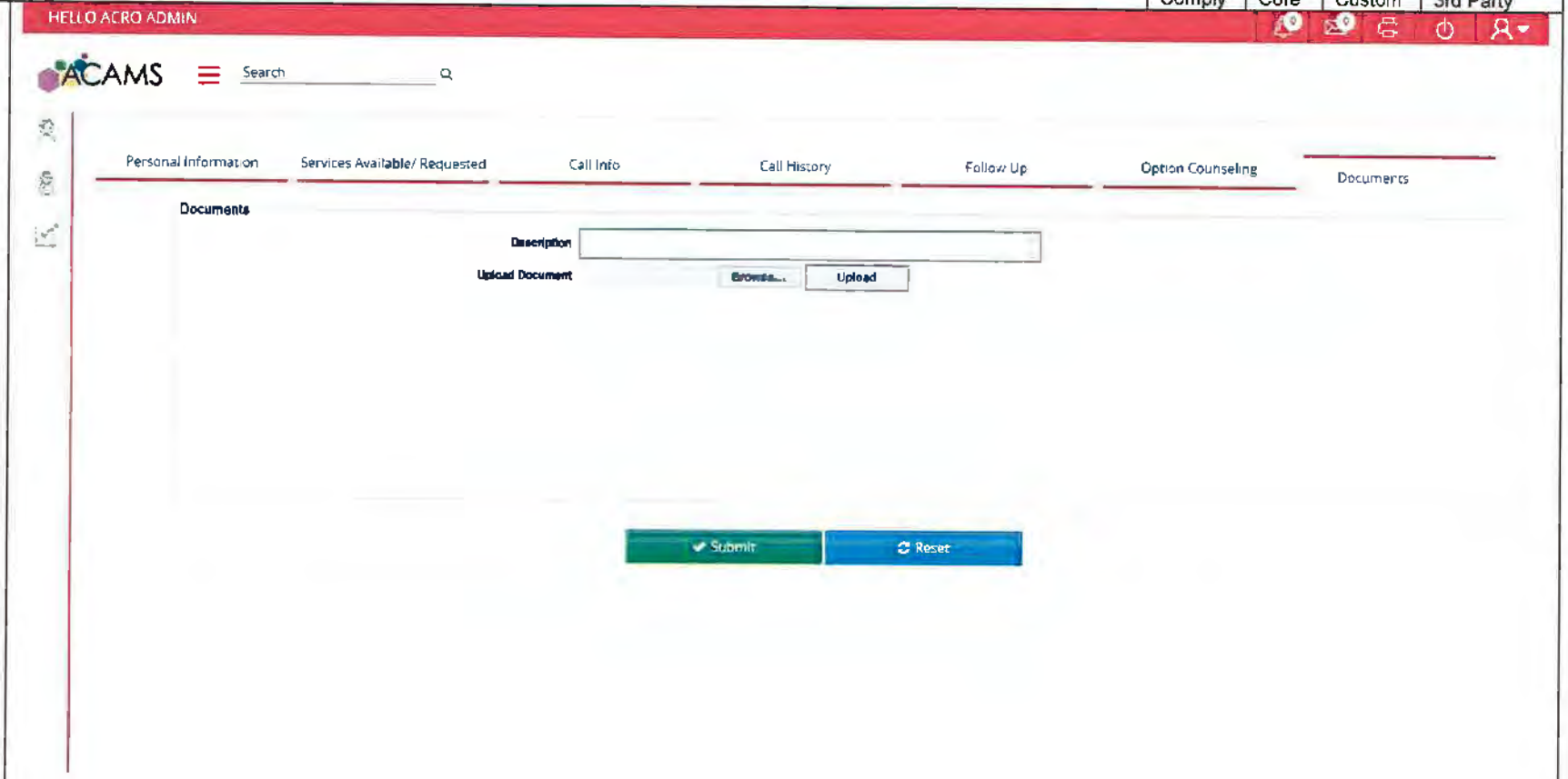
☐ I choose to develop a written centered plan at this time.

☐ I give my permission for someone to call me about my experience with the Options Counselor.

Time Spent

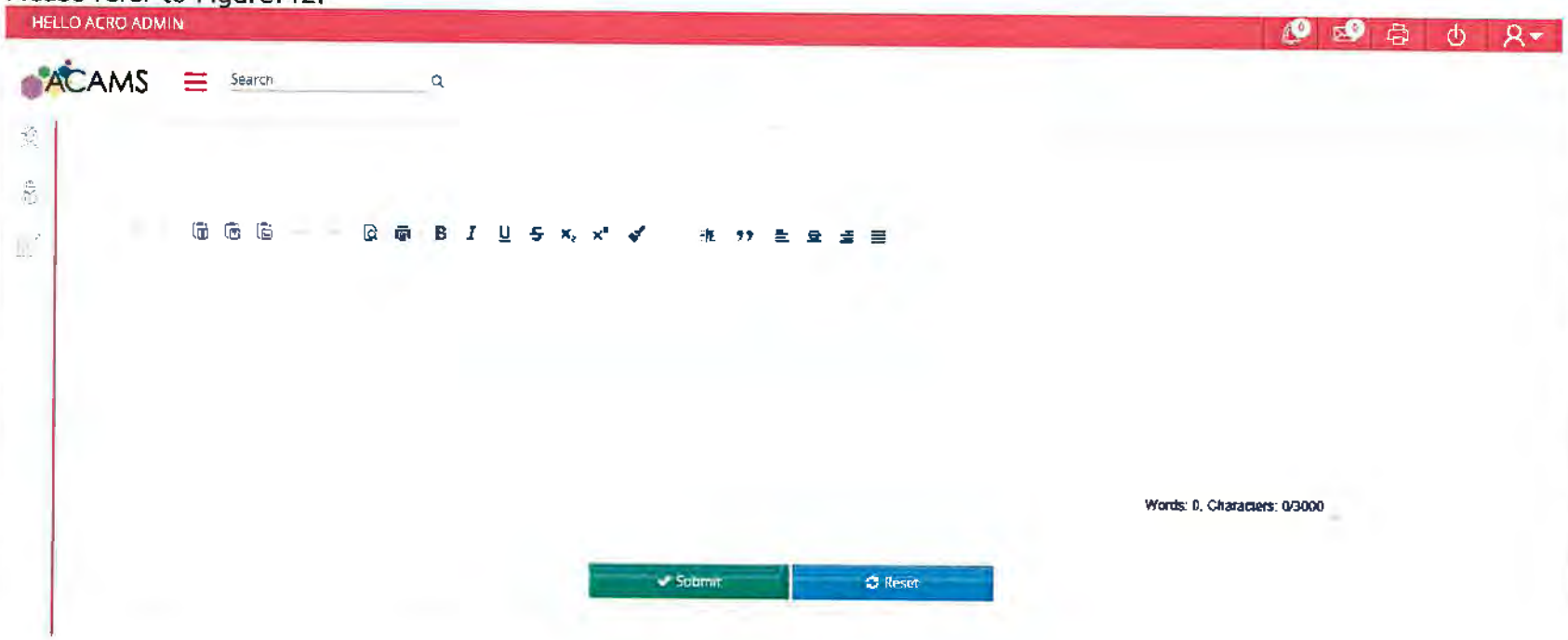
Date	Time Spent (Minutes)	Reason

Submit Reset

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	 *Figure: 41*				
ASMT-13	Describe how the system accommodates InterRAI Assessment Instruments.	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				

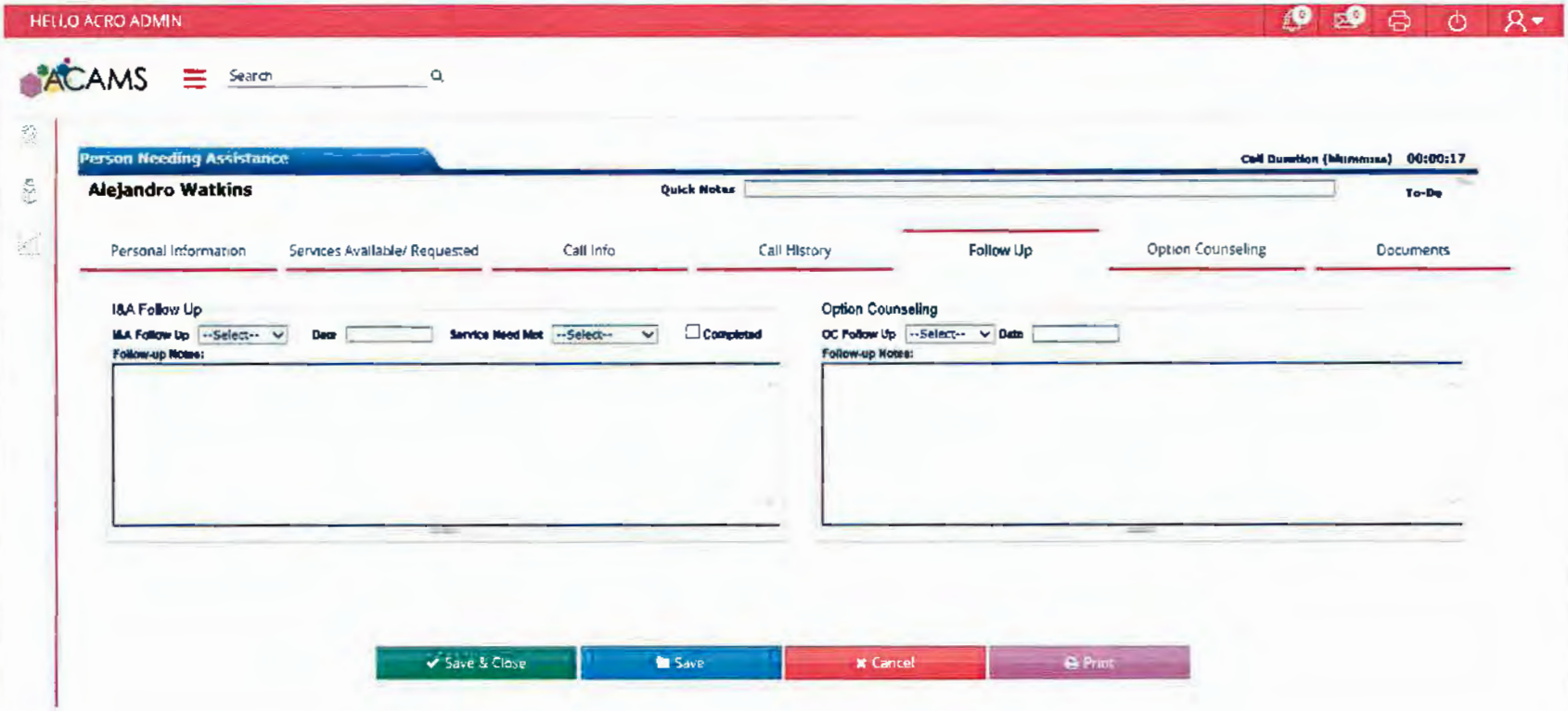
Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-14	Describe how the system accommodates the Supports Intensity Scale (SIS).	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				

d. Usability

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-1	The system must have copy/paste functionality.	X	X		
	Acro's Response: Yes, System has Copy/ Paste functionality. System have some advance features including formatting of text. Please refer to Figure:42.  *Figure:42*				
USE-2	The system must be able to print, display, or export any information gathered in the client record, related to service usage, on a form and/or in a report.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes SUA-ACAMS has a system that is able to print, display, or export any information gathered in the client record, related to service usage, on a form and/or in a report. System has some advance features a. Export to Excel. b. Export to Word c. Export to PDF d. Export to CSV e. Print user information on the screen.				
USE-3	The system date must have 4 digit years.	X	X		
	Acro's Response: Yes System has facility to capture date with four digit of year.				
USE-4	The system must have task and date reminder tracking.	X	X		
	Acro's Response: Yes System have task and date reminder tracking facilities. The system provides notifications about upcoming events, overdue events and other notable it. provides Intelligent routing and notification feature that automatically sends notification of provider. Pharmacies are yet another provider that can interface with the SUA-ACAMS notification module. The Notification task allows a user to send different types of notifications to the users of the application. It supports the following notification type: 1. Email Communications 2. SMS – Text Messages 3. System Notifications 4. Error Messages and Alerts				
USE-5	Describe the system's customizable alerts. Describe how users are able to set alerts for activities like follow ups and next visits.	X	X		

Acro's Response: Yes, SUA-ACAMS system is able to customizable alerts and follow up.
SUA-ACAMS system is easily integrated with a SMTP Server to provide for notifications, emails, alerts, reminders to the system registered users. System is able to set Follow-Up for Peson Needing Assistance user interface and upcoming Follow-up Notifications and To-Do Notifications. Please refer to Figure:43.



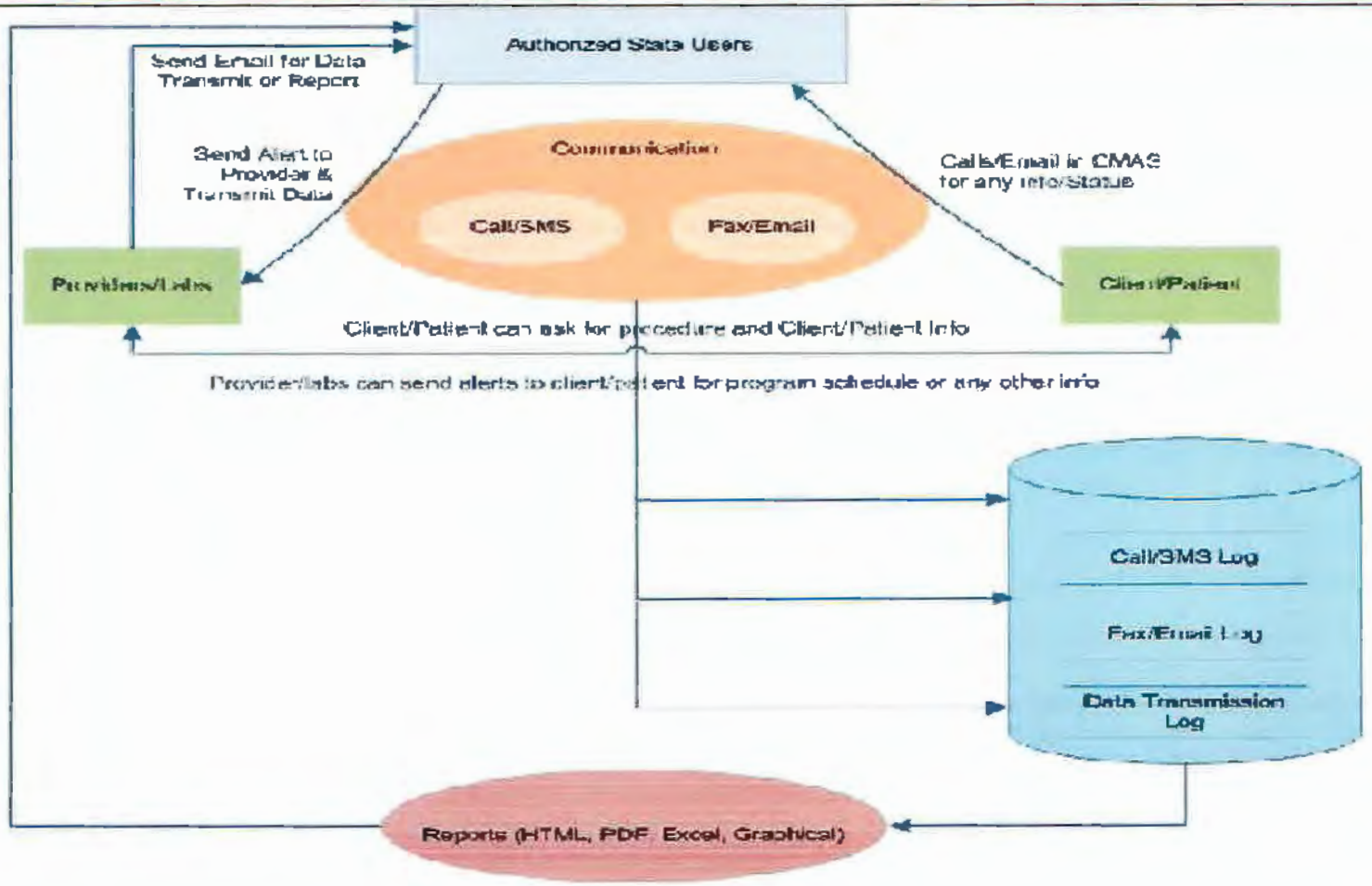

Authorized State Users
Send Email for Data Transmit or Report
Send Alert to Provider & Transmit Data
Communication
Call/SMS
Fax/Email
Calls/Email to CMAS for any info/Status
Client/Patient can ask for procedure and Client/Patient Info
Call/SMS Log
Data Transmission Log
Reports (HTML, PDF, Excel, Graphical)

Figure:43

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-6	Describe the system's customizable workflows. For example, how a user would select, review, and document checked case files, service authorizations, service entries, and client demographics.	X	X		

Acro's Response: Yes, SUA-ACAMS has a system that is able to creating client service authorization, review document. SUA-ACAMS has a system, ADRCIA where all features are available. Please refer to Figure:44

Creating Client:

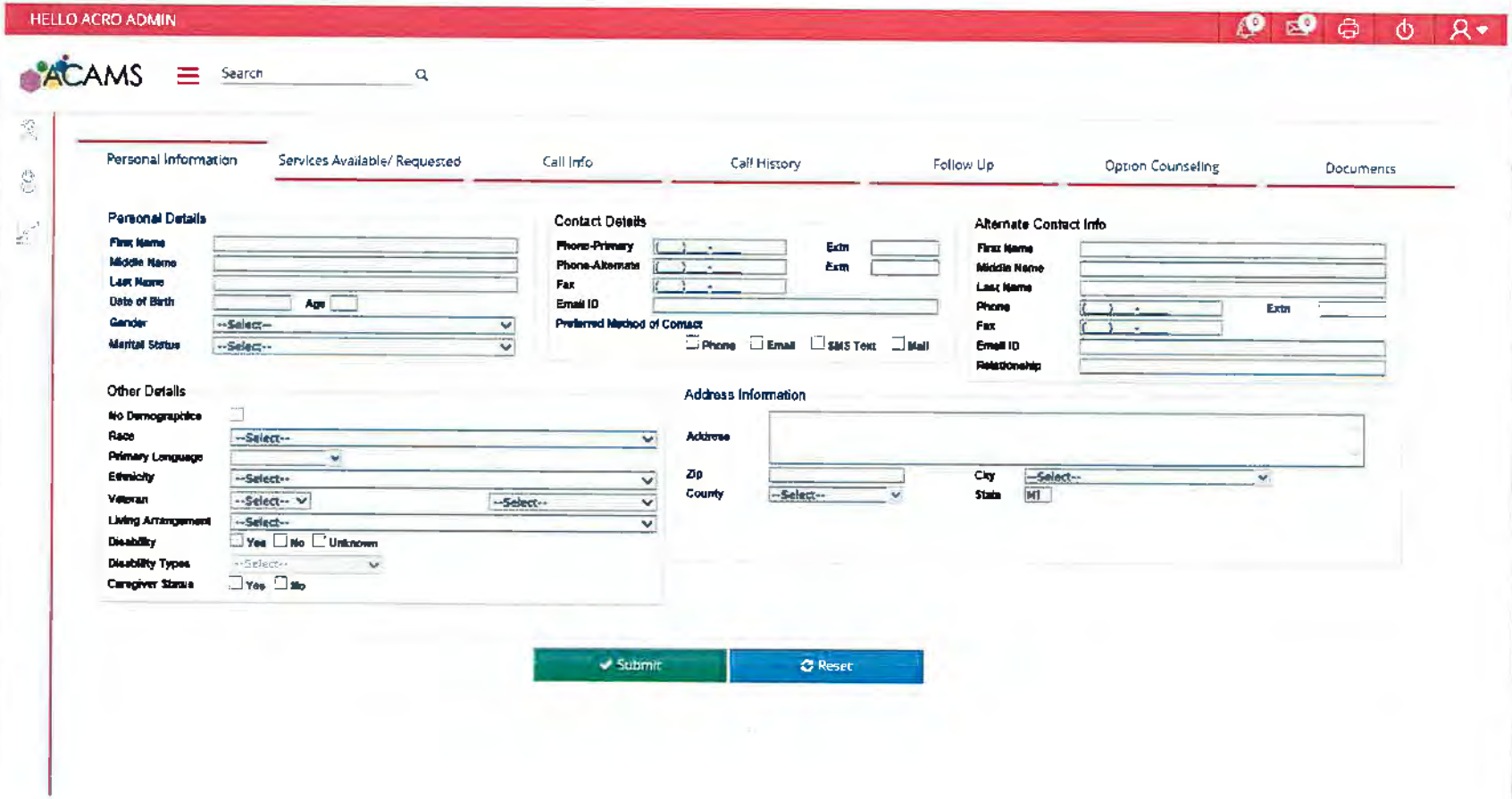


Figure: 44

Service Authorization and Service Entries

Please refer to Figure:45.

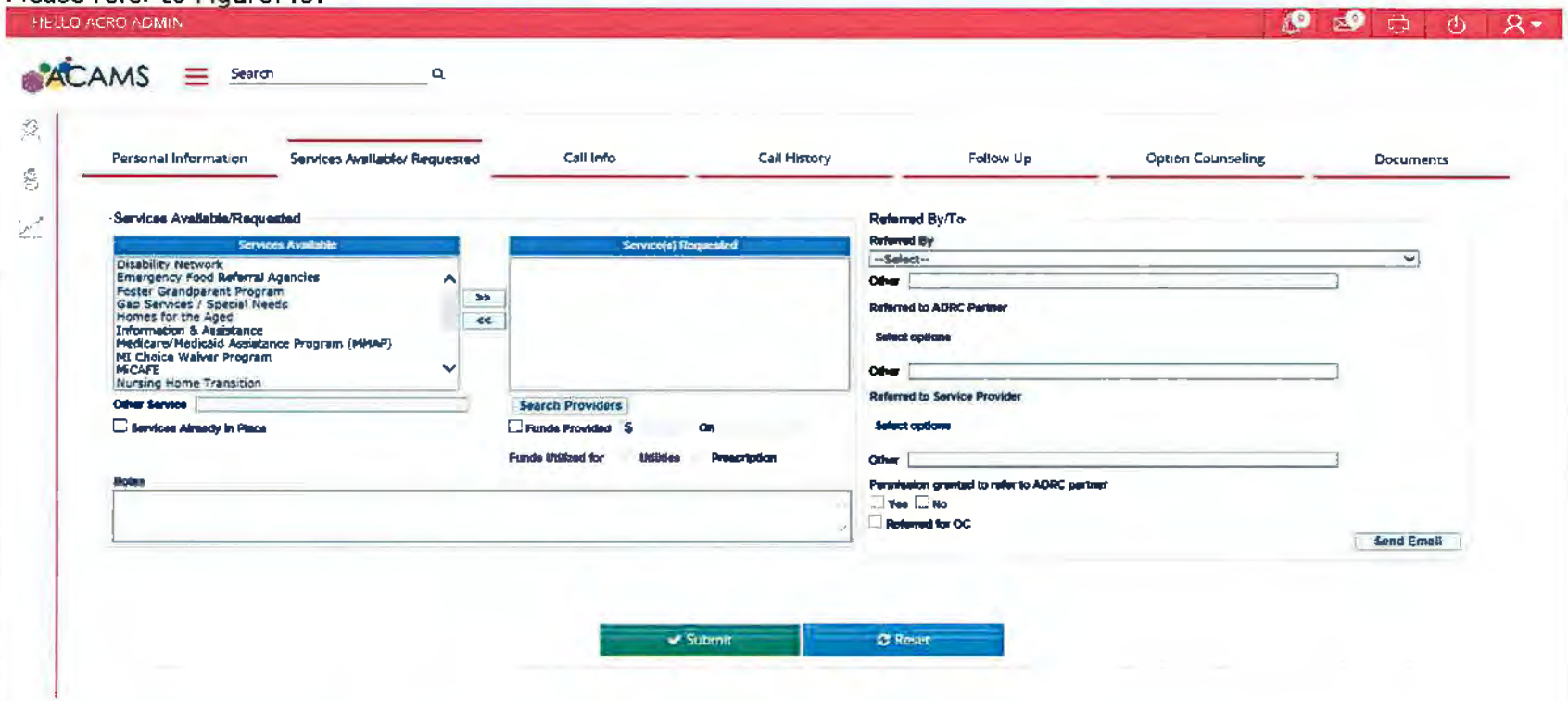


Figure: 45

Select and Review client

System has features to serch record and review the document. Please refer to Figure:46.

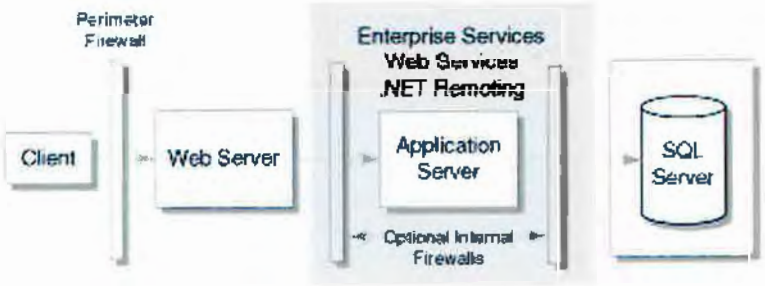
Person Needing Assistance							
First Name	Last Name	DOB	Phone-Primary	Phone-Alt			
Alejandro [Agency]	Watkins				View Contact Person	View Calls	Delete

Figure: 46

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-7	Describe how the system supports cross-module workflows. For example, client eligibility for a funding source may be determined in one module by a separate state agency, and the client then referred to the AAA for services.	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
USE-8	Describe client portal products or options that are currently available. A client portal should be accessible by the client, or any person in their support network (caregiver, family member, neighbor, or friend). Describe security and access among public users.	X	X		

Acro's Response: Yes. SUA-ACAMS has a system is able to Case Management System which is a web-based Software-as-a-Service (SaaS) system which can be customized and implemented as either a cloud based solution or as an on premise deployment based on customer's requirements. Acro delivers a highly secure, state-of-the-art service, engineered to maximize system uptime, eliminate downtime, and reduce demands on people and equipment.

The application will be accessible to the authorized users over the public Internet via a browser on desktops, laptops, or mobile devices. Access to the application will be secured using industry standard SSL encryption for user authentication prior to granting access to the application. Please refer to Figure:47.



Hosting in IIS (HTTP Channel) will be as below:

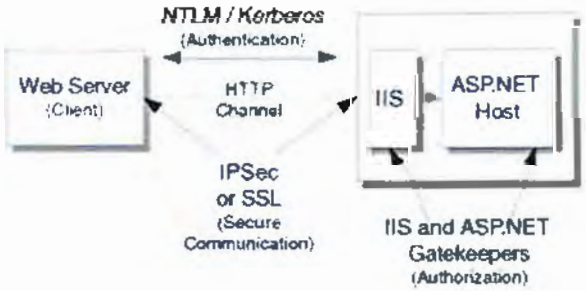


Figure: 47

Security and access among public users

- Be credential based (user name and password) and will be compatible with a single-login policy of the State and will provide functionality to unlock suspended accounts

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	○ Provide Administrative Users the ability to define groups, delete groups, add/delete users to the groups and control access to the various modules of the application ○ Provide appropriate and adequate database encryption and security All users and roles will be managed by Active Directory (AD). Please refer to Figure:48.  *Figure: 48* **Connection String Security:** SUA-ACAMS will use Win32 Data Protection API (DPAPI) for encrypting connection strings. SUA-ACAMS will encrypt the 3DES encryption key using the DPAPI, and store the encrypted key in a registry key with a restricted ACL so that only administrators and ADRC I&A application process account can use it.				
USE-9	Describe service provider portal products or options that are currently available.	X		X	

Acro's Response: Yes, SUA-ACAMS has a service provider portal.

This portal serach provide service by three ways.

Search By Service Location:

It search service by Zip, County, City, location , Agency Name etc. Please refer to Figure:49.

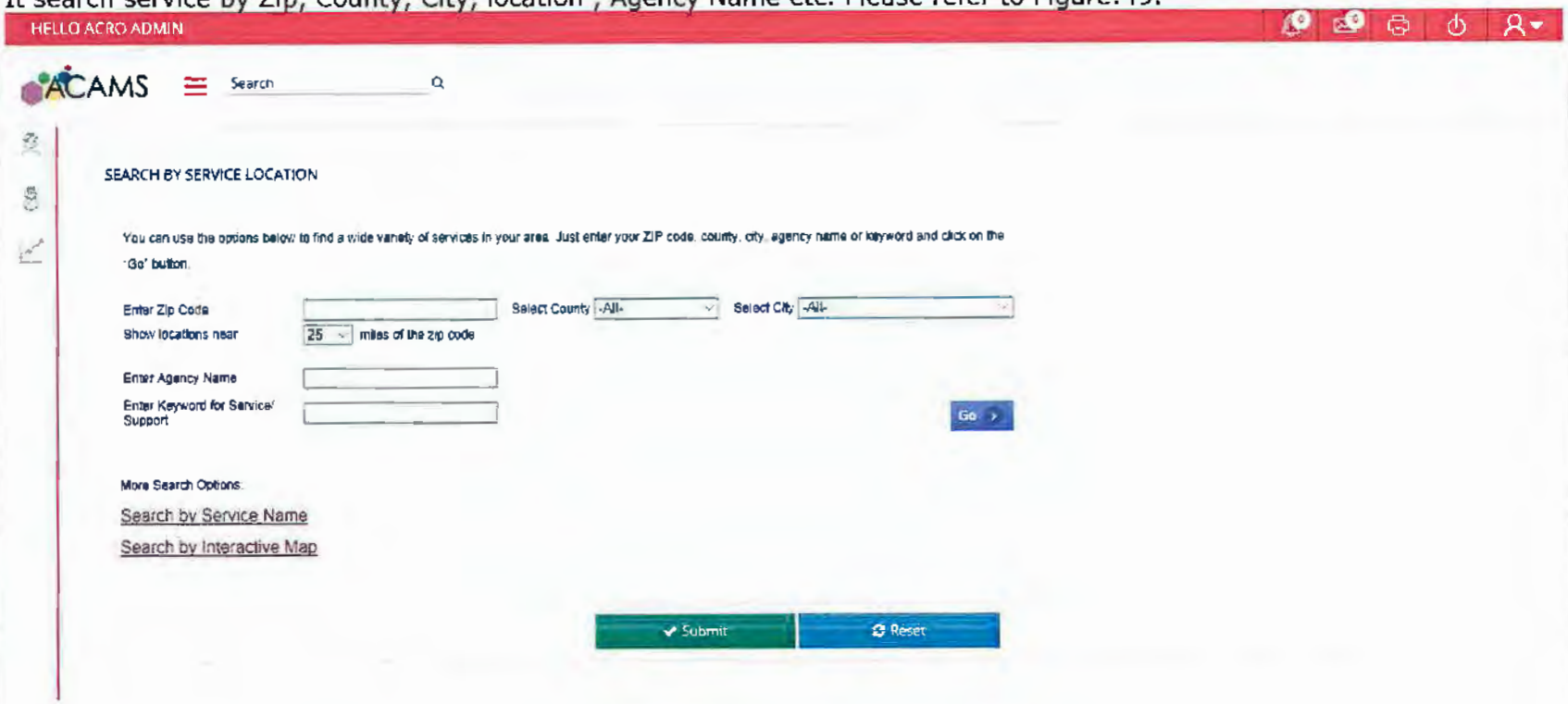


Figure: 49

Search by Service Name

It search service by Zip, County, City, location ,Agency Name etc. Please refer to Figure:50.

HELLO ACRO ADMIN

ACAMS Search

SERVICE DETAILS

Adult Day Care!

Adult Day Care consists of daytime care of any part of day but less than twenty-four (24) hour care for functionally impaired elderly persons. It is provided through a structured program of social and rehabilitative and/or maintenance services in a supportive group setting other than the client's home. Program participants must require regular supervision in order to live in their own home or the home of a relative. They must require a substitute caregiver while their regular caregiver is at work, in need of respite, or otherwise unavailable. In addition, they must have difficulty or be unable to perform without assistance activities of daily living (ADL). They must be capable of leaving their residence, with assistance in order to receive the service. Each Adult Day Care program shall provide directly or make arrangement for the following: case coordination and support, transportation, personal care, nutrition, and recreation. The program at their option may also provide directly or make arrangements for the following: rehabilitative care, medical support, nursing services, dental services, pediatric care, opthalmological care, health counseling and escorted shopping assistance. ADL includes personal hygiene and grooming, meal preparation and kitchen safety, homemaking and leisure pursuits.

Locate service providers of Adult Day Care!.

To display service providers click on the Go button.

You can narrow your search by entering a zip or selecting a county and a city

Enter ZIP Code | Select a County -All- | Select a City -All-

Show locations near 25 miles of the zip code

Enter Agency Name

Go

Submit | Reset

Figure: 50

Search by Interactive Map

Please refer to Figure:60.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

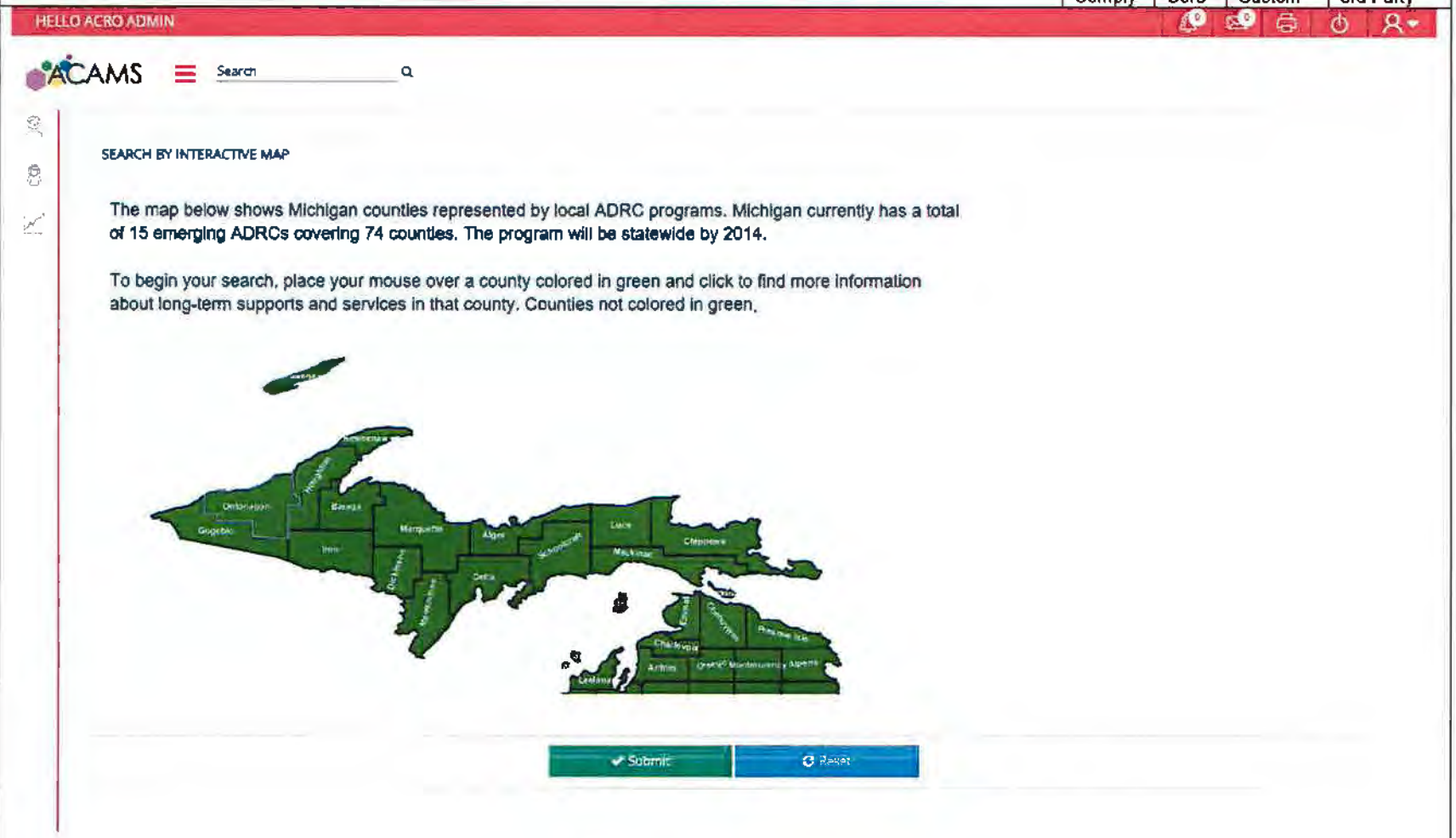


Figure: 60

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-10	Describe the system's public service directory. Describe management and reporting options for information and referral component. Include website hits, validation, tracing incoming links, and comparison metrics.	X	X		

Acro's Response: Yes, SUA-ACAMS has a system who provide track log report – IP track, number of users, number of request, IP of the requester, browser version, date and time, city, state of the requester. Please refer to Figure:61.

1	Application	User Name	User ID	Logged On	User IP	User Location	State	Country	Browser Type	Major Version	Minor Version
2	FIRST	Susan Willemstein	Swillemstein1654	10/31/2018 17:21	71.89.144.162	Brown City	MI	US	InternetExplorer	11	0
3	Partner Channel Login	Susan Willemstein	Swillemstein1654	10/31/2018 17:21	71.89.144.162	Brown City	MI	US	InternetExplorer	11	0
4	Volunteer Information System	Joanne DiMaggio	jdimaggio462	10/31/2018 16:32	50.241.222.161	Southfield	MI	US	InternetExplorer	11	0
5	Partner Channel Login	Joanne DiMaggio	jdimaggio462	10/31/2018 16:32	50.241.222.161	Southfield	MI	US	InternetExplorer	11	0
6	Volunteer Information System	Kathleen Arnold	karnold2450	10/31/2018 16:26	71.13.108.206	Ewen	MI	US	InternetExplorer	11	0

Figure: 61

USE-11	Describe how the system manages Rural/Non-Rural designations.	X		X	

Acro's Response: Yes, SUA-ACAMS has a system is able to manage Rural/Non-Rural designations.Below define how system identify Rural/Non-Rural designation.

Non-rural:

a. Large metropolitan area: areas with at least one million residents
b. Small metropolitan area: areas with less than one million residents
c. Micropolitan area: non-metropolitan area with at least 10,000 people or more

Rural:

Non-urban residual

USE-12	Describe how an AAA user would use the system to review a senior center's daily congregate meal entry for quality assurance purposes.	X		X	

Acro's Response: Yes, SUA-ACAMS has a system is able to create Congregate Meal Site for Area Agency but SUA-ACAMS system does not currently have this precise features, to review a senior center's daily congregate meal entry for quality assurance purposes.

USE-13	Describe automatic data capture technology capabilities such as bar coding.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes, SUA-ACAMS has a system that is able to capture bar code. Barc Code can detect, read, and write more than 36 different 1D (linear) and 2D barcodes with accuracy and dependability. Supported barcodes include EAN, UPC, Code 128, ITF-14, Code 39, QR, PDF417, GS1 DataBar. Features of Bar Code: **Utilities Auto-Indexing:** Use barcodes to keep track of customer information. When user send a form to a customer, make sure the unique customer barcode is printed in the form. **Inventory Tracking:** Use barcode-labeled pick tickets or invertory items to track usage of inventory as finished goods are assembled. This reduces the miscounting of inventory that can result in shortages and delay production. **Medical Auto-Indexing:** Print barcodes on patient's form or label them with a pre-printed barcode sticker. Information in barcodes can be auto-indexed and added to the patient's file in a document repository.				

e.Fiscal

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-1	Describe how the system tracks multiple funding sources for services, including Non-OAA funding sources. A client's meals may be originally paid for by one funding source, but then receive back-dated payment from another funding source. Describe how the software system would handle this scenario.	X	X		

Acro's Response: Yes, Acro has system to track multiple funding source for services and client's meals may be originally paid for by one funding source, but receive back-dated payment from another funding source.

Funding sources for services tracking

Currently SUA-ACAMS has a system where administrator are able to associate fund source for services.System has also facilities to differentiate fund sources by **'Federal'** and **'State'.** Please refer to Figure:62.

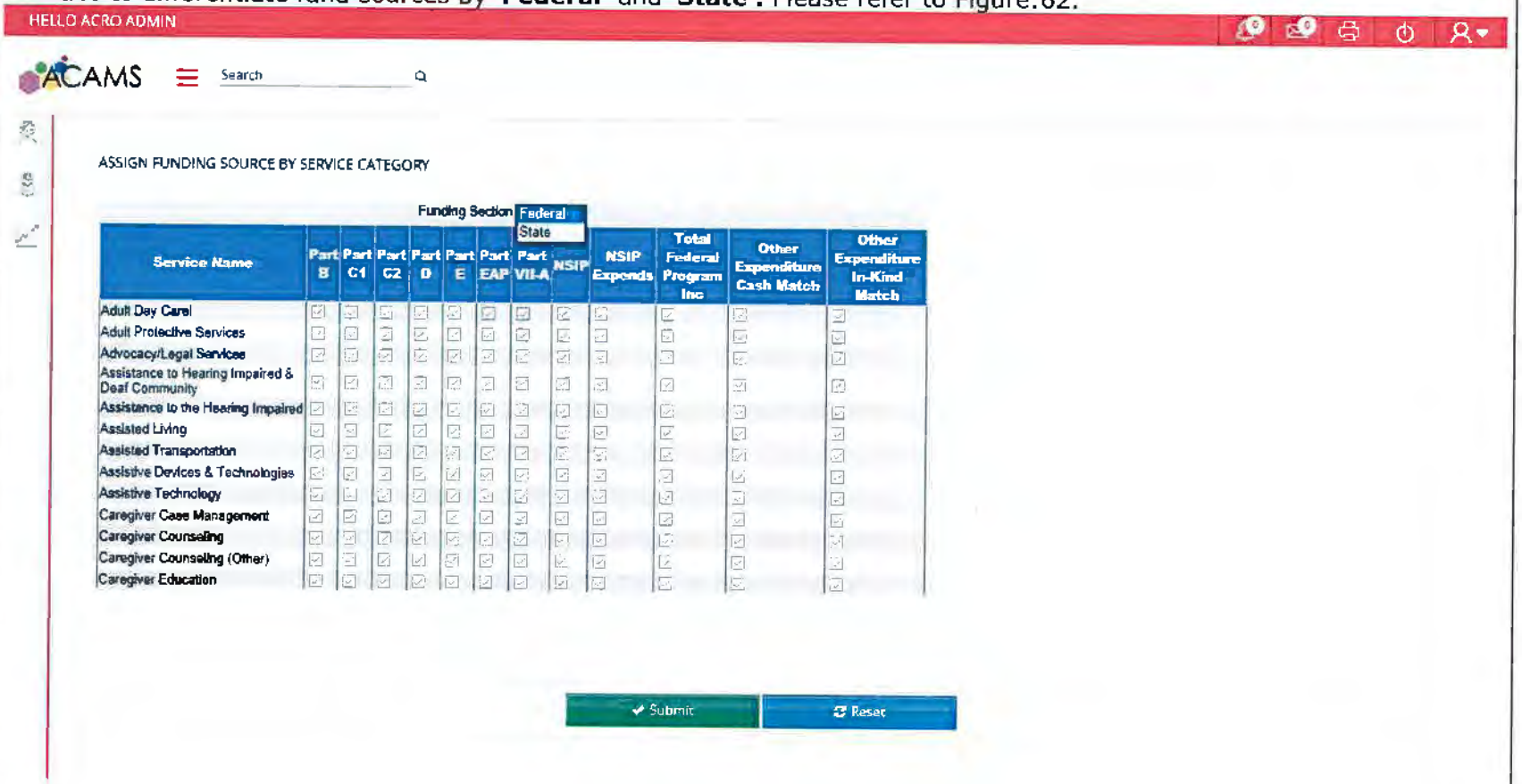
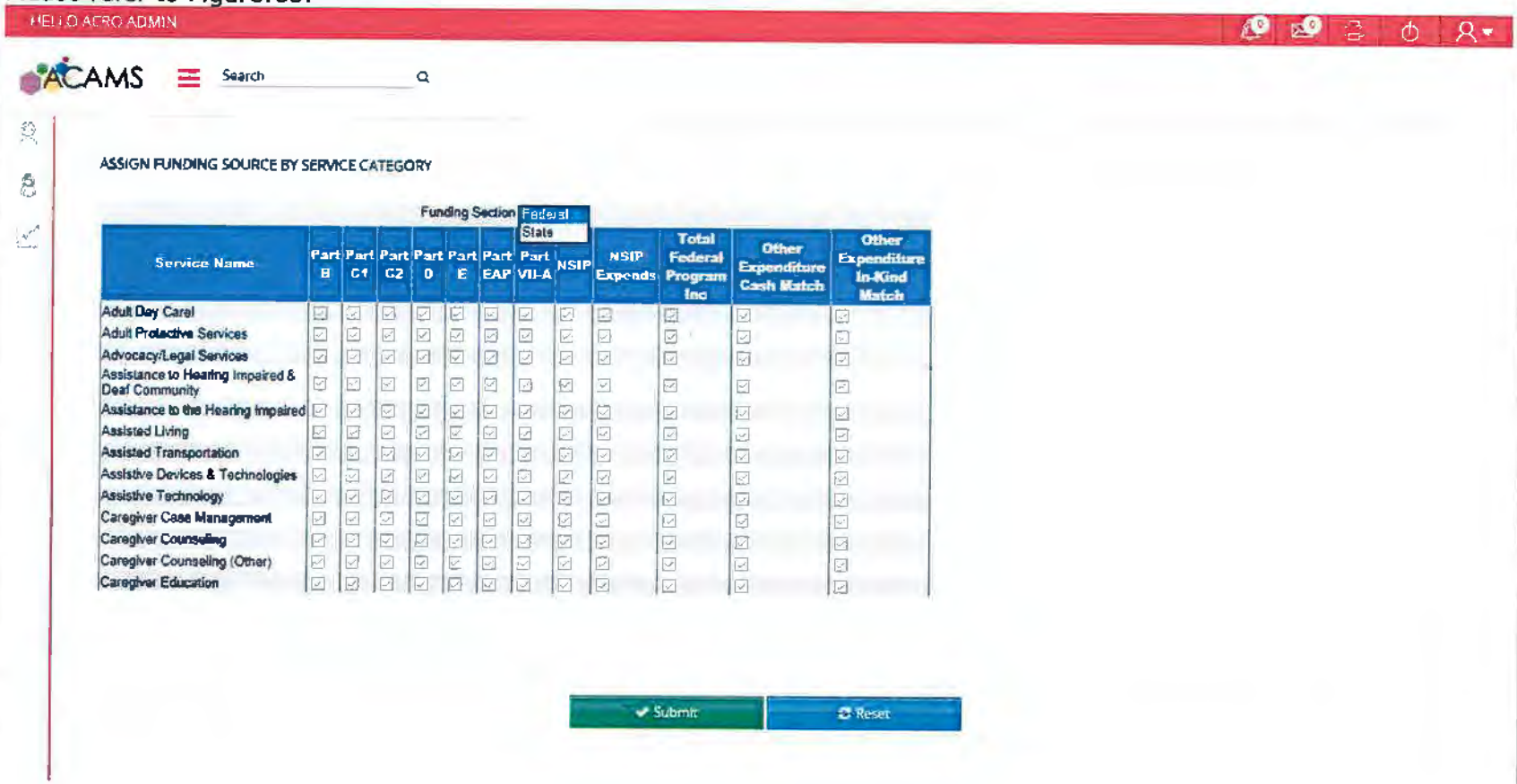


Figure: 62

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Client Meal Fund source back date payment tracking SUA-ACAMS have a system who have facilated a fund source amount paid by client and administrator will review it. Administrator has facilities to approve or declined. If administrator declined it then put a valuable comment over there. This document will be received to the client for re-payment of fund source and make it for approval.				
FIS-2	Describe how the system tracks client funding across AAAs when the client record is moved from one AAA to another.	X		X	
	Acro's Response: Yes, SUA-ACAMS have a system to track client's funding across AAAs when the client record is moved from one AAA to another. Current SUA-ACAMS have a system where client's information are capturing with respect to AAA and administrator has facilities to move a client's information from one AAAs to another AAAs.When client's information moved from one AAAs to another AAAs system then asked for an alert confirmation and send notification through mail to both AAAs and client. System also maintain back-up information of client's transfer from one AAAs to another AAAs.				
FIS-3	Describe how the system provides reconciliation, tracking and validating options for funding sources between the AAA and SUA.	X	X		

Acro's Response: Yes, SUA-ACAMS has a system that provides reconciliation, tracking and validating options for funding sources between the AAA and SUA.

SUA-ACAMS have a system where administrator(SUA) has right to manage funds across federal and state within a fiscal year.
Please refer to Figure:63.



Service Name	Part B	Part C1	Part C2	Part D	Part E	Part EAP	Part VII-A	NSIP	NSIP Expends	Total Federal Program Inc	Other Expenditure Cash Match	Other Expenditure In-Kind Match
Adult Day Care	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Adult Protective Services	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Advocacy/Legal Services	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Assistance to Hearing Impaired & Deaf Community	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Assistance to the Hearing Impaired	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Assisted Living	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Assisted Transportation	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Assistive Devices & Technologies	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Assistive Technology	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Caregiver Case Management	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Caregiver Counseling	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Caregiver Counseling (Other)	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Caregiver Education	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑

Figure: 63

All AAA will recieve fund source along service which was provide by SUA within a fiscal year.Every AAAs has facilities to allot fund across fund sources within a fiscal year.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-4	Describe how multiple fiscal years are tracked in the system.	X	X		

Acro's Response: Yes, SUA-ACAMS has a system, to track multiple fiscal year in a system.

SUA-ACAMS have a system to track multiple fiscal year, administrator has right to make active or inactive fiscal year. System provide a graphical user interface for manage multiple fiscal year in the system. System provide three different fiscal year for selection. Fiscal year has been determined by month 1 september to 30 December for the current year. System will display a. Current fysical year a. Previous fiscal year and c. Next fiscal year. In system when AAAs user login he can distribute funds regards fund sources only for those fiscal year which are marked checked here.
Please refer to Figure:64.

Figure: 64

SUA-ACAMS has some other application where as a fiscal year has been determined by program, and a program has different month slot for a current year to make candidate for fiscal year.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-5	Describe how the system provides FFR 425 reports.	X		X	

Acro's Response: Yes, SUA-ACAMS has a system to provide FFR suplemet report.

SUA-ACAMS has a module 'Financial Summary Report (FSR) in this module data is capturing based on AAA,Fiscal year, service and fund source.Data is capturing for 'Federal' and 'State'. Please refer to Figure:65.

FIRST

Financial Information Reporting Systems Technology

FIRST Home | Partner Home | Logout

Document Status | Federal | State | Administration | Exp. by Source | Report | System Setti

Region IV Area Agency on Aging, Inc. — Current FY: 2013 Current Quarter: 1 Session Time Remaining: 29

Service Name	Part B	Part C1	Part C2	Part D	Part E	Part EAP	Part VII-A	NSIP	Total Title III Expenses	NSIP Expends	Total Federal Expenses	% Service Expenses	Program Income	Cash Match	In-Kind Match	Match % of Total	Grand Total Expenses
Care Management																	
Case Coordination & Support												0.00%				0.00%	
Chore Services												0.00%				0.00%	
CLP Supports & Services												0.00%				0.00%	
Fiscal Intermediary												0.00%				0.00%	
Gap Services / Special Needs												0.00%				0.00%	
Home Delivered Meals												0.00%				0.00%	
Home Health Aide												0.00%				0.00%	
Homemaker												0.00%				0.00%	
Personal Care												0.00%				0.00%	
Congregate Meals												0.00%				0.00%	
Nutrition Counseling												0.00%				0.00%	
Assistance to the Hearing Impaired												0.00%				0.00%	
Assistive Devices & Technologies												0.00%				0.00%	
Counseling												0.00%				0.00%	
Disaster Advocacy & Outreach												0.00%				0.00%	
Disease Prevention/Health Promotion												0.00%				0.00%	
Elder Abuse Prevention												0.00%				0.00%	
Friendly Reassurance												0.00%				0.00%	
Health Screening												0.00%				0.00%	
Home Injury Control												0.00%				0.00%	
Home Repair												0.00%				0.00%	
Information & Assistance												0.00%				0.00%	
Legal Assistance												0.00%				0.00%	
Medicare/Medicaid Assistance Program (MMAP)												0.00%				0.00%	
Medication Management												0.00%				0.00%	
Nutrition Education												0.00%				0.00%	

Figure:65

Based on FSR data entry respect to individual AAAs, system provide supplemental FFR report.

SUA-ACAMS have a user inter-face to capture FFR related data and based on it we are computing FFR report. System are capturing data based on Fiscal year and Report period. Report period is

a. April (2nd Quarter)
b. October (4th Preliminary)
c. December (4th Final).

Please refer to Figure:66.

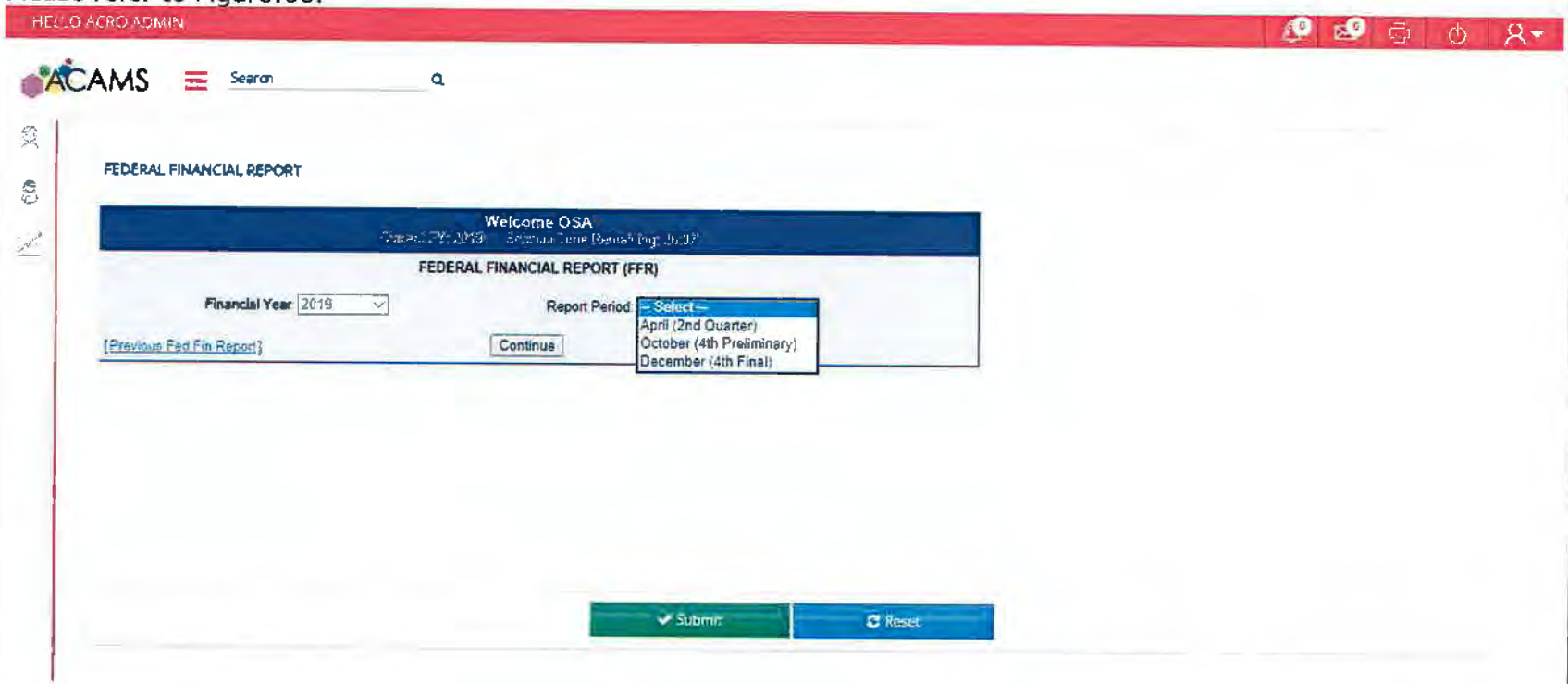


Figure: 66

Capture data based on Financial Year and Report Period: Please refer to Figure:67.

HELLO ACRO ADMIN

ACAMS Search

FEDERAL FINANCIAL REPORT

Welcome OSA

FEDERAL FINANCIAL REPORT (FFR)

1. Federal Funds Authorized which consists of funds in the amount of from the following:

Part B Federal Award Amount	$
Part C-1 Federal Award Amount	$
Part C-2 Federal Award Amount	$
Part D Federal Award Amount	$
Part E Federal Award Amount	$
Total	$

2. Area Plan Administration which consists of funds from the following:

		AAA Admin Ratio
Part B	$	
Part C-1	$	
Part C-2	$	
Part E	$	
Total	$	

	Non-State	
3. Item 10 e Grandparent Only	%	
	State	Non-State
4. Item 10 j Grandparent Only	%	%

5. OSA-OMB (IIIB) Federal $ MAP-OMB (IIIB) Federal $
6. OSA (ST-ADMIN) Non-Federal $
7. State Admin Cash - Federal $

Submit Reset

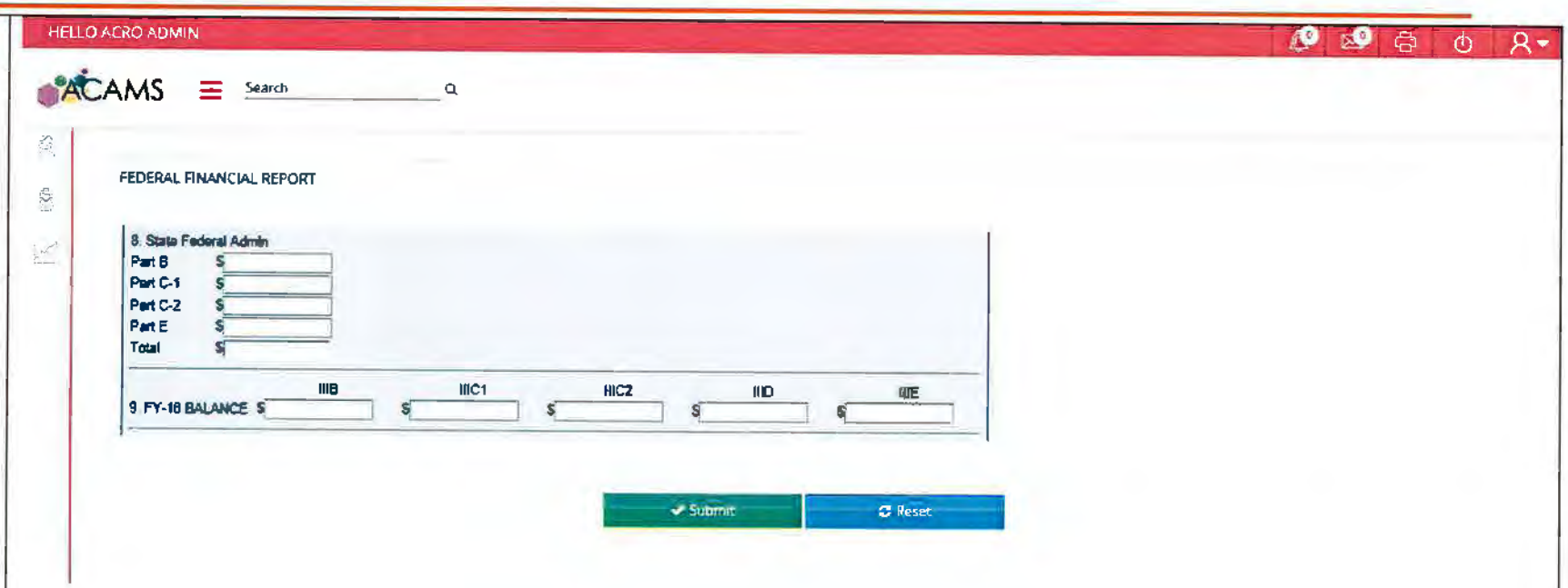


Figure: 67

FFR Report

Please refer to Figure:68.

FEDERAL FINANCIAL REPORT (FFR)

ACL/AOA TITLE III SUPPLEMENTAL FORM TO SF-425

STATE: STATE OF MICHIGAN FY: 2019

DATE SUBMITTED: 11/22/2018 REPORTING PERIOD ENDED: 3/31/2019

FINAL REPORTS: ____ PART B ____ PART C-1 ____ PART C-2 ____ PART D ____ PART E

Item 10 d. Total Federal Funds Authorized:

All Parts	Total State Plan Administration		Total Part B	
All Parts	Total Area Plan Administration		Total Part C-1	
			Total Part C-2	
			Total Part D	
			Total Part E	
			Total All Parts	$ 0

Item 10 e. Federal Share of Expenditures:

		State	Non-State		
Part B	Administration		$ 0		
Part B	LTCO	$ 0	$ 0		
Part B	Supportive Services	-	$ 866		
				Total Part B	$ 866
Part C-1	Administration		$ 0		
Part C-1	Congregate Meals	-	$ 668		
				Total Part C-1	$ 668
Part C-2	Administration		$ 0		
Part C-2	Home Delivered Meals	-	$ 746		
				Total Part C-2	$ 746

Part D	State Plan Administration	-	[redacted]		
Part D	Preventative Health	-	$ 200		
				Total Part D	$ 200
Part E	Administration		$ 50,645		
Part E	Grandparents Only	-	$ 0		
Part E	Caregiver Services (Exclude Grandparents)	-	$ 635		
				Total Part E	$ 51,280
				Total All Parts	$ 63,760
	Total Administration	$ 0	$ 50,645		
	Total B, C1, C2 Services	-	$ 2,280		

OMB No. 0985-0004
Expires 11/30/2017

SF-425-TITLE III - Non-Discretionary Rev 12/1/2010

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FEDERAL FINANCIAL REPORT (FFR)

ACL/AOA TITLE III SUPPLEMENTAL FORM TO SF-425

Item 10 i. Total Recipient Share Required:

		Match Percentage			
Part B	Administration	25%			
Part B	LTCO	0%			
Part B	Supportive Services	15%	$ 153	Total Part B	$ 153
Part C-1	Administration	25%			
Part C-1	Congregate Meals	15%	$ 118	Total Part C-1	$ 118
Part C-2	Administration	25%			
Part C-2	Home Delivered Meals	15%	$ 132	Total Part C-2	$ 132
Part D	State Plan Administration	25%	-		
Part D	Preventative Health	0%		Total Part D	-
Part E	Administration	25%			
Part E	Grandparents Only	25%	$ 0		
Part E	Caregiver Services (Exclude Grandparents)	25%	$ 212	Total Part E	$ 212
				Total All Parts	$ 615

Item 10 j. Total Recipient Share of Expenditures:

		State	Non-State		
Part B	Administration	$ 0	$ 0		
Part B	LTCO	-	-		
Part B	Supportive Services	$ 1,731	$ 3,126	Total Part B	$ 4,857
Part C-1	Administration	$ 0	$ 0		
Part C-1	Congregate Meals	$ 43,646	$ 679,800	Total Part C-1	$ 723,446
Part C-2	Administration	$ 0	$ 0		
Part C-2	Home Delivered Meals	$ 100	$ 340,250	Total Part C-2	$ 340,350
Part D	Administration	-	-		

Part O	Preventative Health	$ 0	$ 0		
				Total Part D	$ 0
Part E	Administration	$ 3,546	$ 1,130		
Part E	Grandparents Only	$ 0	$ 0		
Part E	Caregiver Services (Exclude Grandparents)	$ 412	$ 6,037		
				Total Part E	$ 11,126
				Total All Parts	$ 1,079,778
	Total Administration	$ 3,546	$ 1,130		
	Total B, C1, C2 Services	$ 45,477	$ 1,023,176		

Comments:

OMB No. 0985-0004
Expires 11/30/2017

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FEDERAL FINANCIAL REPORT (FFR)

ACL/AOA TITLE III SUPPLEMENTAL FORM TO SF-425

TITLE III PROGRAM

Report Period: 10/1/2018- 3/31/2019

Grant Period: 10/1/2018- 3/31/2019

AGENCY	IIIB	IIIC1	IIIC2	IIID(F)	IIIE	AAA ADMIN	ST. ADMIN	TOTALS
1A	888	0	0	0	0	0	0	888
3A	150	50	0	0	0	0	0	200
3C	1,500	0	250	0	70	0	0	1,820
PROGRAM INCOME	2,538	50	250	0	70	0	0	2,908
1A	666	0	0	0	0	555	0	1,221
3A	200	200	200	200	200	50,000	0	51,000
3C	0	468	546	0	435	90	0	1,539
MIAP-OMB	0	0	0	0	0	0	0	0
OSA-OMB	0	0	0	0	0	0	0	0
OSA	0	0	0	0	0	0	0	0
FY-18 Balance	0	0	0	0	0	0	0	0
FEDERAL SHARE	866	668	746	200	635	50,645	0	53,760
1A	2,220	0	0	0	0	1,110	0	3,330
3A	800	200	100	0	300	120	0	1,520
3C	1,837	723,246	340,250	0	6,149	3,446	0	1,074,928
OSA	0	0	0	0	0	0	0	0
N-FEDERAL SHARE	4,857	723,446	340,350	0	6,449	4,676	0	1,079,778
TOTAL PROGRAM	8,261	724,164	341,346	200	7,154	55,321	0	1,136,446

FEDERAL FINANCIAL REPORT (FFR)

ACL/AOA TITLE III SUPPLEMENTAL FORM TO SF-425

	ALTERNATIVE CARE				ST. ACCESS				ST. IN-HOME			
AGENCY	ST. AC	LOCAL CASH	TOTAL CASH	IN-KIND	ST. ACCESS	CASH	TOTAL CASH	IN-KIND	ST. IN-HOME	CASH	TOTAL CASH	IN-KIND
1A	0	0	0	0	222	197	419	222	222	25	247	0
3A	100	0	100	0	100	50	150	50	100	50	150	50
3C	90	0	90	50	56	0	56	0	546	800	1,346	0
OSA	0	0	0	0	0	0	0	0	0	0	0	0
	190	0	190	50	378	247	625	272	868	875	1,743	50

	ST. CARE MGT				ST. NHO				III-B		III-B TOTAL	
AGENCY	ST. CARE MG	LOCAL CASH	TOTAL CASH	IN-KIND	ST. NHO	CASH	TOTAL CASH	IN-KIND	CASH	IN-KIND	CASH	IN-KIND
1A	0	0	0	0	0	0	0	0	666	666	1,332	888
3A	100	0	100	0	100	0	100	0	50	50	650	150
3C	90	0	90	0	5	0	5	0	0	200	1,667	250
OSA	0	0	0	0	0	0	0	0	0	0	0	0
	190	0	190	0	105	0	105	0	716	916	3,669	1,288

FEDERAL FINANCIAL REPORT (FFR)

ACL/AOA TITLE III SUPPLEMENTAL FORM TO SF-425

	ST. RESPITE CARE				III-E		III-E TOTAL		AAA ADM.			
AGENCY	ST. RC	CASH	TOTAL CASH	IN-KIND	CASH	IN-KIND	CASH	IN-KIND	ST. ADM	CASH	TOTAL CASH	IN-KIND
1A	0	0	0	0	0	0	0	0	0	555	555	555
3A	100	0	100	0	0	0	300	0	100	10	110	10
3C	78	0	78	0	6,000	35	6,114	35	3,446	0	3,446	0
OSA	0	0	0	0	0	0	0	0	0	0	0	0
	178	0	178	0	6,000	35	6,414	35	3,546	565	4,111	565

	STATE ADM		TOTAL	TOTAL	GRAND
AGENCY	CASH	IN-KIND	CASH	IN-KIND	TOTAL
1A	0	0	1,887	1,443	3,330
3A	0	0	1,310	210	1,520
3C	0	0	395,143	679,785	1,074,928
OSA	0	0	0	0	0
	0	0	398,340	681,438	1,079,778

FEDERAL FINANCIAL REPORT (FFR)

ACL/AOA TITLE III SUPPLEMENTAL FORM TO SF-425

III/B STATE SHARE:	$ 1,731
III/B LOCAL SHARE:	$ 3,126
III/C1 STATE SHARE:	$ 43,646
III/C1 LOCAL SHARE:	$ 679,800
III/C2 STATE SHARE:	$ 100
III/C2 LOCAL SHARE:	$ 340,250
III/D STATE SHARE:	$ 0
III/D LOCAL SHARE:	$ 0
III/E STATE SHARE:	$ 412
III/E LOCAL SHARE:	$ 6,037
ADMIN STATE SHARE:	$ 3,546
ADMIN LOCAL SHARE:	$ 1,130

AGENCY	Part-B/Ombudsman
1A	0
TOTAL	0

Figure: 68

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-6	Describe how the system allows staff to track time per program and/or client, and bill for time within the system.	X		X	

Acro's Response: Yes, SUA-ACAMS has a system to track time for a client based on program and bill for time within the system.

Currently, SUA-ACAMS has many application where system ia able to track time and bill for time within the system.

Volunteer Information System

In this system volunteer time track based on different program and bill for time within the system.

a. Retired & Senior Volunteer Program (RSVP)
b. Foster Grandparent Program (FGP)
c. Senior Companion Program (SCP)

User interface for Volunteer time track

Please refer to Figure:69.

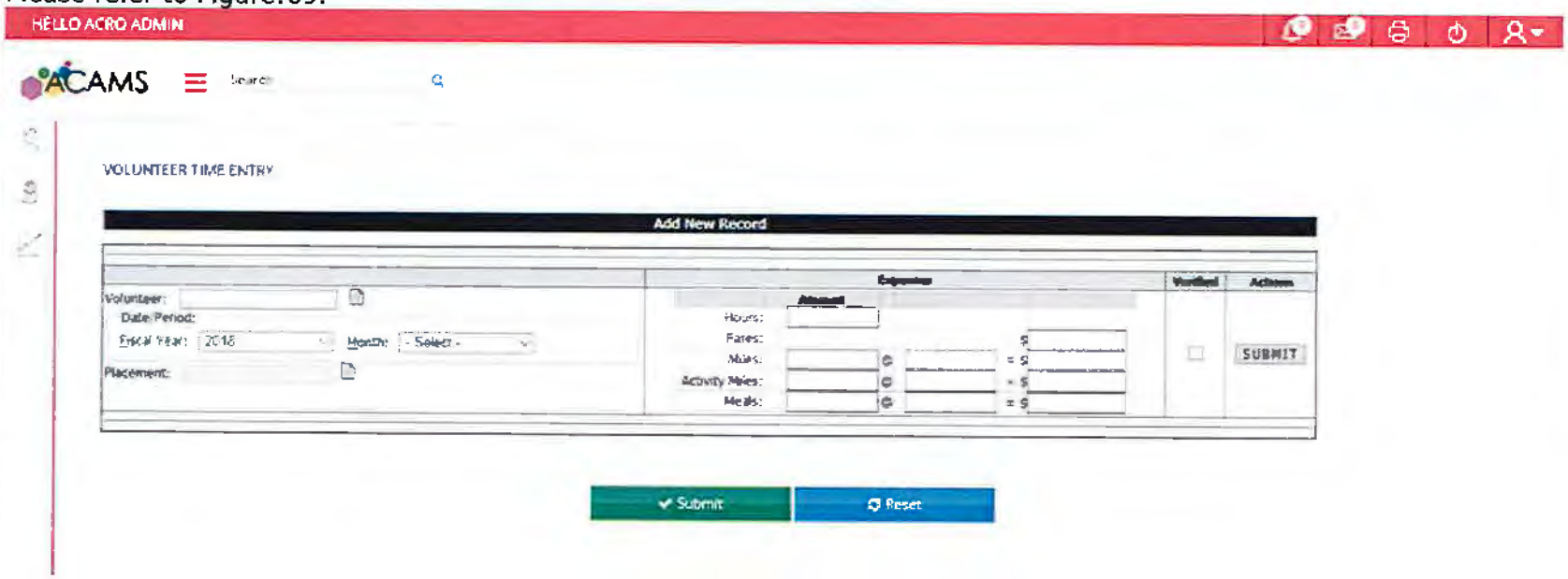
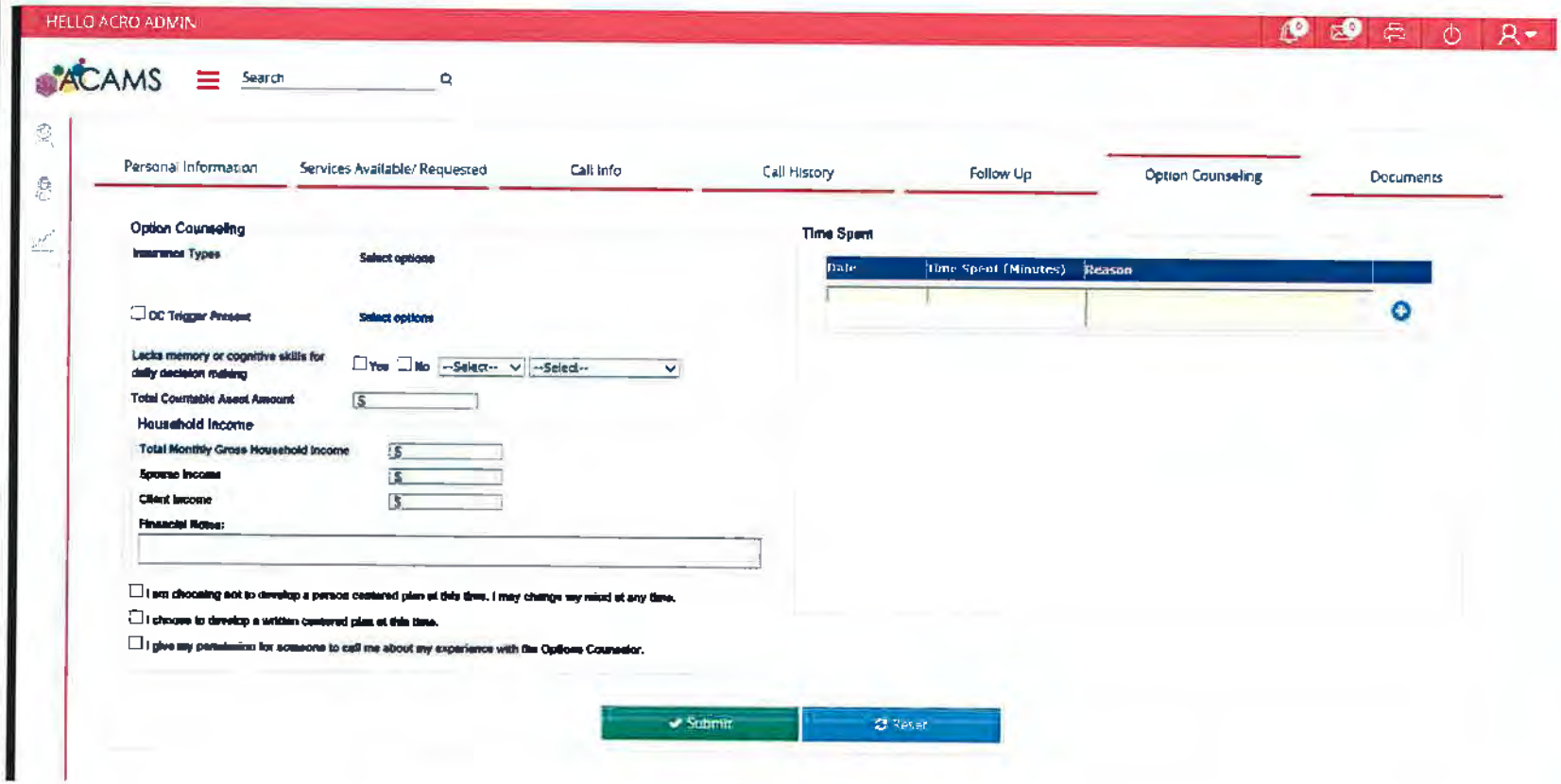


Figure: 69

Staff user interface for time track.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Please refer to Figure:70.  *Figure: 70*				
FIS-7	Describe how the system tracks received anonymous contributions by service. For example, how are Transportation service contributions kept separate from Congregate Meal contributions, and not tied to a client record?	X		X	

Acro's Response: Yes, SUA-ACAMS has a system to tracks received anonymous contributions by service.

SUA-ACAMS has system to customize a service based on cluster. Clusters are defining three types
1. Post Cluster I
2. Post Cluster II
3. Post Cluster III

and other than cluster system has defined two types 'Registered Caregiver' and 'Non-Registered Caregiver'

So system easily distinguish services like Transportation service contributions is kept separate from Congregate Meal contributions. Please refer to Figure:71.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Service name and Description:

Choose a Service:	Home Delivered Meals
Service name:	Home Delivered Meals
	☐ OAA Service ☐ ADRC Service
OSA Service Description:	client's home and provides a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as establisl Food and Nutritional Board of the National Research Counsel of the N Academy of Scientists. In some areas of the state, meals are availabl days a week.
ADRC Service Description:	The Home Delivered Meals program provides at least one nutritionall meal per day to eligible adults who are homebound and who do not friends or family to assist with meal preparation. The meal is delivere client's home and provides a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as establisl
NAPIS Service:	Post Cluster I
NAPIS Report type:	☑ Enrollment ☐ Caregiver ☑ Care Recipient ☐ Unit Caregiver Care Recipient ☐ Cluster III ☐ Cluster V ☑ Vendor
Show Service on Web:	◉ Yes ○ No
Allow Search for Service on Web:	◉ Yes ○ No
Show Services on ADRC Website:	○ Yes ◉ No
Allow Search for Services on ADRC Website:	○ Yes ◉ No
Service Category:	Respite Care Services
Delete Service:	☐
	Edit Associated Keywords
	Reset Submit

Figure:71

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-8	Describe how indirect costs of services are tracked in the system.	X	X		

Acro's Response: Yes, Indirect costs of services are tracked in different module of the current system.

Volunteer Annual Funding Aggrement

Currently, SUA-ACAMS system has 'Volunteer Annual Funding Aggrement'. In this system we are capturing annual funds of volunteer based on agency. System store two type of expense . a. Volunteer Support Expenses and b. Volunteer Expenses. The sum of two expenses a and b called Direct Cost of Service. System also accept Indirect Cost of Service. Based on Direct Cost of service and Indirect Cost of service system calculate Total Cost of service. Please refer to Figure:72.

35	G	Physicals			0			
36	H	Other			0			
37					0			
38					0			
39		Total Volunteer Expenses			0	0	0	0
40	3	Total Direct Costs			0	0	0	0
41	4	Indirect Costs						
42	5	Total Costs			0	0	0	0

Figure: 72

Volunteer Expenditure Report (VEX): Please refer to Figure:73.

G.Indirect Costs	Total	State	Local	Excess
40.Total Indirect Costs This Quarter	1,590	767	767	56
41.Total Indirect Costs to Date	7,546	6,565	88	893

Save as Draft | Save as Completed

Figure: 73

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-9	Describe how direct costs of services are tracked in the system. Include costs that are not tied to a client.	X	X		

	Acro's Response: Yes, SUA-ACAMS system is to tracked direct costs of services, include costs that are not tied to a client. Currently, SUA-ACAMS have a system 'Volunteer Annual Funding Aggrement'. In this system we are capturing annual funds of volunteer based on agency. System store two type of expense . a. Volunteer Support Expenses and b. Volunteer Expenses. The sum of two expenses a and b called **Direct Cost of Service.** We can see in below Figure 1 screen layout. Please refer to Figure:74.

4			Annual Salary	% Time Spent on Project	Total Cost	State Funds Requested	Non-State Local Contributions	Excess Non-State Resources
5	1	**Volunteer Support Expenses**						
6	A	Grantee Personnel Expenses						
7		Title						
8					0			
9					0			
10					0			
11					0			
12					0			
13		Total Personnel Expenses			0	0	0	0
14	B	Fringe Benefits			0			
15	C	Staff Local Travel			0			
16	D	Staff Long Distance Travel			0			
17	E	Equipment			0			
18	F	Supplies			0			
19	G	Contractual Services			0			
20	H	Communications			0			
21	I	Printing			0			
22	J	Space			0			
23	K	Other			0			
24					0			
25					0			
26					0			
27		**Total Volunteer Support Expenses**			0	0	0	0
28	2	**Volunteer Expenses**						
29	A	Stipends			0			
30	B	Meals			0			
31	C	Insurance			0			
32	D	Uniforms			0			
33	E	Recognition			0			

35	G	Physicals			0			
36	H	Other			0			
37					0			
38					0			
39		Total Volunteer Expenses			0	0	0	0
40	3	**Total Direct Costs**			0	0	0	0
41	4	**Indirect Costs**						
42	5	**Total Costs**			0	0	0	0

Figure: 74

Volunteer Expenditure Report (VEX): Please refer to Figure:75.

A.Revenues	Total	State	Local	Excess	
1.Total revenues previously reported	3,621	3,000	555	66	
2.Total revenues this quarter	6,766	5,656	666	444	
3.Total revenues to date	10,387	8,656	1,221	510	TRUE

B.Expenses	Total	State	Local	Excess	
4.Total expenses previously reported	10,453	454	6,666	3,333	
5.Total expenses this quarter	106,718	44,423	5,533	56,762	
6.Total expenses to date	117,171	44,877	12,199	60,095	FALSE
7.Total grant authorized	4,790	343	3	4,444	
8.Balance of grant date	-112,381	-44,534	-12,196	-55,651	TRUE
9.Percent Expended	2,445.16 %	13,083.67 %	406,633.33 %	1,352.27 %	
10.% Local Contribution to State/Local Exp.	21.37 %				

C.Volunteer Support Expenses	Total	State	Local	Excess	
11.Personnel	6,675	5,454	656	565	
12.Fringe Benefits	2,585	121	2,121	343	
13.Staff Travel	12,487	6,767	5,665	55	
14.Equipment	53,655	45,434	7,777	444	
15.Supplies	8,433	3,434	4,545	454	
16.Contractual Staff	4,644	54	4,545	45	
17.Communications	9,644	545	4,554	4,545	
18.Printing	10,199	4,545	0	5,654	
19.Space	44,532	33	44,444	55	
20.Other	43,511	43,434	55	22	
21.Total Support Expenses to Date	196,365	109,821	74,362	12,182	TRUE

D.Volunteer Expenses	Total	State	Local	Excess	
22.Meals	9,099	3,433	2,222	3,444	
23.Insurance	102	55	44	3	
24.Recognition	3,923	3,434	434	55	
25.Travel	12,277	56	5,656	6,565	
26.Other	922	545	44	333	
27.Total Volunteer Expenses to Date	26,323	7,523	8,400	10,400	TRUE
28.Indirect Costs to Date	7,546	6,565	88	893	
29.Total Grant Expenses to Date	230,234	123,909	82,850	23,475	TRUE
					FALSE

Figure: 75

f. Reporting

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-1	List state(s) that have utilized the system for federal NAPIS reports for at least two federal fiscal years. Bidders that do not meet this qualification will not be considered.	X	X		
	Acro's Response: Yes. State of Michigan is using SUA-ACAMS system for more than 8 fiscal years for federal reporting.				
REP-2	The system must be able to support the federal NAPIS reporting. The State Program Report (SPR) requirements are expected to change by October 2019. Describe the bidders plan for these changes. https://acl.gov/news-and-events/announcements/older-americans-act-oaa-state-program-performance-report-spr-redesign	X		X	

Acro's Response:
Yes. System support the federal NAPIS Reporting.

The State Program Report fields are being set for each fiscal year.
Based on user selected fiscal year on report, information being display on SPR. Please refer to Figure:76.

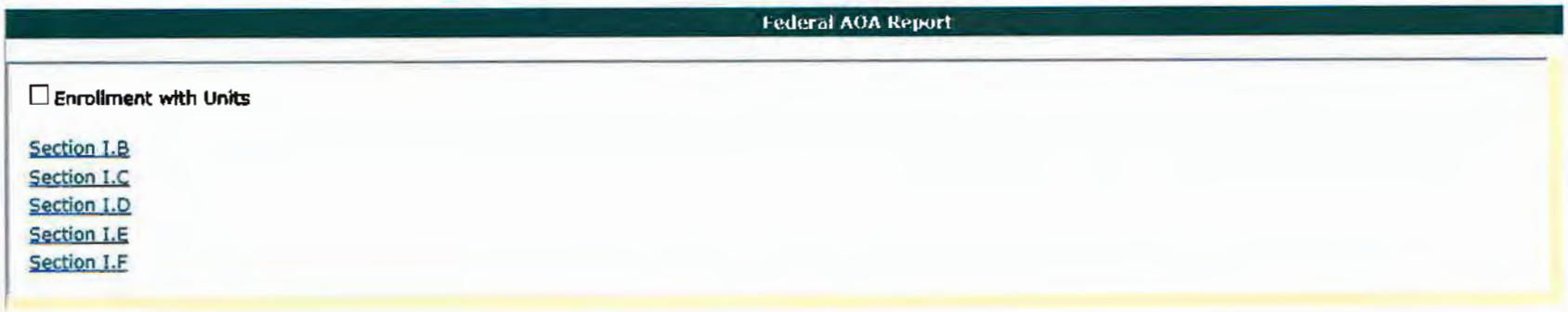


Figure: 76

Federal Report have 5 sections.

1) Section I.B
2) Section I.C
3) Section I.D
4) Section I.E
5) Section I.F

User can click on link and generate report.
Section I.B Report. System also provide fearture to export report data in excel by click on "Save as Excel" button. Please refer to Figure:78.

Client Characteristics	Total Clients	Clients With Income Below Poverty	Clients Age 60-74	Clients Age 75-84	Clients Age 85+
Total Clients	169	60			
Total With Age Reported	169	27	151	4	13
Age Missing	0	0			
Female	22	5	15	4	3
Male	62	31	57	0	5
Gender Missing	65	4	59	0	5
Rural Clients	8	2	0	3	5
Rural Missing	148	55	142	0	5
Poverty Missing	106		97	1	7
Live Alone	61	51	58	1	2
Live Alone Missing	93	21	86	0	6
Clients By Ethnicity					
Hispanic or Latino	47	37	47	0	0
Not Hispanic or Latino	18	6	8	3	7
Ethnicity Missing	104	17	96	1	6
Persons Reporting Some Other Race					
Persons Reporting 2 or More Races					
Race Missing					
Clients By Race or Ethnicity					
White (Alone) - Non-Hispanic	19	6	10	4	5
White (Alone)-Hispanic	16	12	16	0	0
American Indian or Alaska Native (Alone)	11	5	10	0	0
Asian (Alone)	21	15	20	0	1
Black of African American (Alone)	15	12	14	0	1
Native Hawaiian or Other Pacific islander (Alone)	6	3	6	0	0
Persons Reporting Some Other Race					
Persons Reporting 2 or More Races					
Race Missing	81	7	75	0	6
Total Minorities	69	47	66	0	2

Save as Excel

Figure: 78

1) Section I.C Report. System also provide fearture to export report data in excel by click on "Save as Excel" button. Please refer to Figure:79.

ADL Summary For	Total All Ages	All Ages 0 ADL	All Ages 1 ADL	All Ages 2 ADL	All Ages 3+ ADL	Total Age 60-74	Age 60-74 0 ADL	Age 60-74 1 ADL	Age 60-74 2 ADL	Age 60-74 3+ ADL	Total Age 75-84	Age 75-84 0 ADL	Age 75-84 1 ADL	Age 75-84 2 ADL	Age 75-84 3+ ADL	Total Age 85+	Age 85+ 0 ADL	Age 85+ 1 ADL	Age 85+ 2 ADL	Age 85+ 3+ ADL
Total Clients	169	102	10	9	48															
Clients with Age Data	110	68	9	6	25	151	91	8	9	43	4	3	0	0	1	13	7	2	0	4
Age Missing	59	34	1	1	23															
ADL Missing	91					81					3					6				
Female	22	11	2	1	8	15	7	2	1	5	4	3	0	0	1	3	1	0	0	2
Male	62	32	3	7	20	57	28	3	7	19	0	0	0	0	0	5	4	0	0	1
Gender Missing	65	52	4	1	8	59	49	2	1	7	0	0	0	0	0	5	2	2	0	1
Rural	8	4	1	0	3	0	0	0	0	0	3	2	0	0	1	5	2	1	0	2
Rural Missing	148	93	8	7	40	142	90	7	7	38	0	0	0	0	0	5	2	1	0	2
Income below Poverty Level	60	30	3	2	25	57	29	3	2	23	0	0	0	0	0	3	1	0	0	2
Poverty Missing	86	64	4	3	15	77	58	3	3	13	1	1	0	0	0	7	4	1	0	2
Live Alone	61	33	3	1	24	58	31	3	1	23	1	1	0	0	0	2	1	0	0	1
Live Alone Missing	73	57	5	2	9	66	52	4	2	8	0	0	0	0	0	6	4	1	0	1
Clients By Ethnicity																				
Hispanic/Latino	47	18	2	3	24	47	18	2	3	24	0	0	0	0	0	0	0	0	0	0
Not Hispanic or Latino	18	9	1	2	6	8	3	0	2	3	3	2	0	0	1	7	4	1	0	2
Ethnicity Missing	104	75	7	4	18	96	70	6	4	16	1	1	0	0	0	6	3	1	0	2
Clients By Race or Ethnicity																				
White(Alone)-Non-Hispanic	19	11	1	0	7	10	5	1	0	4	4	3	0	0	1	5	3	0	0	2
White(Alone) -Hispanic	16	5	2	1	8	16	5	2	1	8	0	0	0	0	0	0	0	0	0	0
American Indian or Alaskan Native (Alone)	11	6	0	2	3	10	5	0	2	3	0	0	0	0	0	0	0	0	0	0
Asian(Alone)	21	12	1	2	6	20	12	0	2	6	0	0	0	0	0	1	0	1	0	0
Black/african American(Alone)	15	5	0	1	9	14	4	0	1	9	0	0	0	0	0	1	1	0	0	0
Native Hawaiian or Pacific Islander (Alone)	6	3	0	0	3	6	3	0	0	3	0	0	0	0	0	0	0	0	0	0
Persons Reporting Some Other Race																				
Persons Reporting 2 or More Races																				
Race Missing	81	60	6	3	12	75	57	5	3	10	0	0	0	0	0	6	3	1	0	2
Total Minorities	69	31	3	6	29	66	29	2	6	29	0	0	0	0	0	2	1	1	0	0

Save as Excel

Figure: 79

2) Section I.D: Please refer to Figure:80.

IADL Summary For	Total All Ages	All Ages 0 IADL	All Ages 1 IADL	All Ages 2 IADL	All Ages 3+ IADL	Total Age 60-74	Age 60-74 0 IADL	Age 60-74 1 IADL	Age 60-74 2 IADL	Age 60-74 3+ IADL	Total Age 75-84	Age 75-84 0 IADL	Age 75-84 1 IADL	Age 75-84 2 IADL	Age 75-84 3+ IADL	Total Age 85+	Age 85+ 0 IADL	Age 85+ 1 IADL	Age 85+ 2 IADL	Age 85+ 3+ IADL
Total Clients	169	99	13	8	49															
Clients with Age Data	110	84	10	6	30	151	88	11	8	44	4	3	0	0	1	13	7	2	0	4
Age Missing	59	35	3	2	19															
IADL Missing	90					80					3					8				
Female	22	11	4	0	7	15	8	3	0	4	4	3	0	0	1	3	0	1	0	2
Male	82	31	5	5	21	57	28	5	5	19	0	0	0	0	0	5	3	0	0	2
Gender Missing	65	50	2	2	11	59	45	1	2	11	0	0	0	0	0	5	4	1	0	0
Rural	8	5	0	0	3	0	0	0	0	0	3	2	0	0	1	5	3	0	0	2
Rural Missing	148	92	11	6	39	142	88	10	6	38	0	0	0	0	0	5	3	1	0	1
Income below Poverty Level	60	28	5	2	25	57	28	5	2	22	0	0	0	0	0	3	0	0	0	3
Poverty Missing	86	64	2	4	16	77	56	2	4	15	1	1	0	0	0	7	6	0	0	1
Live Alone	61	31	5	2	23	58	30	4	2	22	1	1	0	0	0	2	0	1	0	1
Live Alone Missing	73	58	2	3	10	66	51	2	3	10	0	0	0	0	0	6	5	0	0	0
Clients By Ethnicity																				
Hispanic/Latino	47	17	4	2	24	47	17	4	2	24	0	0	0	0	0	0	0	0	0	0
Not Hispanic or Latino	18	8	1	2	7	8	3	0	2	3	3	2	0	0	1	7	3	1	0	3
Ethnicity Missing	104	74	8	4	18	96	68	7	4	17	1	1	0	0	0	6	4	1	0	1
Clients By Race or Ethnicity																				
White(Alone)-Non-Hispanic	19	11	2	0	6	10	6	1	0	3	4	3	0	0	1	5	2	1	0	2
White(Alone) -Hispanic	16	4	3	1	8	16	4	3	1	8	0	0	0	0	0	0	0	0	0	0
American Indian or Alaskan Native (Alone)	11	5	1	1	4	10	4	1	1	4	0	0	0	0	0	0	0	0	0	0
Asian(Alone)	21	13	0	2	6	20	12	0	2	6	0	0	0	0	0	1	1	0	0	0
Black/african American(Alone)	15	5	0	2	8	14	5	0	2	7	0	0	0	0	0	1	0	0	0	1
Native Hawaiian or Pacific Islander (Alone)	6	3	0	0	3	6	3	0	0	3	0	0	0	0	0	0	0	0	0	0
Persons Reporting Some Other Race																				
Persons Reporting 2 or More Races																				
Race Missing	81	58	7	2	14	75	54	6	2	13	0	0	0	0	0	6	4	1	0	1
Total Minorities	69	30	4	6	29	66	28	4	6	28	0	0	0	0	0	2	1	0	0	1

Save as Excel

Figure: 80

3) Section I.E: Please refer to Figure:81.

Caregiver Characteristics	All Caregivers	Caregivers Under 60	Caregivers Age 60-74	Caregivers Age 75-84	Caregivers Age 85+
Total Caregivers	62				
Caregivers with Age Date	47	40	2	2	3
Age Missing	0				
Female	13	11	0	2	0
Male	19	15	2	0	2
Gender Missing	30	28	0	0	1
Rural	2	0	0	2	0
Rural Missing	60	54	2	0	3
Caregivers by Ethnicity					
Hispanic or Latino	15	15	0	0	0
Not Hispanic or Latino	3	1	0	2	0
Ethnicity Missing	44	38	2	0	3
Caregivers by Race or Ethnicity					
White (Alone)- Non-Hispanic	6	3	1	2	0
White (Alone)-Hispanic	6	6	0	0	0
American Indian or Alaska Native (Alone)	4	3	0	0	0
Asian (Alone)	7	7	0	0	0
Black of African American (Alone)	5	5	0	0	0
Native Hawaiian or Other Pacific islander (Alone)	4	3	1	0	0
Persons Reporting Some Other Race					
Persons Reporting 2 or More Races					
Race Missing	30	27	0	0	3
Total Minorities	26	24	1	0	0
Caregivers by Relationship					
Husband	1	1	0	0	0
Wife	0	0	0	0	0
Son/Son-in-Law	0	0	0	0	0
Daughter/Daughter-in-Law	1	1	0	0	0
Other-Relative	0	0	0	0	0
Non-Relative	0	0	0	0	0
Relationship Missing	55	47	2	2	3

Save as Excel

Figure: 81

4) Section I.F: Please refer to Figure:82

Caregiver Characteristics	All Caregivers	Caregivers Age 55-74	Caregivers Age 75-84	Caregivers Age 85+
Total Caregivers	22			
Caregivers with Age Date	16	0	0	0
Age Missing	0			
Female	7	0	0	0
Male	15	0	0	0
Gender Missing	4	0	0	0
Rural	0	0	0	0
Rural Missing	19	0	0	0
Caregivers by Ethnicity				
Hispanic or Latino	11	0	0	0
Not Hispanic or Latino	6	0	0	0
Ethnicity Missing	5	0	0	0
Caregivers by Race or Ethnicity				
White (Alone)- Non-Hispanic	1	0	0	0
White (Alone)-Hispanic	3	0	0	0
American Indian or Alaska Native (Alone)	6	0	0	0
Asian (Alone)	3	0	0	0
Black of African American (Alone)	2	0	0	0
Native Hawaiian or Other Pacific islander (Alone)	3	0	0	0
Persons Reporting Some Other Race				
Persons Reporting 2 or More Races				
Race Missing	4	0	0	0
Total Minorities	17	0	0	0
Caregivers by Relationship				
Grandparents	0	0	0	0
Other Elder Relative	0	0	0	0
Non-Relative	1	0	0	0
Relationship Missing	6	0	0	0

Save as Excel

Figure: 82

System has feature to provide "Year End Federal Report Result" and AAA for any fiscal year. Please refer to Figure:83.

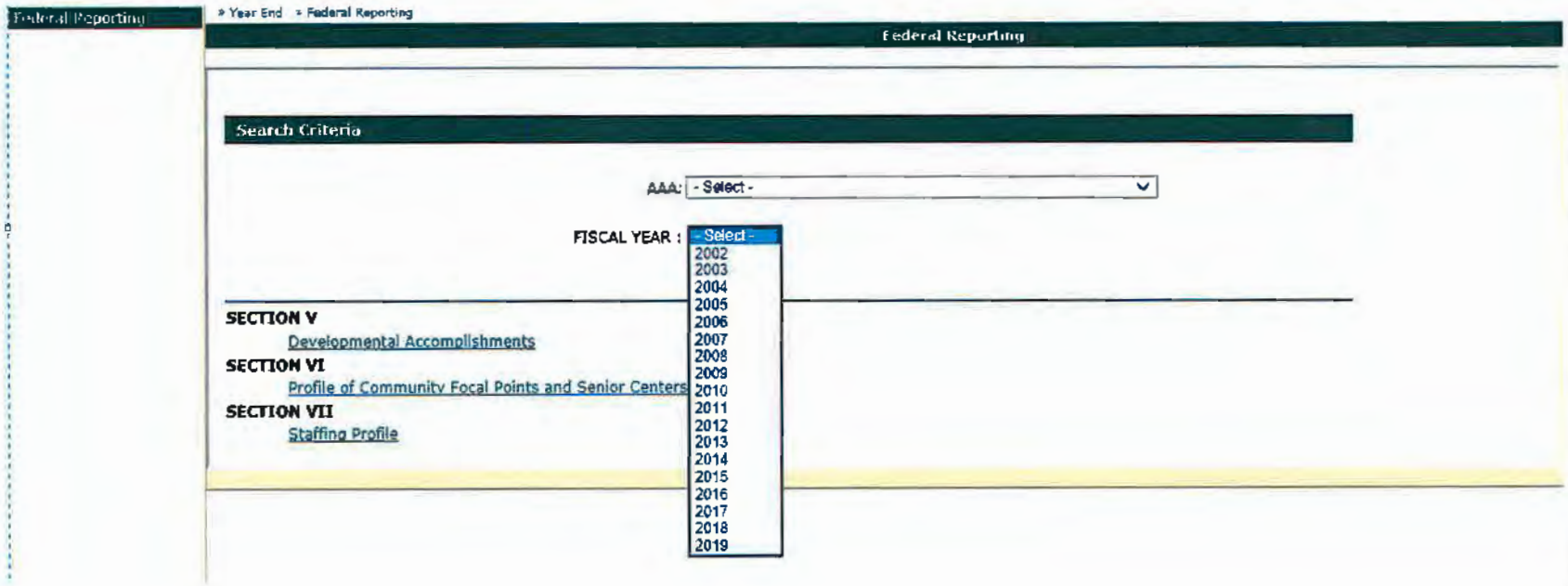


Figure: 83

There are 3 sections for this report.

1) **Section V :**
   - Developmental Accomplishments : Please refer to Figure:84.

Section V: Developmental Accomplishments
Fiscal Year :2017

Home & Community-based Care Services

1. Developmental Accomplishment:

Developmental Type:
Please select a Developement Type

2. Developmental Accomplishment:

Developmental Type:
Please select a Developement Type

3. Developmental Accomplishment:

Developmental Type:
Please select a Developement Type

Elder Rights

1. Developmental Accomplishment:

Developmental Type:
Please select a Developement Type

2. Developmental Accomplishment:

Developmental Type:
Please select a Developement Type

3. Developmental Accomplishment:

Developmental Type:
Please select a Developement Type

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Figure: 84

2) Section VI

- Profile of Cummunity Focal Points and Senior Centers : Please refer to Figure:85.

Section VI: Profile of Community Focal Points and Senior Centers

Category	Number
1. Total Number of Focal Points	
2. Number from #1 that were Senior Centers	
3. Total Number of Senior Centers	
4. Number from #3 that received OAA Funds	

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Figure: 85

3) Section VII

- Staffing Profile: Please refer to Figure:86.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Section VII: Staffing Profile				

Personnel Categories	FTEs	Minority FTEs	OAA FTEs
1. Agency Exec/Mgmt Staff	0	0	0
2. Other Staff (by responsibility)			
A. Planning	0	0	0
B. Development	0	0	0
C. Administration	0	0	0
D. Service Delivery	0	0	0
E. Access/Care Coordination	0	0	0
F. Other	0	0	0
3. Clerical/Support Staff	0	0	0
4. Volunteers	0	0	
Total	0	0	0

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Figure: 86

REP-3	The system must be able to report on client demographic, service usage, units of service by service provider. List all standard reports included with the system.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes. SUA-ACAMS system is able to report on client demographic, service usage, units of service by service provide. Below is list all standard reports included in the system. • Client Demographic a) Enrollment Report • Service Usage and Unit of Services b) Unit Report (Cluster I & IV) c) Unit Report (Cluster II) d) Aggregate Report (Cluster III) e) Aggregate Report (Cluster V) • Federal Report f) Federal Administration on Aging (AOA) Report • Other Report g) Data Assessment Report h) CG and CR Relationship i) Client Detail j) Home Delivery Meal and Congregate Client k) Client County l) Client Without Enrollment m) Client Without Unit n) Incomplete CG's				
REP-4	Describe how the system creates mailing lists based off of client demographics or service activity.	X		X	
	Acro's Response: SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fullfiled.				
REP-5	Describe dashboarding capabilities in the system, such as graphs, dashboards, cross fiscal year reporting, year to date, and year to year comparisons.	X	X		

Acro's Response:

Yes. SUA-ACAMS system has dashboarding capabilities such as graphs, dashboards, cross fiscal year reporting, year to date, and year to year comparisons.

Following type of graphs are available on dashboard in system. Please refer to Figure:87.

- Clients by Service Category

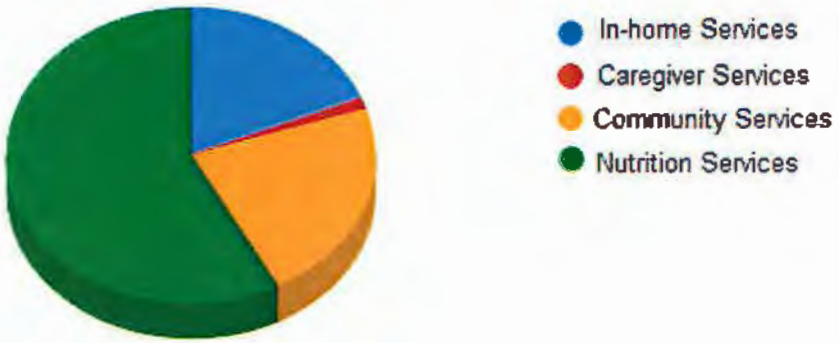


Figure: 87

System displaying % of service on mouse over on section. Please refer to Figure:88.

Figure: 88

- In-Home Service and Registered NAPIS Clients by Selected Characteristics . Please refer to Figure:89.

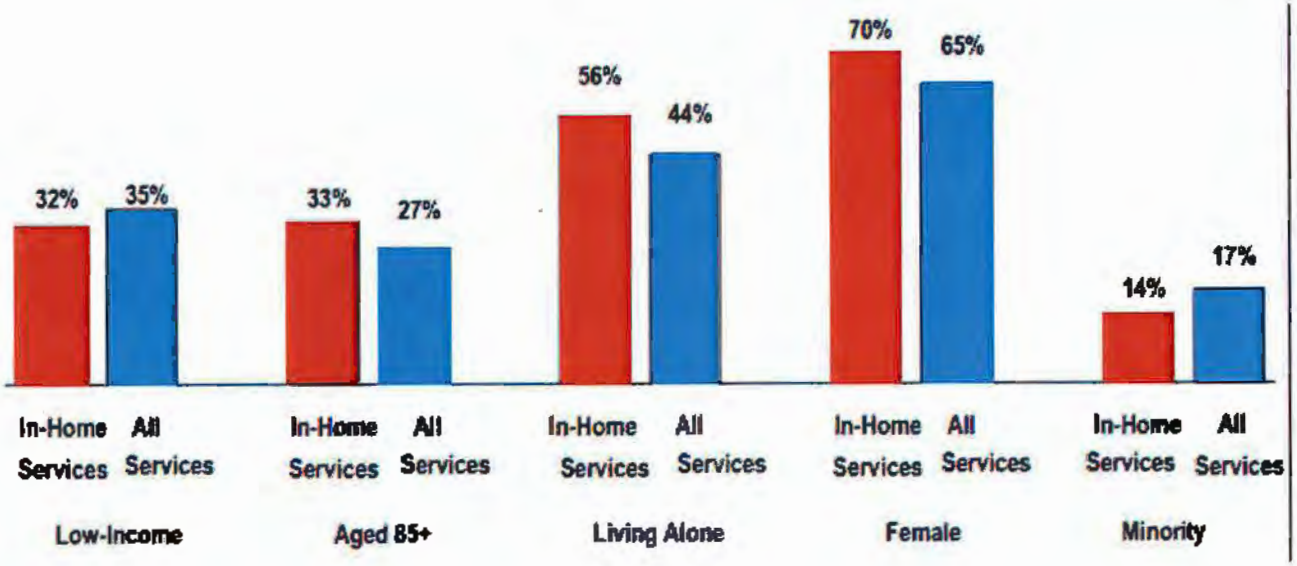


Figure: 89

- Cross fiscal year, year to year comparison and year to date Report: Please refer to Figure:90.

  System provide feature to selected a date range. This date range could be cross fiscal year date range or a fiscal year date range. Please refer to below screen layout.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Date Range: **From** - First Day of: January 2017 **To** - Last Day of: November 2018 Enrollment started during date range ○ Detail ◉ Summary ☐ Show Advanced Options Federal AOA Report Data Assessment Report RUN REPORT RESET *Figure: 90*				
REP-6	Describe the system's ability to create ad-hoc reports. Include specific user roles and licensing that may be required.	X	X		

Acro's Response:
Yes. SUA-ACAMS system has ability to create ad-hoc report.

Microsoft Excel and SQL Server Analysis Services (SSAS) both provide powerful business intelligence tools for exploring, analyzing and visualizing data. **SSAS tool is used to create the cube for Ad hoc reporting data. Cube provide the end user raw data for analysis.**

Once the cube is deployed and ready to host queries from the data store, client applications can start querying the cube. One of the most user friendly client tools for business users to query a cube is Microsoft Excel. It has a built-in interface and components to support GUI based connection, querying and formatting of data sourced from a cube. Business users can use the familiar interface of Excel and create ad-hoc pivot table reports by querying the cube without any detailed knowledge about querying a multidimensional data source. Please refer to Figure:91.

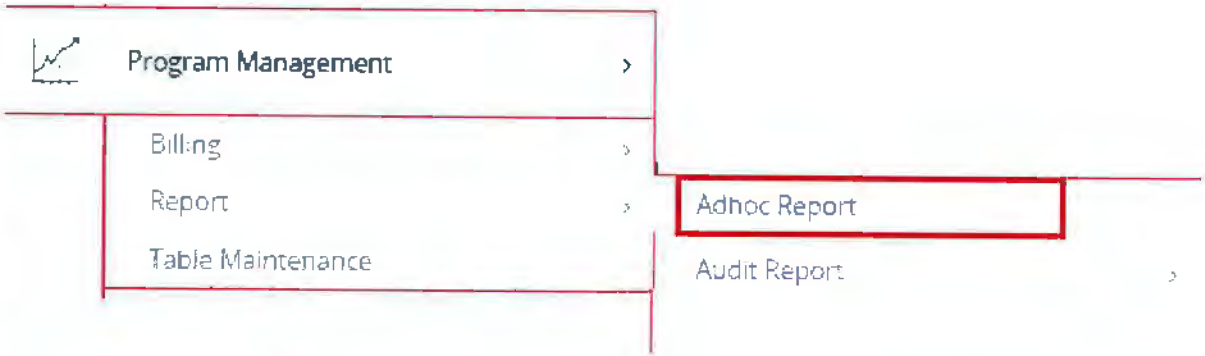


Figure: 91

On selection of Adhoc- Report, following screen opened. Please refer to Figure:92.

Figure:9 2

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	System has Assessment, Billing and Eligibility Adhoc report. User role can set on Adhoc report. System create cube for generation this report and it is part of SQL Server so no licensing required.				
REP-7	Describe how the system would provide a county summary report that details services and client information for a given time period.	X	X		

Acro's Response:

Yes. System provided a county summary report details services and client information for a give time period. Please refer to Figure:93.

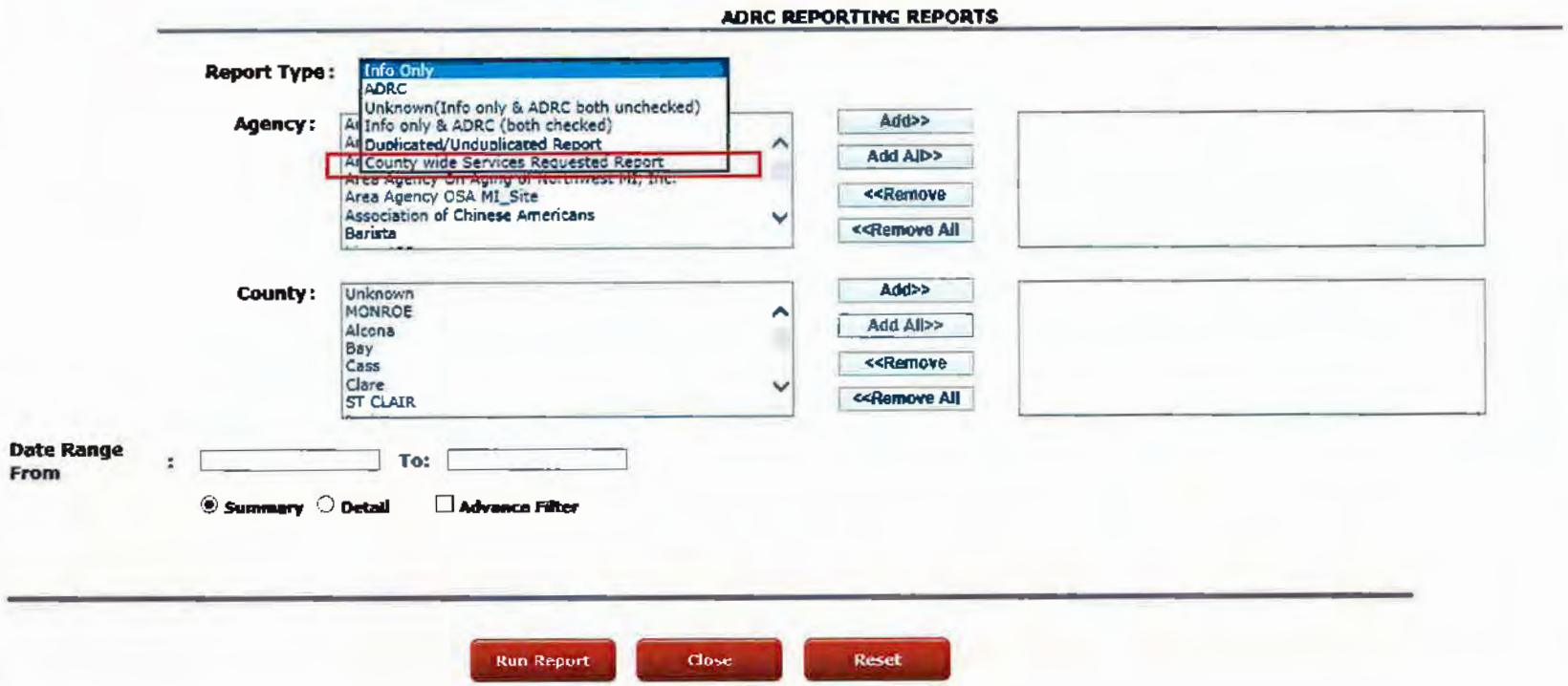


Figure: 93

Below is report output.
Report provides county summary with service and client details. Please refer to Figure:94.

Report Type : County wide Services Requested Report

Filter Conditions:

Agency : All
County : All
City : All
Service : All
Referred By : All
Referred To : All
Staff : All
Report Period : 01/01/2017 - 12/10/2017

County	City	Services Requested	Person Count	Service Need Met
ALCONA	LIVONIA		1	Yes: 0 No: 1
		Adult Day Care!	1	Yes: 0 No: 1
		Adult Protective Services	1	Yes: 0 No: 1
		Disability Network	1	Yes: 0 No: 1
		Emergency Food Referral Agencies	1	Yes: 0 No: 1
		Foster Grandparent Program	1	Yes: 0 No: 1
		Gap Services / Special Needs	1	Yes: 0 No: 1
		Homemaker	1	Yes: 0 No: 1
		Homes for the Aged	1	Yes: 0 No: 1
		Medicare/Medicaid Assistance Program (MMAP)	1	Yes: 0 No: 1
		MiCAFE	1	Yes: 0 No: 1
		Nursing Home Transition	1	Yes: 0 No: 1
	Total		**3**	**Yes: 0 No: 3**
Total			**3**	**Yes: 0 No: 3**
CLARE	ALLOUEZ	Emergency Food Referral Agencies	1	Yes: 0 No: 1
		Foster Grandparent Program	1	Yes: 0 No: 1
		Gap Services / Special Needs	1	Yes: 0 No: 1
		Homes for the Aged	1	Yes: 0 No: 1
		Information & Assistance	1	Yes: 0 No: 1
Total			**1**	**Yes: 0 No: 1**
DELTA	ALLOUEZ	Foster Grandparent Program	1	Yes: 0 No: 1
	Total		**1**	**Yes: 0 No: 1**
	ALMA	Emergency Food Referral Agencies	1	Yes: 0 No: 1
		Foster Grandparent Program	1	Yes: 0 No: 1
		Gap Services / Special Needs	1	Yes: 0 No: 1
		Homes for the Aged	1	Yes: 0 No: 1
		MI Choice Waiver Program	1	Yes: 0 No: 1
	Total		**1**	**Yes: 0 No: 1**
Total			**2**	**Yes: 0 No: 2**
DICKINSON	ALLENDALE	Adult Day Care!	1	Yes: 1 No: 0
	ALMA	Disability Network	1	Yes: 0 No: 1
		Emergency Food Referral Agencies	1	Yes: 0 No: 1
		Foster Grandparent Program	1	Yes: 0 No: 1
		Gap Services / Special Needs	1	Yes: 0 No: 1
		Homes for the Aged	1	Yes: 0 No: 1
		Information & Assistance	1	Yes: 0 No: 1
		Medicare/Medicaid Assistance Program (MMAP)	1	Yes: 0 No: 1
		MI Choice Waiver Program	1	Yes: 0 No: 1
		MiCAFE	1	Yes: 0 No: 1
		Nursing Home Transition	1	Yes: 0 No: 1

Figure: 94

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-8	Describe the system's ability to generate reports for federal Congressional districts. Describe how districts realignment is managed.	X	X		

Acro's Response:

Yes. SUA-ACAMS system has ability to generate report for federal Congressional district. Districts realignment is configurable.
System has a "Federal Congressional District Master" form to add/edit district. Sytem also has "County Master" form to add/edit county.

On County Master has following fields:

1. County Name (Input Field)
2. Congressional Districts (Dropdown)
3. State Legislative Districts (Dropdown)
4. Status (Active/Inactive) (Checkbox)

This module accessible by authorized user only. User can do realignment of federal Congression District for any county and update.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-9	Describe the system's ability to generate reports for state legislative districts. Describe how districts realignment is managed.	X	X		
	Acro's Response: Yes. SUA-ACAMS system has ability to generate report for State Legislative district. Districts realignment is configurable. System has a "State Legislative District Master" form to add/edit district. Sytem also has a "County Master" form to add/edit county. County Master has following fields: 1. County Name (Input Field) 2. Congressional Districts (Dropdown) 3. State Legislative Districts (Dropdown) 4. Status (Active/Inactive) (Checkbox) This module accessible by authorized user only. User can do realignment of State Legislative district for any county and update.				
REP-10	Describe the system's ability to generate Explanation of Benefits (EOB) reports that are personalized based on a client's assessment results and demographic data.	X	X		

Acro's Response:

System is generating similer report. Current system is very flexible to add new module dynamically. Explanation of Benefits (EOB) reports that are personalized based on a client's assessment results and demographic data. Below are EOB fields.

1. Addresses — The mailing address and website for Blue Cross and Blue Shield of Nebraska (BCBSNE).
2. This is Not a Bill — Please do not send payment for this service to BCBSNE. Please keep this form for your records.
3. Member's Name and Address — The name and address of the member as shown on our records. If not correct, please call
Member Services at the number shown on the back of your BCBSNE member ID card or on your EOB form.
4. Date — Date the EOB is printed. Contract Number — The member's BCBSNE contract (member ID) number. Page Number — Identifies the number of pages for this EOB.
5. Member Services Phone Number — The number you should call with questions about this EOB.
6. Patient/Claim Number — The name of the patient who received the service and the claim number designated for the purpose of identification.
7. **Paid To** — The name of the individual or institution that was paid for the service.
8. Total Charge — The total charge associated with the claim.
9. Covered Amount — The portion of the claim that has been discounted or paid by this plan.
10. Previously Processed — Any amount previously processed by this plan, Medicare, or another insurance company.
11. Your Responsibility — The portion of the claim you are responsible to pay to your provider.
12. Your Responsibility to the Provider — The total amount you are responsible to pay to your provider.
13. Cost Sharing Status — The total out-of-pocket cost (deductible, coinsurance, and/or copayment) you have accumulated to date. These totals may reflect claims in process for which you have not yet received an EOB. Please see the Note on page 4 for more information.
14. Important Message — This space is reserved for general messages that may apply to you.
15. Breakdown of Charges and Benefits — The back page of your EOB shows a detailed breakdown of how your claims were processed.
16. Date — Date the EOB is printed. Name — Member's name. Contract Number — The member's BCBSNE contract (member ID) number. Group Number — The member's health insurance plan group number.
17. Patient/Claim Number — The name of the patient who received the service and the designated claim number.
18. Date of Service — The date the service was performed.
19:Provider/Type of Service — The name of the individual or facility that performed the service and the type of service that was performed.
20. Processed Date — The date the claim completed processing.
21. Charges Submitted — The charge billed by your provider for each service.
22. Provider Discount — The portion of the charge that may have been discounted by your provider.
23. Amount Paid — The amount the member's coverage paid toward each service.
24. Previously Processed — Any amount previously processed by this plan, Medicare, or another insurance company.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	25. Noncovered Charges — The charges that are noncovered according to the terms set forth in your benefit plan. **26. Deductible** — Specified dollar amount for certain covered services received during the benefit period that is your responsibility to the provider. **27. Coinsurance** — Percentage of the allowed charge for certain covered services that is your responsibility to the provider. **28. Copayment** — Specified dollar amount payable for certain covered services that is your responsibility to the provider. **29. Your Responsibility to the Provider** — The total amount you are responsible to pay to your provider. **30. Appeal Procedure** – Guidance on how to request an appeal if you disagree with the decision made on a claim. **31. Explanation of Notes** — Explanations or descriptions corresponding to the amount(s) noted in the breakdown of charges and benefits.				
REP-11	The system must be able to generate contribution request letters to enable program cost sharing.	X		X	
	Acro's Response: Yes. SUA-ACAMS system is flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
REP-12	Describe the system's forecasting capabilities for service units and cost based off of previously entered data.	X		X	
	Acro's Response: Yes. SUA-ACAMS system is flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				
REP-13	The system must be able to export data in reports. Describe file types that can be exported.	X	X		
	Acro's Response: Yes. The system is able to export data in reports. System support excel, PDF, Word, text file type.				
REP-14	The system must be able to provide an audit log or snapshot of services provided, as entered on a specific date.	X		X	
	Acro's Response: Yes. SUA-ACAMS system is flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-15	Describe how the system tracks unpaid client balances for non-OAA services.	X		X	
	Acro's Response: Yes. SUA-ACAMS system is flexible to add new module dynamically. By adding new module, this requirement can be fulfilled.				

g. Volunteer management

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
VOL-1	Describe the system's volunteer management capabilities.	X	X		

Acro's Response: Yes, SUA-ACAMS have a system called Volunteer Information System.System provide A facility to create volunteer based program.

System provide different type of capabilities.

a. **Creating Volunteer.**
b. **Manage Station**
c. **Manage Site**
d. **Manage Location**
e. **Placement of Volunteer**
f. **Time Entry By Volunteer.**
g. **Time entry By Location**
h. **Creating Client**
i. **Placement of Volunteer to Client**
j. **Volunteer Advance Report.**
k. **Station/Site/Location Advance Report**
l. **Time Report.**

Creating Volunteer.

System are able to create Volunteers for different programs. Programs such as.

a. Retired & Senior Volunteer Program (RSVP)
b. Foster Grandparent Program (FGP)
c. Senior Companion Program (SCP)

Adding Volunteer with First Name and Last Name.

System are capturing more information regarding volunteer.

a. Contact Information.
b. Demographic Information
c. Insurance/Beneficiary Information
d. Emergency Contact.
e. Volunteer Eligibility
f. Volunteer Skill and Interest.

Please refer to Figure:95.

Volunteers RSVP Retired & Senior Volunteer Program

Volunteer Placement Station Time Reports

19:01 Area Agency On Aging 1-8

Home Help Log-off Admin

Volunteers Home > RSVP > Volunteer Volunteer Information

Volunteer Search

Volunteer Information

Contact Information
Demographics
Insurance/Beneficiary
Emergency Contact

Eligibility

Medical Review

Skills & Interests

Skills & Interests
Background
Employment

Volunteer Status

Volunteer Placements

Time Entry

Volunteer Information

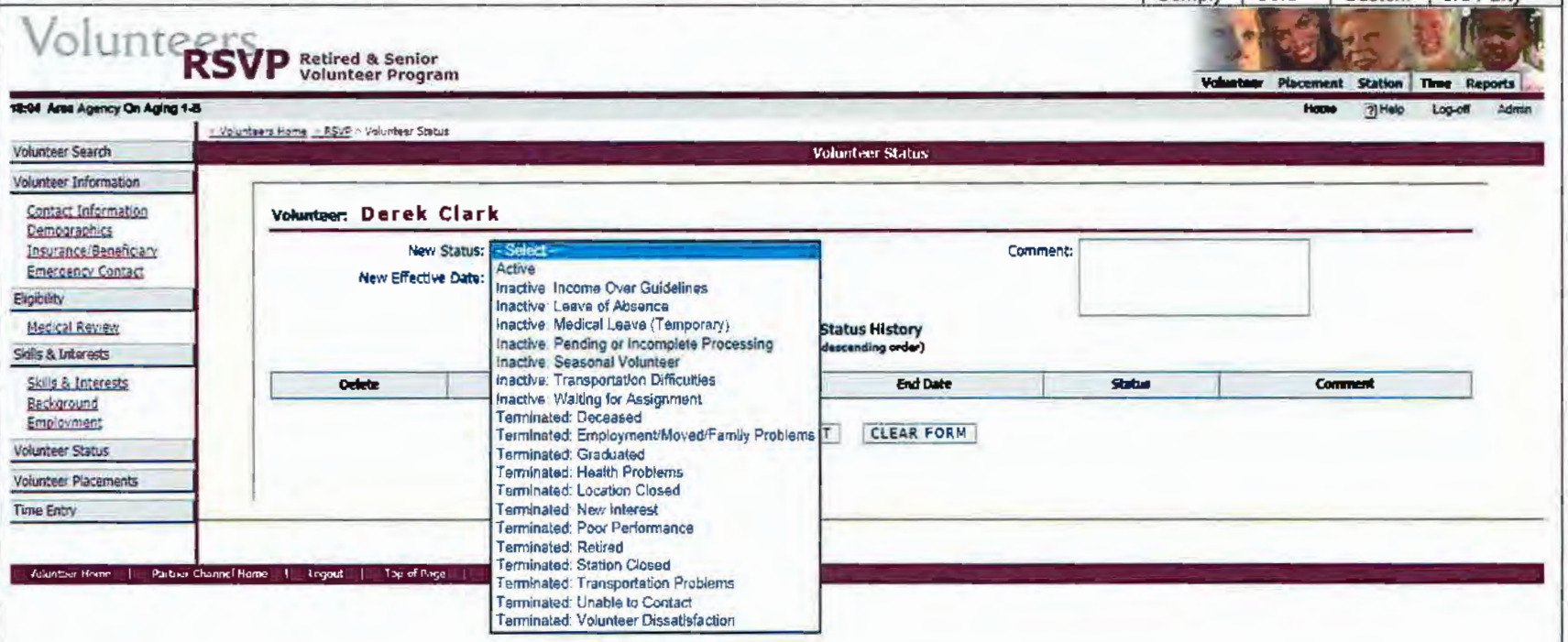
Volunteer: Derek Clark Status: Active

Contact Information
Demographics
Insurance/Beneficiary
Emergency Contact

SUBMIT CANCEL PRINT

Figure: 95

Set Volunteer Status. Please refer to Figure:96.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	 *Figure: 96*				
VOL-2	Describe how the system differentiates between stipend volunteers like the Federal Senior Companion, Foster Grandparents programs, and unpaid volunteers.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response: Yes, SUA-ACAMS have a system to differentiate between stipend volunteers like the Federal Senior Companion, Foster Grandparents programs, and unpaid volunteers.

Currently, SUA-ACAMS have a system 'Volunteer Information System'. We are capturing three types of Volunteer based on Program.

Three Types of Program

a. Retired & Senior Volunteer Program (RSVP)
b. Foster Grandparent Program (FGP)
c. Senior Companion Program (SCP)

When user go to create volunteer, system provide a interface to user for selection of program. Please refer to Figure:97.

Figure: 97

h. Provider Information

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PRV-1	The system must be able to manage service provider information, including services, population served, address, name, email, phone, and website.	X	X		

	Acro's Response: Yes. SUA-ACAMS system is able to manage service provider information, including services, population served, address, name, email, phone, and website. Please refer to Figure:98.

General Information: (Hide Details...)

Federal ID:	-
EIN #:	
Resource Name Field 1:	ADRC - Capital Area
Resource Name Field 2:	--
Resource Name Field 3:	--
NAPIS Site ID:	5445
Site Name:	ADRC north
Payment Type:	
Web Address:	
Market Master #:	
Show Payment Type on ADRC Web:	☐
Show Site Name on ADRC Web:	☑
Show Site Details on ADRC Web:	☑
Show Hours of Operation on ADRC Web:	☑
Close Site:	☐
Delete Site:	☐
Show Site Name on Web:	◉ Yes ○ No
Show Site Details on Web:	◉ Yes ○ No

Mailing Address: (Show Details...)

Delivery Address: (Show Details...)

PO Box Address: (Show Details...)

Street Address: (Show Details...)

Organizational Address: (Show Details...)

Billing Address: (Show Details...)

Main Number: (Show Details...)

Toll-Free Number: (Show Details...)

Fax Number: (Show Details...)

I & R Number: (Show Details...)

TDD Number: (Show Details...)

Hours of Operation: (Show Details...)

Previous Submit

Figure: 98

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PRV-2	The system must be able to manage multiple service contracts/rates for a single provider.	X	X		

	Acro's Response: Yes. SUA-ACAMS system is able to manage multiple service contracts/rates for a single provider. Multiple service contract can be set for a single provider. Also contact person for service and counties served can be configured.

Please refer to Figure:99.

ADRC north NAPIS Site ID:5445	[Location Information] [Services Provided] [Agency Types] [Sub-sites (1)]

Federal ID: -
EIN #:
Resource Name: [redacted]
Site Name: ADRC north
Contracting Agency: Human care

Show Contracted Agencies...

ADRC

	Services		ADRC	OAA
☑	Care Management/Service Coordination	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☐	Chore & Minor Home Repair	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☐	Congregate Meals	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☐	Durable Medical Equipment	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☐	Educational Sessions	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☐	Emergency Response System	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☑	Home Delivered Meals	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐
☐	Information & Assistance	[Contact Person] [Counties Served] Stop Date: __/__/____	☐	☐

Submit

Figure:99

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PRV-3	Describe how the State can customize the system with ad-hoc field creation for Service Providers, including contract/rate management.	X		X	
	Acro's Response: Yes. SUA-ACAMS system is very flexible to add new module dynamically. By adding new module, this requirement can be fullfiled.				
PRV-4	The system must provide service provider search functions.	X	X		
	Acro's Response: Yes. SUA-ACAMS system is able to provide service provider search functions. Following search type available in system: a) Standerd Search b) Advanced Search				
PRV-5	The system must be able to edit a service provider for multiple clients at once. For example, Company X provides Emergency Response Systems to fifty clients in January. The contracted service provider is changed to Company Y in February. Describe a bulk client move from Company X to Company Y.	X	X		
	Acro's Response: In SUA-ACAMS system, SUA administrator can transfer client from one service provider to another service provider into single or multiple services. System also support bulk client transfer by upload an excel file.				

i. Operations

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
OPR-1	Describe how the system will support Area Plan management. Describe how AAAs could upload and add data to a template. Describe how the SUA could review, provide remarks, return to AAA, or approve Area Plans and their updates. Current Area Plans are located at: http://dhhs.ne.gov/medicaid/Aging/Pages/Financial-Program-Data.aspx	X	X		

Acro's Response:

Yes. SUA-ACAMS support Area Plan management. There are many questions fields that AAAs need to fill and submit to SUA for approval. Once data submitted to SUA, this screen would be read only for AAA. SUA can login to system and review this document. Please refer to Figure:100.

I. Area Plan Administration

A. Have all conditions of approval, if any, placed on the FY 2016 AIP been successfully resolved? If no, explain: Yes No

Words: 0, Characters: 0/3000

Field Representative confirmation that all special conditions of approval for FY 2016 AIP have been resolved:

B. Is the AAA operating in compliance with the Operating Standards for AAAs? If no, explain: Yes No

Words: 0, Characters: 0/3000

C. Describe the specific processes utilized by the AAA to monitor its compliance with the Operating Standards for AAAs.

Words: 0, Characters: 0/3000

D. Is the AAA engaged in any entrepreneurial activity? Yes No
Entrepreneurial activity includes the manufacturing, processing, selling, offering for sale, renting, leasing, delivering, dispensing, distributing or advertising of goods or services for profit (including contracting with private corporations for aldercare services) but does not include activities which an AAA is authorized or required to perform. [Please refer to Transmittal Letter #2012-258, issued 11/14/2012, for additional information.]
If Yes, describe the activity:

Words: 0, Characters: 0/3000

< Previous Next>

II. Request for Proposal Process

A. Did the AAA conduct an open and competitive RFP process to implement the FY 2014-2016 MYP and FY 2016 AIP? If no, explain: Yes No

Words: 0, Characters: 0/3000

B. Describe the records maintained by the area agency which detail the history of the most recent RFP process:

Words: 0, Characters: 0/3000

C. Have area agency procurement policies been updated to include the five procurement methods identified in the Uniform Guidance Circular and include a rationale for the method used for the RFP process used to implement the FY 2014-2016 MYP and FY 2016 AIP? Yes No
If no, explain the area agency's plans for updating procurement policies to reflect required provisions of the Uniform Guidance Circular: [Please refer to Transmittal Letter #2017-337, issued 12/13/2016, for additional information.]

Words: 0, Characters: 0/3000

D. Were RFP materials utilized for FY 2016 made available on the AAA's website? (If no, assessor is to obtain copy.) Yes No

Previous Next

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	III. Contracting for Service Provision A. Has the contract boilerplate used by the AAA been approved for the current MYP cycle? Yes No Field Representative confirmation that the contract boilerplate for FY 2014-2016 MYP has been approved: MM/DD/YYYY B. Has the AAA made positive efforts to use small businesses, minority-owned firms, and women-owned businesses as sources of goods and services whenever possible? Yes No C. Does the AAA plan to implement any streamlined grant management policies or practices during FY 2016? [describe planned efforts] Yes No Provide the following information for FY 2016 contracts: Total no. of contracts: Total cost of all contracts: Total no. minority contracts: Total cost minority contracts: Percent of PSA population that is minority (based on most recent census): < Previous Next> *Figure: 100*				
OPR-2	Describe how the system supports local service creation. Describe how the AAA creates and submits a new service for the SUA to review and approve.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes. SUA-ACAMS system support local service creation. AAA will have to login in application where he open a New Service Creation form. AAA user can create service and make is as Save as draft, Submit to SUA. Following fields available on service creation form. 1) Service Name 2) Service Description 3) Service Category 4) Service Status 5) Comments Once user click on "Submit to SUA", service information send to SUA for approval. For AAA, status of service will be "Pending". Newly requested service will be appreared to SUA. SUA can approve or declined a service. When SUA approve a service , service status becomes Active and send approval information to respective AAA. When SUA decline a service, service status becomes decline and send approval information to respective AAA. In case of decline there is a "Reason" field being appears. It is mendatory field. SUA provides reason of decline in detail.				
OPR-3	Describe how the system supports AAA Care Management Re-Certification. Describe how AAAs could upload and/or add data to a template. The SUA could review, provide remarks, return to AAA, or approve Care Management Re-Certifications. Guidance on FY 2019 Recertification can be found here: http://dhhs.ne.gov/medicaid/Aging/Documents/SUA-18-PI-04%20Care%20Management%20Recertification%20FY%2019.pdf	X		X	
	Acro's Response: Yes. SUA-ACAMS system is customizable to support AAA Care Management Recertification. AAAs will filling forms with details Name, Street Address, City, State,ZIP. Also AAAs providing details of Contact person with address and click on "Submit to SUA" button. Once Recertification from submitted, SUA can review form. SUA can approve and decline recertification. SUA approval/declined information send to repective AAA. If AAAs decline recertification request , it is mandatory to mention reason in comments box.				
OPR-4	Describe how the system supports the Direct Service Waiver application process. Describe how the AAAs upload and/or add data to a template. Describe how the SUA could review, provide remarks, return to AAA, or approve Direct Service Waivers. The Direct Services Waiver forms and process are located online at: http://dhhs.ne.gov/medicaid/Aging/Documents/Direct%20Service%20Waivers%20Forms%20+%20Procedure.doc	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes. SUA-ACAMS system is customizable to support Direct Service Waiver application process. All Area Agencies on Aging(AAA) will submit, by the end of February with Area Plans (in years where Area Plans are required), a Direct Delivery Service form (attached) with all supporting documentation to the State Unit on Aging. The State Unit on Aging Program Coordinator or Program Manager will review the Direct Delivery Service form and documentation utilizing the Direct Service Waiver Review Checklist (attached). If any errors or omissions are noted, corrections will be requested of the agency which submitted the request for waiver.				
OPR-5	Describe the system's document library capabilities such as report and letter templates.	X	X		
	Acro's Response: Yes. SUA-ACAMS system has a document library module where user can upload/ download files . Please refer to Figure:101.				

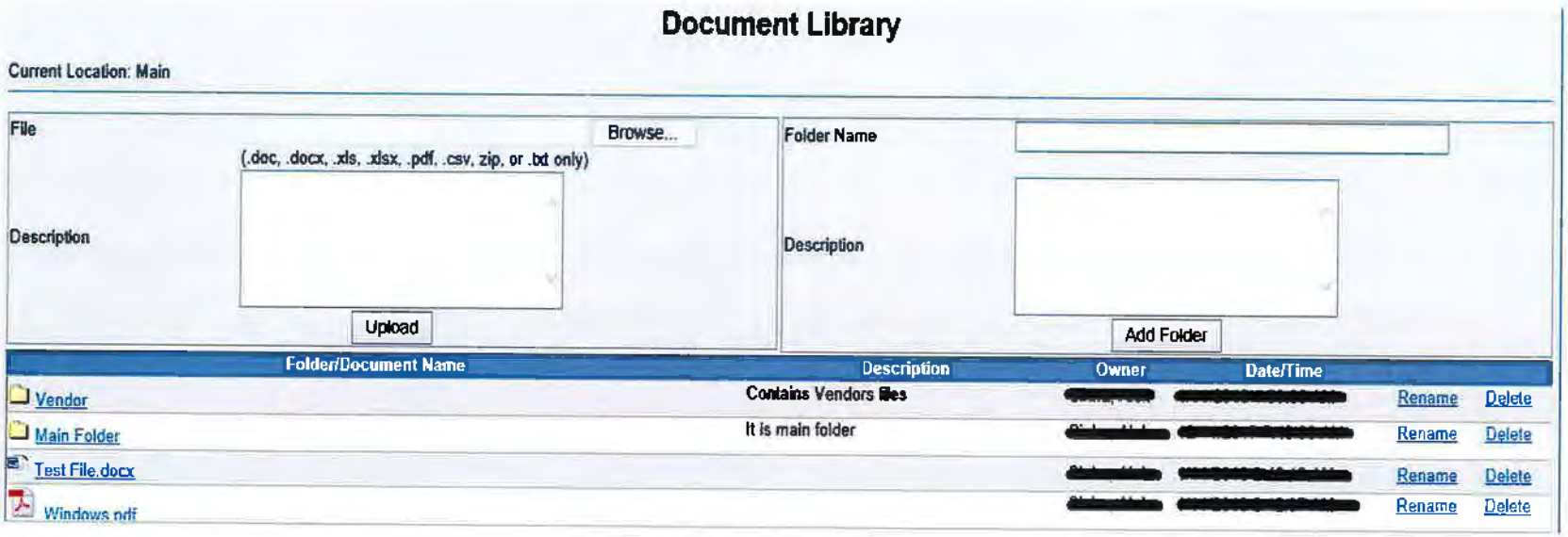


Figure: 101

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
OPR-6	Describe how the system supports SUA monitoring questions, and allows AAA program staff to record responses. Current monitoring tools are located at: http://dhhs.ne.gov/medicaid/Aging/Pages/Monitoring-Tools.aspx	X		X	
	Acro's Response: Yes. SUA-ACAMS system will be customized to support SUA monitorig questions, and allow AAA program staff to record responses.				
OPR-7	Describe how the system supports creating, editing, and storing SUA monitoring letters to AAAs. A draft monitoring letter is located online at: http://dhhs.ne.gov/medicaid/Aging/Documents/FY18%20Monitoring%20Letter%20DRAFT.doc	X		X	
	Acro's Response: Yes. SUA-ACAMS system will be customized to support creating, editing, and storing SUA monitoring letters to AAAs.				

j. Testing / Training

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TET-1	Describe any user groups of existing clients, conferences, and webinars. Include their frequency.	X	X		

Acro's Response:

Yes. Acro provides a feature where we provide tranings to the staff members by scheduling webinar sessions, conference calls and online videos. We provide e-Learning Center interface for online training session videos, online training certificates, training course material, training duration, training completion percentage, report and feedback form to the staff members of the organization. Training always given by Experienced person in weekly manner and if needed then training duration gets increase or reschedule.

See below Figure:102 screen layout for an example.

Figure: 102

Below are some key features of our tarining sessions-:

- Goal and objective based sessions
- Conceptual and solution based sessions
- Personalised
- Inquiry Based
- Collaborative
- Networked

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Please refer to Figure:103				

Figure: 103

TET-2	Describe Bidder help desk services available to the state, area agencies on aging, and other providers at no additional cost to the State. Include hours of operation, location of the call center, response time statistics, how calls are answered, triaged, and any functional limitations.	X		X	

Acro's Response:

SUA-ACAMS system provides online helpdesk facility to Area Agency users for their queries and functional assistance. Clients can interact with us by several ways as listed and displayed in below Figure 1 screen layout.

- Email us on registered Email Id
- Talk to us on registered helpline numbers
- Chat

Please refer to Figure:104

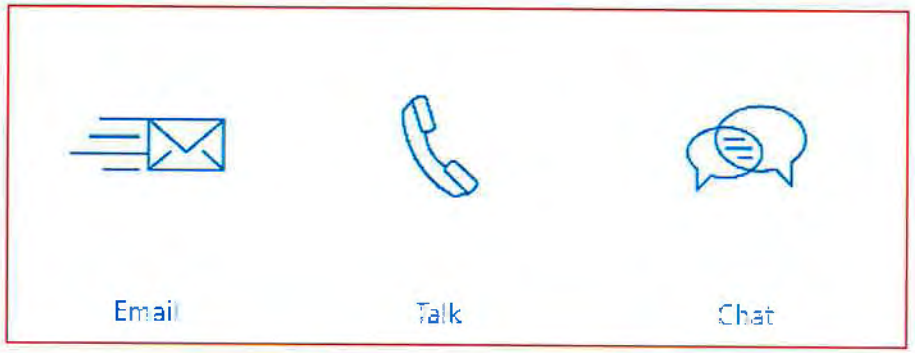


Figure: 104

1. **Internal Messaging System(IMS):**

   SUA-ACAMS system users can compose email and send. Users also receiving email in "New box". All read email can found in "Read" box. All sent email can be found in "Send" box. Please refer to Figure:105.

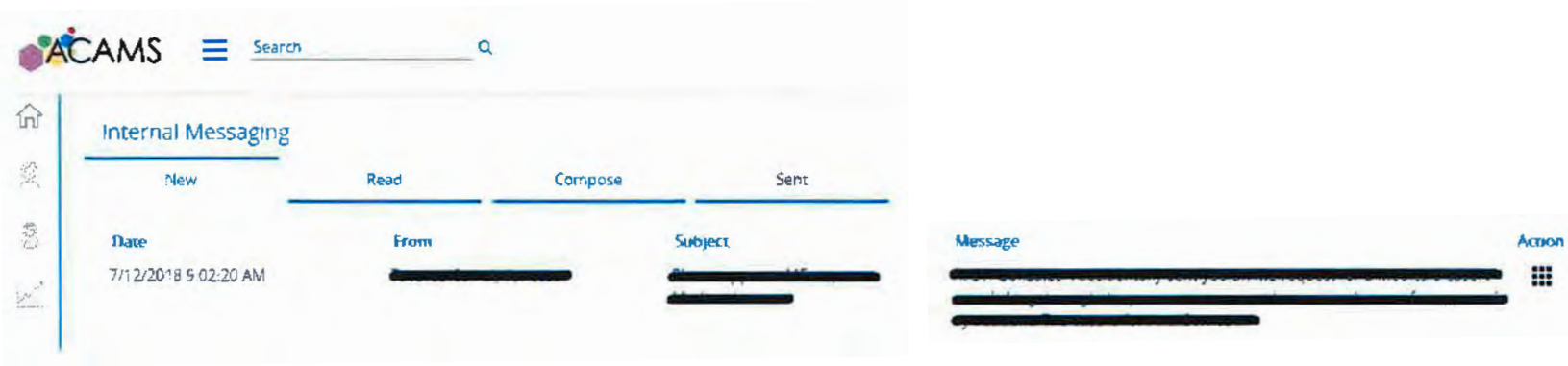


Figure: 105

2. **Talk To Us**

   Acro provides Direct call support services. For any query, client can call and get instance solutions/suggestions for query.

3. **Chat Windows**

   Acro provides support service through chat windows also. For any query, client can call and get instance solutions/suggestions for query.

   Acro will assign a user support representative for attending to all technical support calls/online help.

   - Acro will provide technical support during State business hours with escalation as necessary.
   - Acro will return calls for service from the State staff within 2-4 hours.
   - Upon notice by State of a problem with the application that can be verified, Acro personnel will respond within 2-4 hours to correct or provide a working solution for the problem.

Acro proposes the following structure for online help/technical support.

- Level-1 support (at State) - Receives all the support requests, analyzes them and takes appropriate action on the requests. These requests are serviced and closed to the satisfaction by the State's Program staff.
- Level-2 support (at Acro) - Requests requiring technical attention are passed on to the technical staff at Acro for resolution. If the corrections are minor in nature, they are applied to the application and the State staff is informed

about the same. If significant system changes are involved to service the support request, Acro will follow the standard maintenance and change control process.

- Support requests that are non-technical in nature but cannot be resolved at Level-1 or Level-2 are escalated to the next level at State which then takes adequate action on those requests.

Acro provides a web-based system for logging and tracking the system changes and issues. This system keeps tracks of the support requests and provides instant view of the status of various requests. State's team will be provided access to enter issues and requests in this system.

The following exhibit of Figure 106 screen shows the overview of Acro's application issue resolution process.

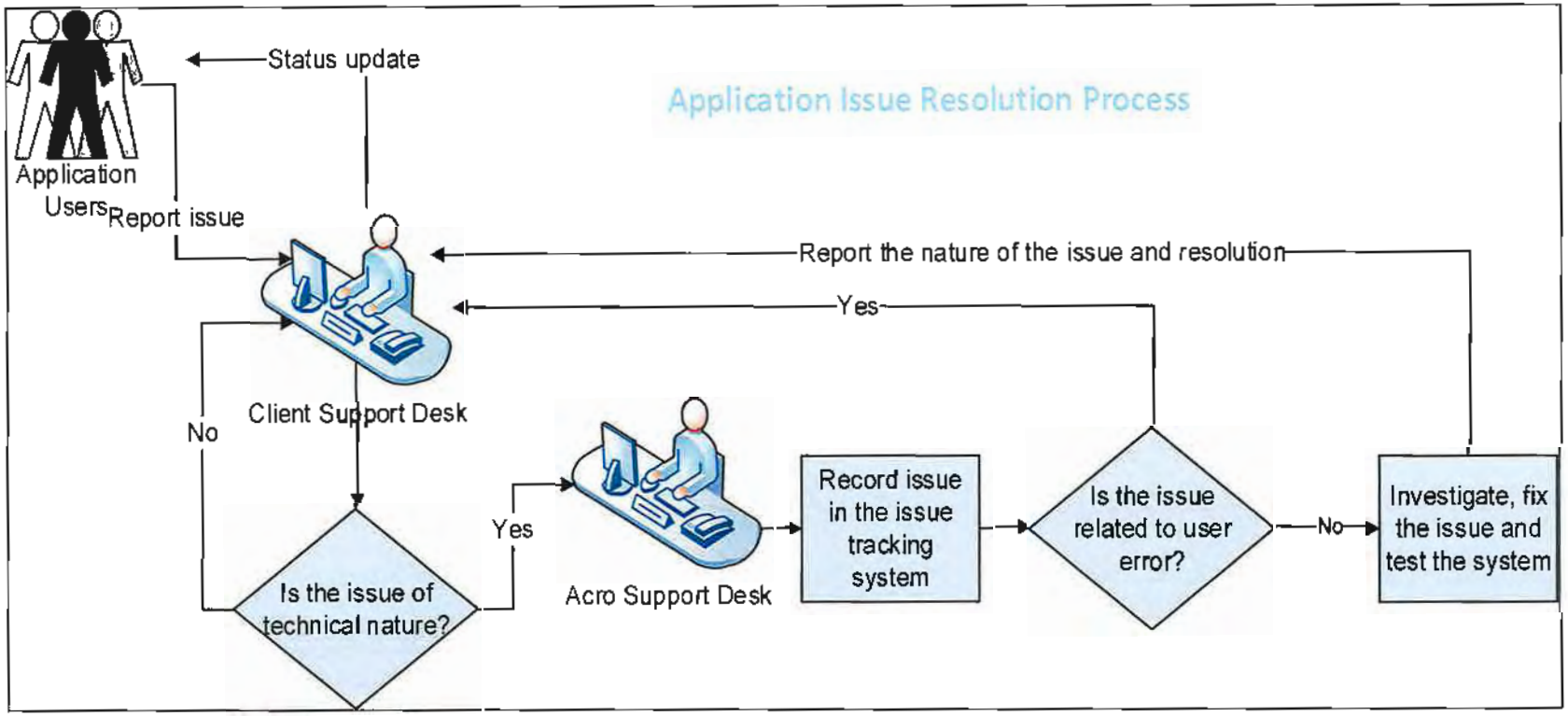


Figure: 106

k. Data / Data Warehouse

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DAT-1	The State must retain all rights to data. At the end of contract, the Bidder must provide all data in a format specified by the state, for use in another software system. Provide in draft project plan.	X	X		
	Acro's Response: Yes. The State will retain all rights to data. At the end of contract, the ACRO will provide all data in a format specified by the state, for use in another software system. Refer to draft project plan.				
DAT-2	Bidder must be able to convert current Nebraska Aging Management Information System (NAMIS) client demographic data into proposed system. See Appendix A-1.	X	X		
	Acro's Response: Yes, ACRO will convert current Nebraska Aging Management Information System (NAMIS) client demographic data into SUA-ACAMS system.				
DAT-3	Bidder must be able to convert current Aging and Disability Resource Center client demographic data into the proposed system. See Appendix A-2	X	X		
	Acro's Response: Yes, ACRO will convert current Aging and Disability Resource Center client demographic data into SUA-ACAMS system.				
DAT-4	Describe how the system could interface with State data warehouse/s. Describe the frequency of data refreshes. Describe the options for the download, such as Bidder software, or an import /conversion to an existing state data warehouse. Include information on master data, which refers to data elements that should be shared across the systems, data elements such as Social Security Number, address and last name.	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Yes. ACRO will create an interface with State data warehouse/s using IP and database credential that will be provided by Nebraska. ACRO will import Mediware data in SUA-ACAMS system's database. SUA-ACAMS system is capable to connect with MSSQL for dataware house and reporting. Yes. ACRO will also download information including master data, which refers to data elements that wwould be shared across the systems, data elements such as Social Security Number, address, last name, provider, services etc. Frequecy of Data Refresh will be on daily basis (configurable).				
DAT-5	Describe how the system can interface with Mediware's SAMS product being used by two AAAs.	X		X	
	Acro's Response: ACRO will create a batch/ services to import Mediware's SAMS data for two AAAs. This batch will be executed daily and export Mediware's SAMS data into SUA-ACAMS system's database.				
DAT-6	Describe the system's data edits and validation processes; including soft (warning, but accepted upon user approval); and hard (correction required to record). Describe available customizations.	X	X		

Acro's Response:

Yes. SUA-ACAMS system has data edits and validation process.

Types Of Errors That Require Editing: Certain types of edits are necessary to ensure data quality and accuracy.

Examples of this type of edit include:

- decimal in wrong location
- faulty skips leading to wrong path
- wrong Yes/No choice
- wrong response option
- wrong measurement unit (week, day, month, year)
- wrong numeric entry
- (NEW) changing decimal locations, By contrast, some errors many not necessitate editing and are unlikely to have an impact upon data quality and accuracy.

ACRO have standard Data Validation Process as given below:

- **Allowed character checks**
  Checks to ascertain that only expected characters are present in a field. For example a numeric field may only allow the digits 0–9, the decimal point and perhaps a minus sign or commas. A text field such as a personal name might disallow characters such a markup-based security attack. An e-mail address might require at least one @ sign and various other structural details. Regular expressions are effective ways of implementing such checks.
- **Batch totals**
  Checks for missing records. Numerical fields may be added together for all records in a batch. The batch total is entered and the computer checks that the total is correct, e.g., add the 'Total Cost' field of a number of transactions together.
- **Cardinality check**
  Checks that record has a valid number of related records. For example if Contact record classified as a Customer it must have at least one associated Order (Cardinality > 0). If order does not exist for a "customer" record then it must be either changed to "seed" or the order must be created. This type of rule can be complicated by additional conditions. For example if contact record in Payroll database is marked as "former employee", then this record must not have any associated salary payments after the date on which employee left organization (Cardinality = 0).
- **Check digits**
  Used for numerical data. An extra digit is added to a number which is calculated from the digits. The computer checks this calculation when data are entered
- **Consistency checks**
  Checks fields to ensure data in fields corresponds, e.g., If Title = "Mr.", then Gender = "M".

- **Cross-system consistency checks**
  Compares data in different systems to ensure it is consistent, e.g., The address for the customer with the same id is the same in both systems. The data may be represented differently in different systems and may need to be transformed to a common format to be compared, e.g., one system may store customer name in a single Name field as 'Doe, John Q', while another in three different fields: First_Name (John), Last_Name (Doe) and Middle_Name (Quality); to compare the two, the validation engine would have to transform data from the second system to match the data from the first, for example, using SQL: Last_Name || ', ' || First_Name || substr(Middle_Name, 1, 1) would convert the data from the second system to look like the data from the first 'Doe, John Q'
- **Data type checks**
  Checks the data type of the input and give an error message if the input data does not match with the chosen data type, e.g., In an input box accepting numeric data, if the letter 'O' was typed instead of the number zero, an error message would appear.
- **File existence check**
  Checks that a file with a specified name exists. This check is essential for programs that use file handling.
- **Format or picture check**
  Checks that the data is in a specified format (template), e.g., dates have to be in the format DD/MM/YYYY. Regular expressions should be considered for this type of validation.
- **Hash totals**
  This is just a batch total done on one or more numeric fields which appears in every record. This is a meaningless total, e.g., add the Telephone Numbers together for a number of Customers.
- **Limit check**
  Unlike range checks, data are checked for one limit only, upper OR lower, e.g., data should not be greater than 2 (<=2).
- **Logic check**
  Checks that an input does not yield a logical error, e.g., an input value should not be 0 when it will divide some other number somewhere in a program.
- **Presence check**
  Checks that important data is actually present and have not been missed out, e.g., customers may be required to have their telephone numbers listed.
- **Range check**
  Checks that the data is within a specified range of values, e.g., the month of a person's date of birth should lie between 1 and 12.
- **Referential integrity**
  In modern Relational database values in two tables can be linked through foreign key and primary key. If values in the primary key field are not constrained by database internal mechanism,[4] then they should be validated.

	Validation of the foreign key field checks that referencing table must always refer to a valid row in the referenced table.[5] • **Uniqueness check** Checks that each value is unique. This can be applied to several fields (i.e. Address, First Name, Last Name). • **Table look up check** A table look up check takes the entered data item and compares it to a valid list of entries that are stored in a database table. **Post-Validation Action:** • **Enforcement Action** Enforcement action typically rejects the data entry request and requires the input actor to make a change that brings the data into compliance. • **Advisory Action** Advisory actions typically allow data to be entered unchanged but sends a message to the source actor indicating those validation issues that were encountered. • **Verification Action** Verification actions are special cases of advisory actions. In this case, the source actor is asked to verify that this data is what they would really want to enter, in the light of a suggestion to the contrary. • **Log of validation** Even in cases where data validation did not find any issues, providing a log of validations that were conducted and their results is important. This is helpful to identify any missing data validation checks in light of data issues and in improving the validation. **Validation and Security** Failures or omissions in data validation can lead to data corruption or security.Data validation checks that data are fit for purpose,valid, sensible, reasonable and secure before they are processed.				
DAT-7	The system would allow the State to manage data entry time limits. For example, entry changes after 30 days should require State personnel approval. Describe the workflow creation process to address this need.	X		X	

	Acro's Response: SUA-ACAMS stores client last modification date. There is an authentication gateway to validate 30 days limit. Days calculate from Last Modification Date to Current Date. If 30 days(configurable) limit over, authentication gateway makes client record as read only. To edit, AAA will send an edit permission request to SUA with client's field information that will be to edited, with valid reason/comments. When SUA approved for edit a client records, system do not pass that client through authentication gateway for that AAA. Now AAAs can edit and save client records.

I. Security

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SCT-1	The system must be able to accommodate different user roles depending on job.	X	X		

Acro's Response:

Yes. Roles and Privileges are controlled through the administration screen, under the User Management section of SUA-ACAMS system.
SUA-ACAMS system uses privileges and roles to control access to data within the system. Privileges define what can or cannot be done in the system (e.g., Edit user or Add User) while Roles are used to group privileges into more manageable grouping. To make the system easier to manage, roles can contain other roles as well as privileges. Roles inherit all privileges that exist within the child roles.

User Management

Path: Home Page→ User Management

The User Management service enables Admin to create and manage login credentials for each user. Only one username and password is required to access all applications that are available to the user.
After Admin user has been created, the Admin user can then create other operational users.
To add user, follow the steps:

1. On Home page, select the link **User Management → User Search screen**. Search the user in the system.
2. If user does not exit, click **Add New**. User Details page appears. Add and save user details.

Explained in detail below:

Search User

Path: Home Page→ User Management → User Details

Before adding user in SUA-ACAMS system, Admin has to search the user first.
Enter any one of the following mandatory fields - User ID, First Name, Last Name, Email, or Contact#. SUA-ACAMS System will search the database for an existing user record before creating a new record for the user. This helps ensure against the creation of duplicate records. Please refer to Figure-1.

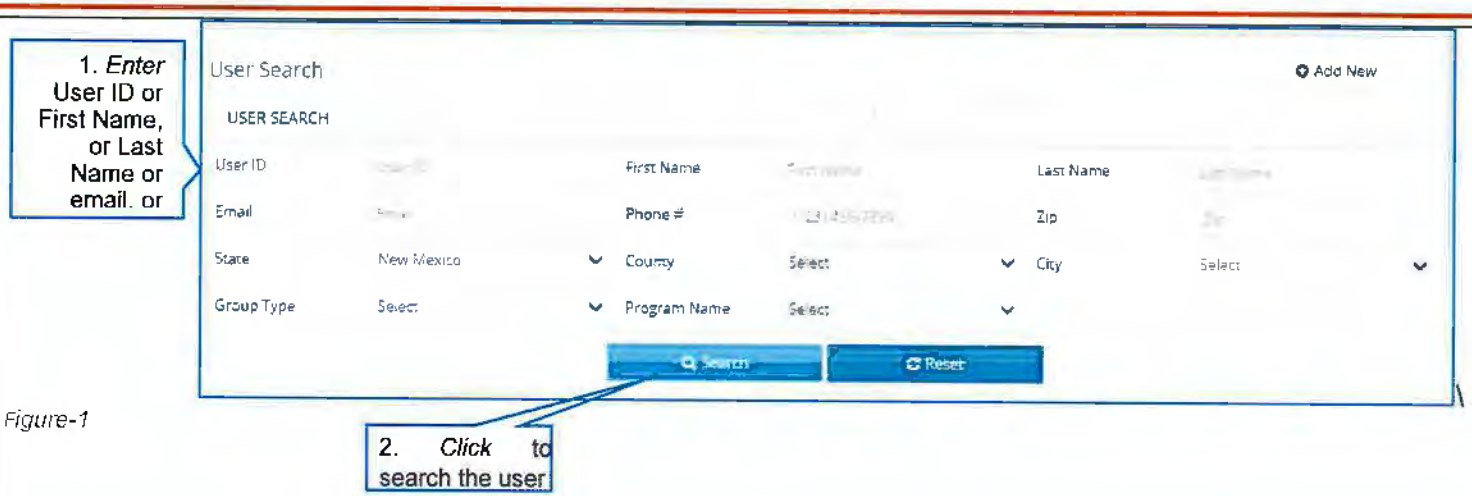


Figure-1

When Admin searches the user in the system, if there are no possible matches in the system user will see the message ***"No Results Found, Try Again"***.

Now, *Click* **Add New** button to add user information in the system. Please refer to Figure-2.

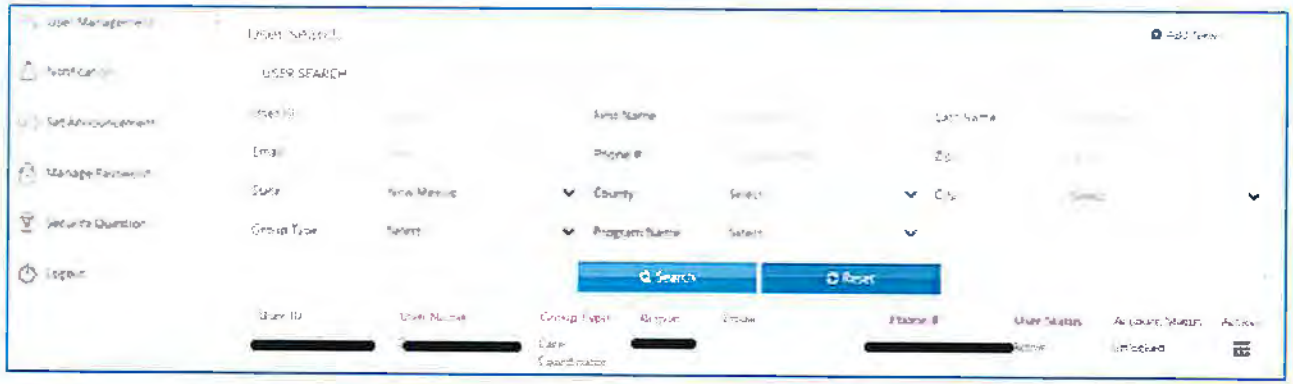
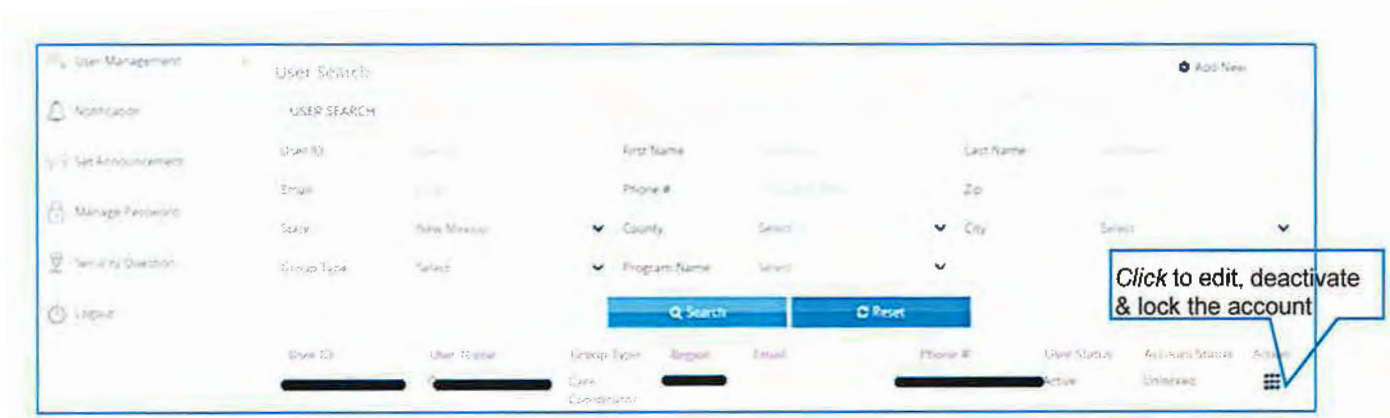


Figure-2

If there are possible matches, user will see them listed as on the screen below. Please refer to Figure-3.



Edit User Information

To edit user details, *click* icon under Action. *Select* Edit. As required, edit the details. *Click* **Update**.

Confirmation message appears. Please refer to Figure-4.

Figure-4

Change User Status

To change user status *click* icon under Action field. *Click* **Deactivate** to change user status from Active to Deactive and vice-versa. Confirmation message appears.

Note: You can change user status if the user leaves the Department or is no longer working for the program. After deactivating, user will not have access to login SUA-ACAMS application.

Change Account Status

To change user status *click* icon under Action field. *Click* **Unlock/Lock** under Action field. Confirmation message appears.

Note: 1. A User whose User ID is in Locked status will not be able to access SUA-ACAMS system till the User ID has been Unlocked.

2. A Locked User ID can be unlocked only by the Administrator User.
3. A User ID may either be locked by the Administrator User if administrator wants to disable the user from accessing SUA-ACAMS system temporarily or by SUA-ACAMS system for security reasons, if number of attempts made to log in using incorrect password exceeds 5 times.
4. A User whose User ID is in Unlocked status will be able to access and update/submit client records through SUA-ACAMS system.

Add New User

Path: Home Page → User Management → User Details → Add New

Note: ALL REQUIRED DATA IS NOTATED WITH A RED ASTERISK (*).

1. Open the **User Management** menu.
2. Search screen appears. Click **Add new** to add a new user. Please refer to Figure-5.

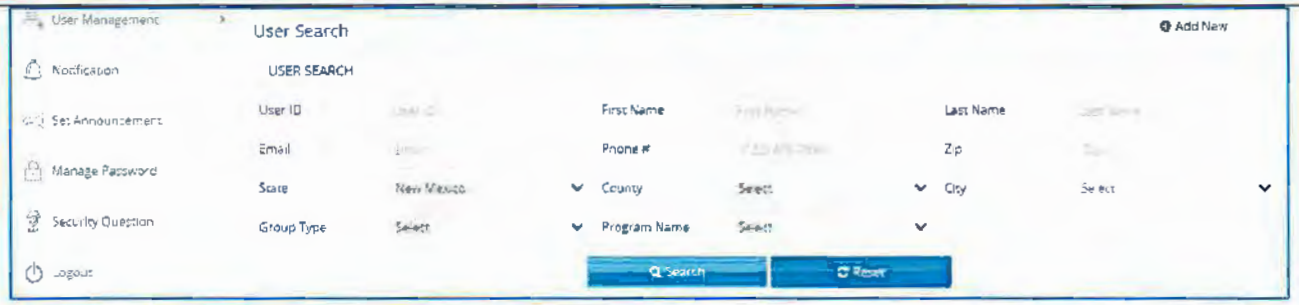


Figure-5

3. User can then enter/select the Personal, Address and Communication information of the user. Please refer to Figure-6.

Figure-6

1. On this page, user can select the Program Access Rights.
2. Click **Submit**. Confirmation message appears.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SCT-2	Describe how the system is able to securely store, edit, and save client assessments offline (case managers will not always have access to the internet during assessments).				
	Acro's Response: Capability does not currently exist in the SUA-ACAMS system, but is planned in the near future.				
SCT-3	Describe online / offline upload / download capabilities, include what portable devices are available for the synchronization process.	X		X	
	Acro's Response: SUA-ACAMS system have online upload/download capabilities. Offline capabilities does not currently exist in the SUA-ACAMS system, but is planned in the near future.				
Req #	**Requirement**	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SCT-1	The system must be able to accommodate different user roles depending on job.	X	X		

Acro's Response:

Yes. Roles and Privileges are controlled through the administration screen, under the User Management section of SUA-ACAMS system.

SUA-ACAMS system uses privileges and roles to control access to data within the system. Privileges define what can or cannot be done in the system (e.g., Edit user or Add User) while Roles are used to group privileges into more manageable grouping. To make the system easier to manage, roles can contain other roles as well as privileges. Roles inherit all privileges that exist within the child roles.

User Management

Path: Home Page→ User Management

The User Management service enables Admin to create and manage login credentials for each user. Only one username and password is required to access all applications that are available to the user.
After Admin user has been created, the Admin user can then create other operational users.
To add user, follow the steps:

3. On Home page, select the link **User Management → User Search screen**. Search the user in the system.
4. If user does not exit, click **Add New**. User Details page appears. Add and save user details.

Explained in detail below:

Search User

Path: Home Page→ User Management → User Details

Before adding user in SUA-ACAMS system, Admin has to search the user first.
Enter any one of the following mandatory fields - User ID, First Name, Last Name, Email, or Contact#. SUA-ACAMS System will search the database for an existing user record before creating a new record for the user. This helps ensure against the creation of duplicate records. Please refer to Figure:107.

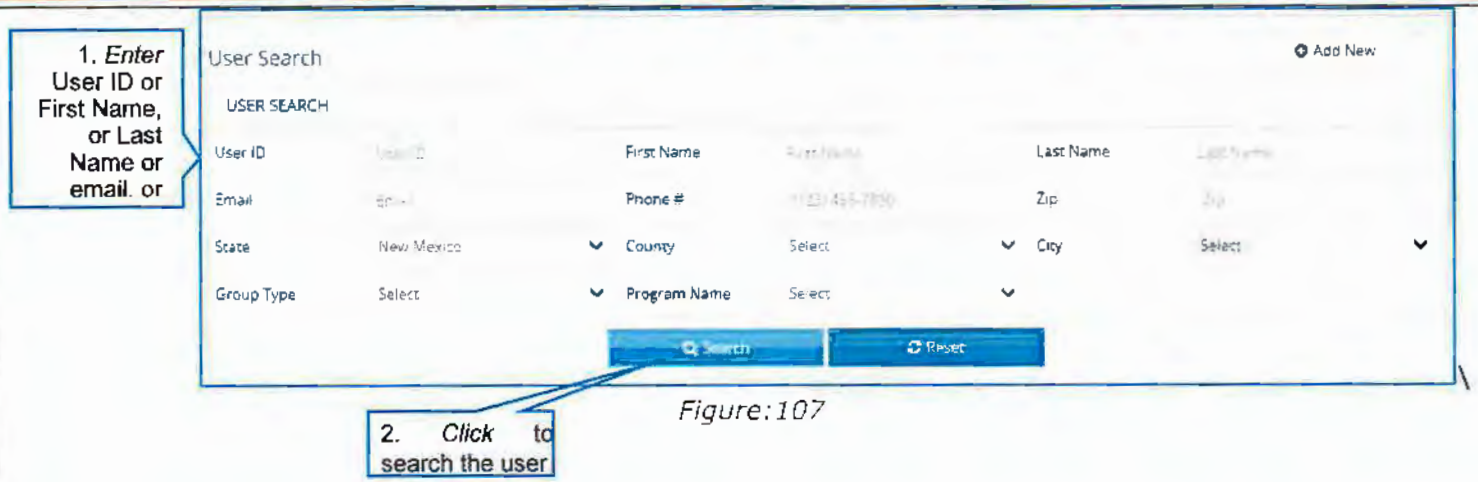


Figure:107

When Admin searches the user in the system, if there are no possible matches in the system user will see the message ***"No Results Found, Try Again"***.

Now, *Click* **Add New** button to add user information in the system. Please refer to Figure:108.

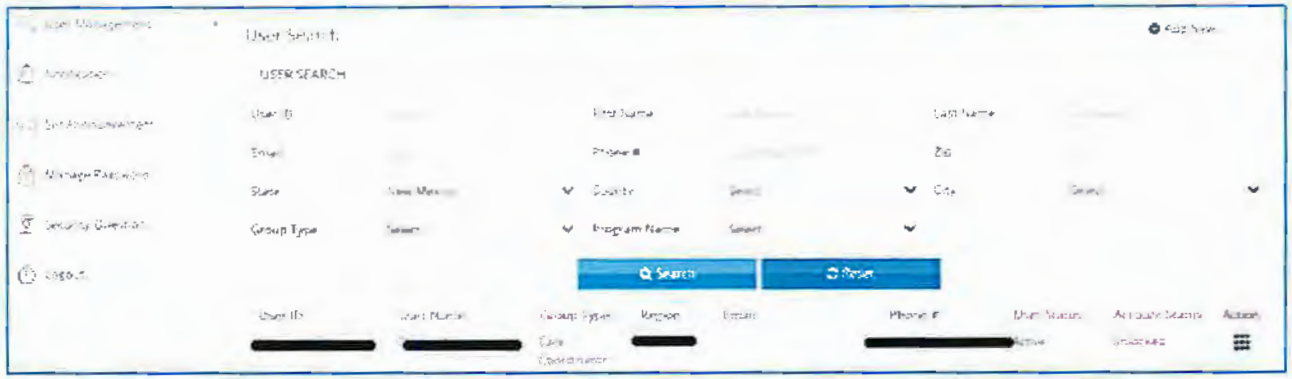


Figure:108

If there are possible matches, user will see them listed as on the screen below. Please refer to Figure:109.

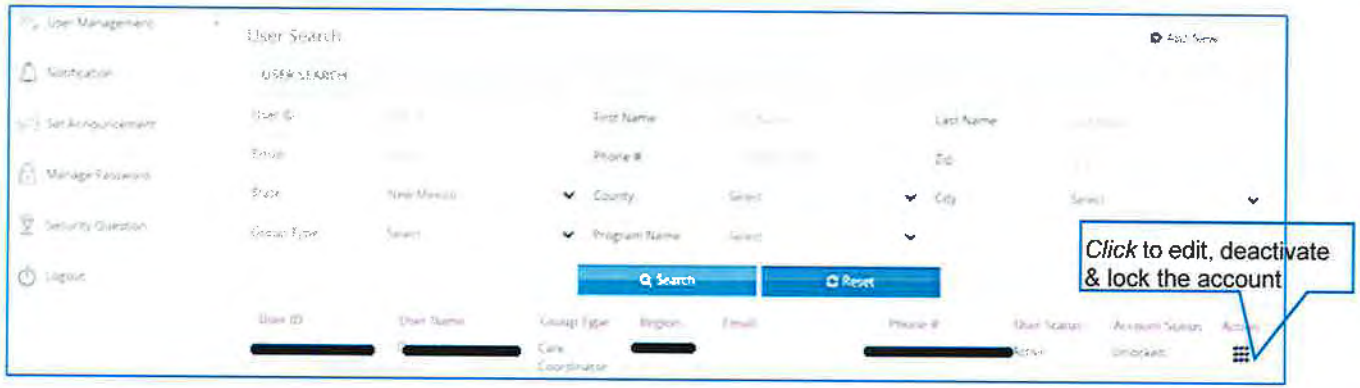


Figure:109

Edit User Information

To edit user details, *click* icon under Action. *Select* Edit. As required, edit the details. *Click* **Update**, Confirmation message appears. Please refer to Figure:110.

Figure:110

Change User Status

To change user status *click* icon under Action field. *Click* **Deactivate** to change user status from Active to Deactive and vice-versa. Confirmation message appears.

Note: You can change user status if the user leaves the Department or is no longer working for the program. After deactivating, user will not have access to login SUA-ACAMS application.

Change Account Status

To change user status *click* icon under Action field. *Click* **Unlock/Lock** under Action field. Confirmation message appears.

Note: 1. A User whose User ID is in Locked status will not be able to access SUA-ACAMS system till the User ID has been Unlocked.

2. A Locked User ID can be unlocked only by the Administrator User.

3. A User ID may either be locked by the Administrator User if administrator wants to disable the user from accessing SUA-ACAMS system temporarily or by SUA-ACAMS system for security reasons, if number of attempts made to log in using incorrect password exceeds 5 times.

4. A User whose User ID is in Unlocked status will be able to access and update/submit client records through SUA-ACAMS system.

Add New User

Path: Home Page→ User Management→User Details → Add New

Note: ALL REQUIRED DATA IS NOTATED WITH A RED ASTERISK (*).

4. Open the **User Management** menu.
5. Search screen appears. Click **Add new** to add a new user. Please refer to Figure:111.

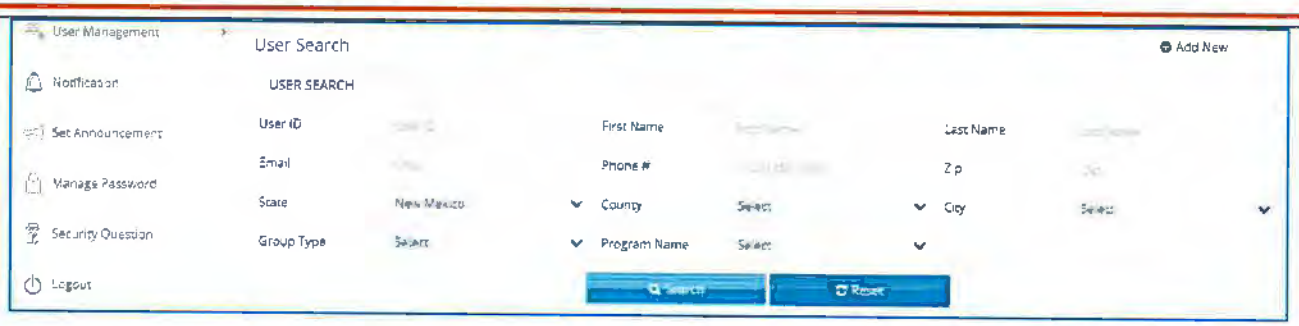


Figure:111

6. User can then enter/select the Personal, Address and Communication information of the user. Please refer to Figure:112.

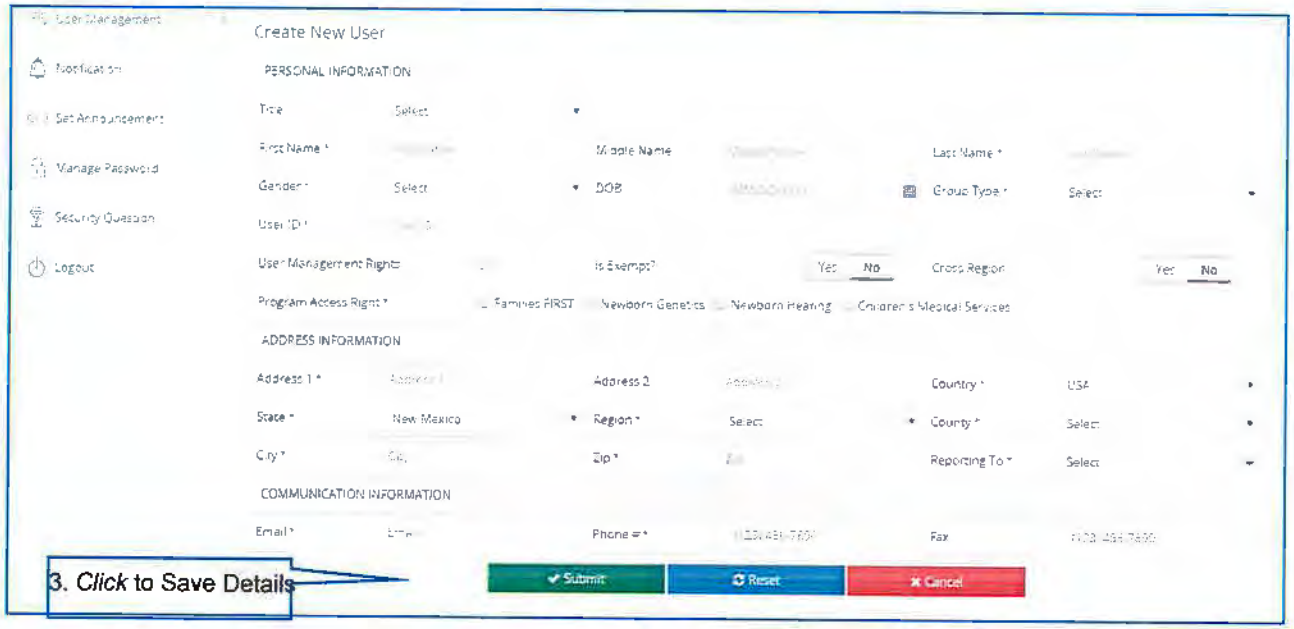


Figure:112

3. On this page, user can select the Program Access Rights.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	4. Click **Submit**, Confirmation message appears.				
SCT-2	Describe how the system is able to securely store, edit, and save client assessments offline (case managers will not always have access to the internet during assessments).	X	X		
	Acro's Response: ACAMS has predefined MS Excel file formats that facilitate the working of the Case Manager will be able to populate with the details of the client assessments. These predefined Excel spreadsheets can be uploaded by the Case Managers in the SUA-ACAMS system when they have access to internet. Based on key client identifiers these assessments will directly be associated to the respective clients' records in SUA-ACAMS system.				
SCT-3	Describe online / offline upload / download capabilities, include what portable devices are available for the synchronization process.	X		X	
	Acro's Response: SUA-ACAMS system have online upload/download capabilities. Offline capabilities does not currently exist in the SUA-ACAMS system, but is planned in the near future.				

Attachment D
Technical Requirements

Attachment D
Technical Requirements Traceability Matrix

Request for Proposal Number 5948 Z1

Bidders are instructed to complete a Technical Requirements Traceability Matrix for Aging Services software replacement. Bidders are required to describe in detail how their proposed solution meets the conformance specification outlined within each Technical Requirement.

The traceability matrix is used to document and track the project requirements from the proposal through testing to verify that the requirement has been completely fulfilled. The contractor will be responsible for maintaining the contract set of Baseline Requirements. The traceability matrix will form one of the key artifacts required for testing and validation that each requirement has been complied with (i.e., 100% fulfilled).

The traceability matrix 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. DHHS will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide DHHS with sufficient information to differentiate the bidder's technical solution from other bidders' solutions.

The bidder must ensure that the original requirement identifier and requirement description are maintained in the traceability matrix as provided by DHHS. Failure to maintain these elements may render the bid non-responsive and result in for rejection of the bidder.

How to complete the traceability matrix:

Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and should not be modified by the bidder.
Requirement	The statement of the requirement to which the Bidder should respond. This column is dictated by the RFP and must not be modified by the Bidder.
(1) Comply	The Bidder should insert an "X" if the Bidder's proposed solution complies with the requirement. Describe in the response how the Bidder's proposed solution meets the requirement. The Bidder should leave blank if the Bidder's proposed solution does not comply with the requirement.

Column Description	Bidder Responsibility
	If left blank, the Bidder should also address the following: • Capability does not currently exist in the proposed system, but is planned in the near future (within the next few months) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard capability • Requires an extensive integration effort of more than 500 hours
(a) Core	The bidder should insert an "X" if the requirement is met by existing capabilities of the core system or with minor modifications or configuration to existing functionality.
(b) Custom	The bidder should insert an "X" if the bidder proposes to custom develop the capability to meet this requirement. Describe and indicate "custom" for those features that require substantial or "from the ground up" development efforts.
(c) 3rd Party	The bidder should insert an "X" if the bidder proposed to meet this requirement using a 3rd party component or product (e.g., a COTS vendor, or other 3rd party). The bidder must describe the product, including product name, its functionality and benefits in their response.

TECHNICAL REQUIREMENTS

The following requirements describe what is needed to support DHHS technical project operations.

Each requirement is identified by the following first three characters:

TEC	General Technical Requirements
STN	Standards Requirements
ERR	Error Handling Requirements
DBM	Database/Data Management Requirements
BKP	Backup and System Recovery Requirements
SEC	Security Requirements
DOC	System and User Documentation
TRN	Training
PTT	Production, Test and Training Requirements
INT	Interfaces/Imports/Exports Requirements
PER	System Performance Requirements

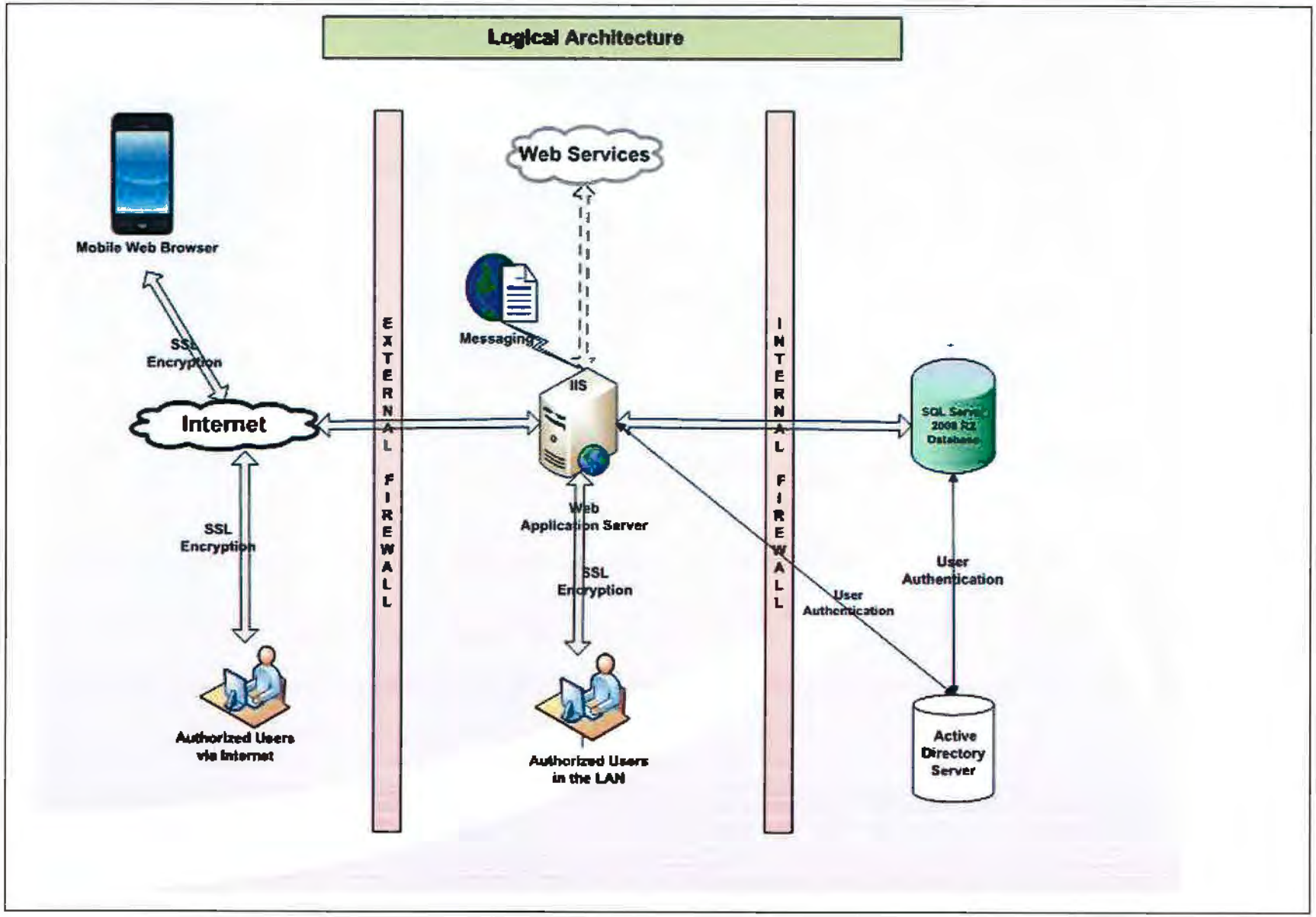
General Technical Requirements

This section presents the overall technical requirements that apply to the software. Describe in the Response how the proposed solution meets the requirement.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TEC-1	Provide a description and diagram of the Bidder's proposed technical architecture. Include all database/web/networking hardware, software, tools, and information on where the solution is hosted.	X	X		

Acro's Acro's Response:

- **Technical Architecture:**


Logical Architecture
Mobile Web Browser
SSL Encryption
Internet
SSL Encryption
Authorized Users via Internet
EXTERNAL FIREWALL
Web Services
Messaging
IIS
Web Application Server
SSL Encryption
Authorized Users in the LAN
INTERNAL FIREWALL
User Authentication
User Authentication
SQL Server 2008 R2 Database
Active Directory Server

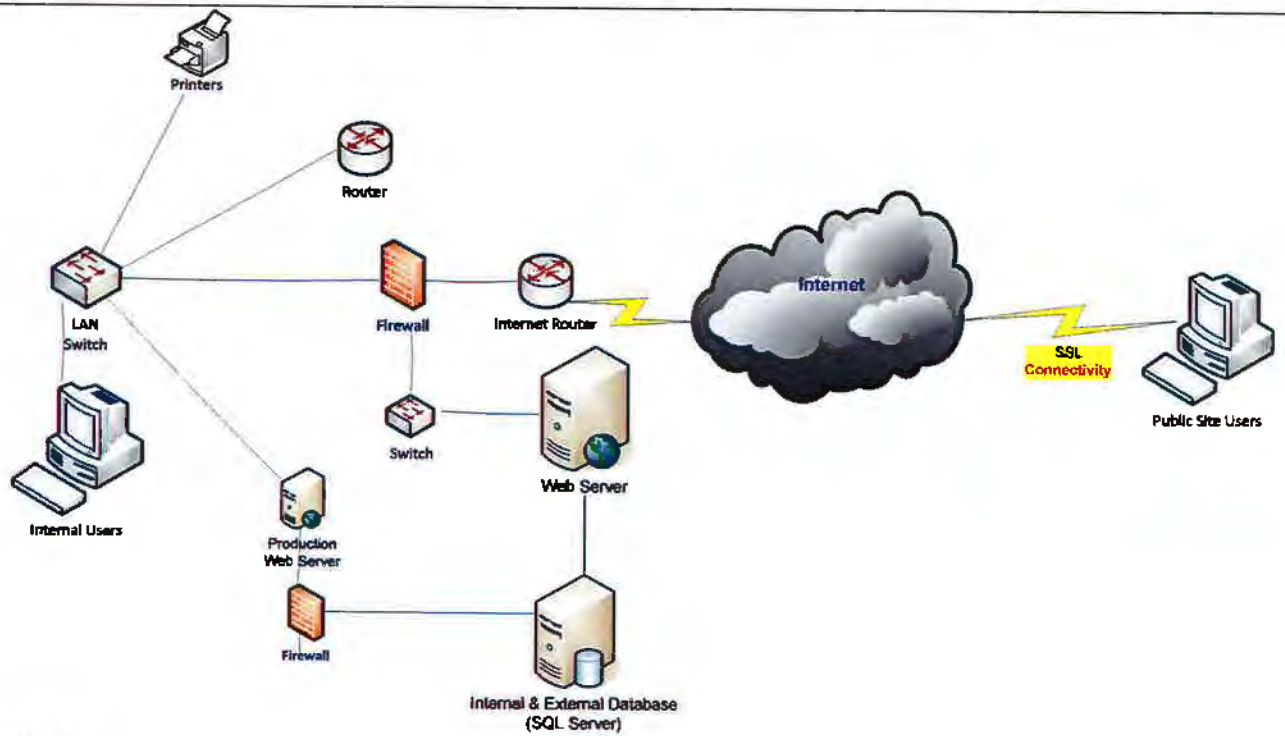
- Platforms:
  - Microsoft .NET (ASP.NET)
  - C#
  - SQL Server
  - Visual Studio
  - Active Directory
  - jQuery
- **Software:** SQL Server, SSRS , Active Directory,

- **Tools:**
  - Development:
    - Microsoft ASP.Net AJAX Extensions
    - Microsoft .NET Framework(s)
    - Microsoft SQL Servers
    - Notepad++
    - SSRS
    - TFS
    - SVN
  - Testing
    - HP ALM
    - QTP
    - LoadRunner

  - Antivirus tools:
    - Carbon Black,
    - Symantec
  - Others:
    - Microsoft Baseline Security Analyzer

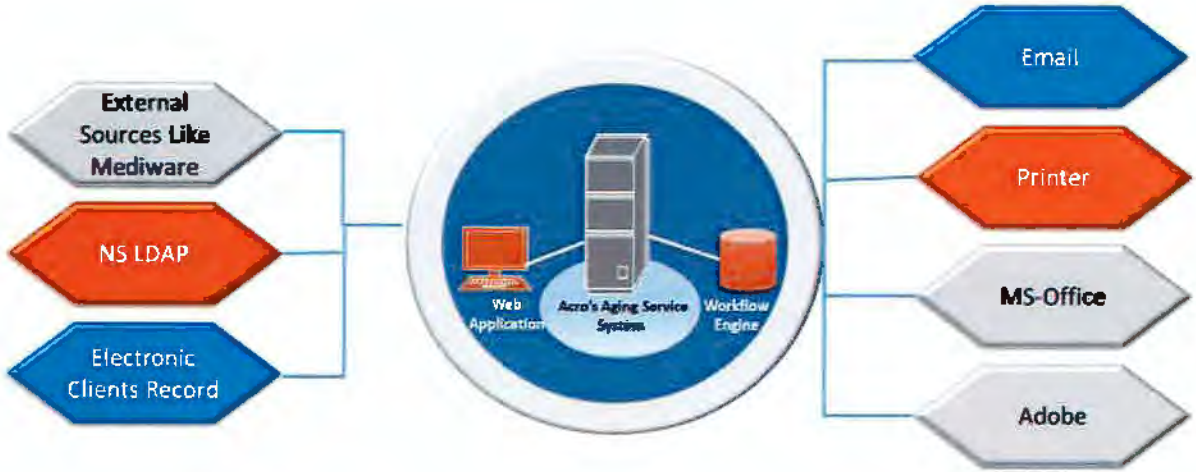
- **Hosting Environment:** Microsoft Azure Government cloud
- **Network Diagram**

The following depicts the proposed Network diagram for User connectivity and interaction with the system with protocols. The Network Architecture will be revised after consulting with the State's team.



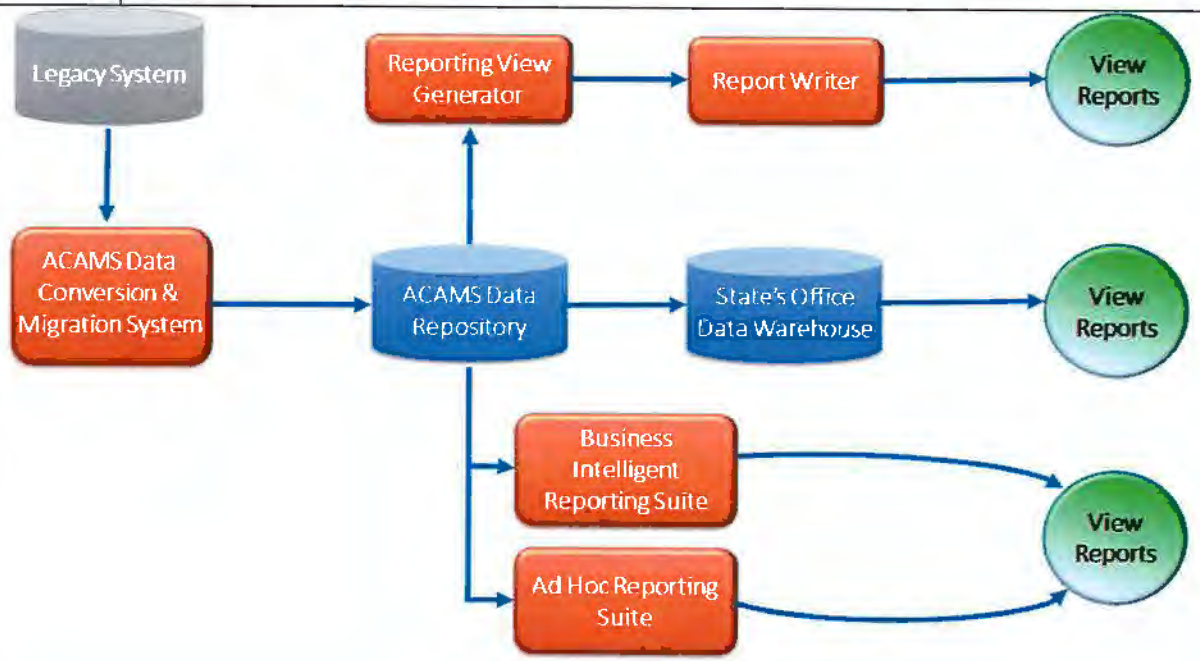
- **Data Exchange and Integration:**

As illustrated in the diagram below SUA-ACAMS will integrate with Mediware using file upload for secure data transfer. SUA-ACAMS can also integrate with other State systems such NE LDAP or other Electronic Clients Record systems through API or others directly. The SUA-ACAMS system seamlessly integrate with email server, Printer, key Microsoft Office products, etc.



- **Reporting and Data Warehouse Architecture**

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party



The two main components are Data Repository and the State's Office Data Warehouse. The ACAMS Data Repository is a normalized representation of the full content of the database. It is structured to serve two purposes: The first is to enable more robust Ad-hoc reports on a case-by-case basis. The second is to serve as a common intermediate database to facilitate migration of all legacy data into a new application, when the time comes.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TEC-2	If the Bidder's proposed solution requires any DHHS data to be stored off-site (including data "in the cloud") describe how the data is stored in federally compliant data centers residing within the continental United States of America and follows HIPAA standards.	X	X		

Acro's Response:

Yes. SUA-ACAMS is HIPAA compliant, meeting government security standards for data transmission and storage. ACAMS uses industry preferred encryption products to protect customer data during transmissions between the customer's network and the service, plus a commercial-grade firewall as the first line of defense for unwanted access to the system.

At Acro we realize that data security is not a one-time certification, it's an ongoing duty that requires our IT experts to diligently work to stay ahead of potential threats. We think about your data security constantly, so you don't have to.

Acro's solution includes the hosting of the customized SUA-ACAMS instance in the secure, flexible and HIPAA/HITECH compliant Microsoft Azure Government cloud hosting environment.

Acro's cloud-hosted solution is:

1. **Reliable**: This means the system operates for a reasonably long time without human interference.
2. **Predictable**: The system executes actions within a known time frame and produce desired results.
3. **Performance**: Acro has designed the system to make the work easier.
4. **Manageable**: This means the system can easily manage the veracity and bulkiness. This feature of the solution in turn helps in reducing the cost of implementation.
5. **Scalable**: A provision has been made so whenever there is a requirement to upgrade or degrade the system, it can be easily done.

TEC-3	Describe how the solution is designed so that business rule parameters and code lookup tables can be easily updated without changing the overall application program logic.	X	X		

Acro's Response:

SUA-ACAMS is developed in such a way that this meets all the software qualities like:

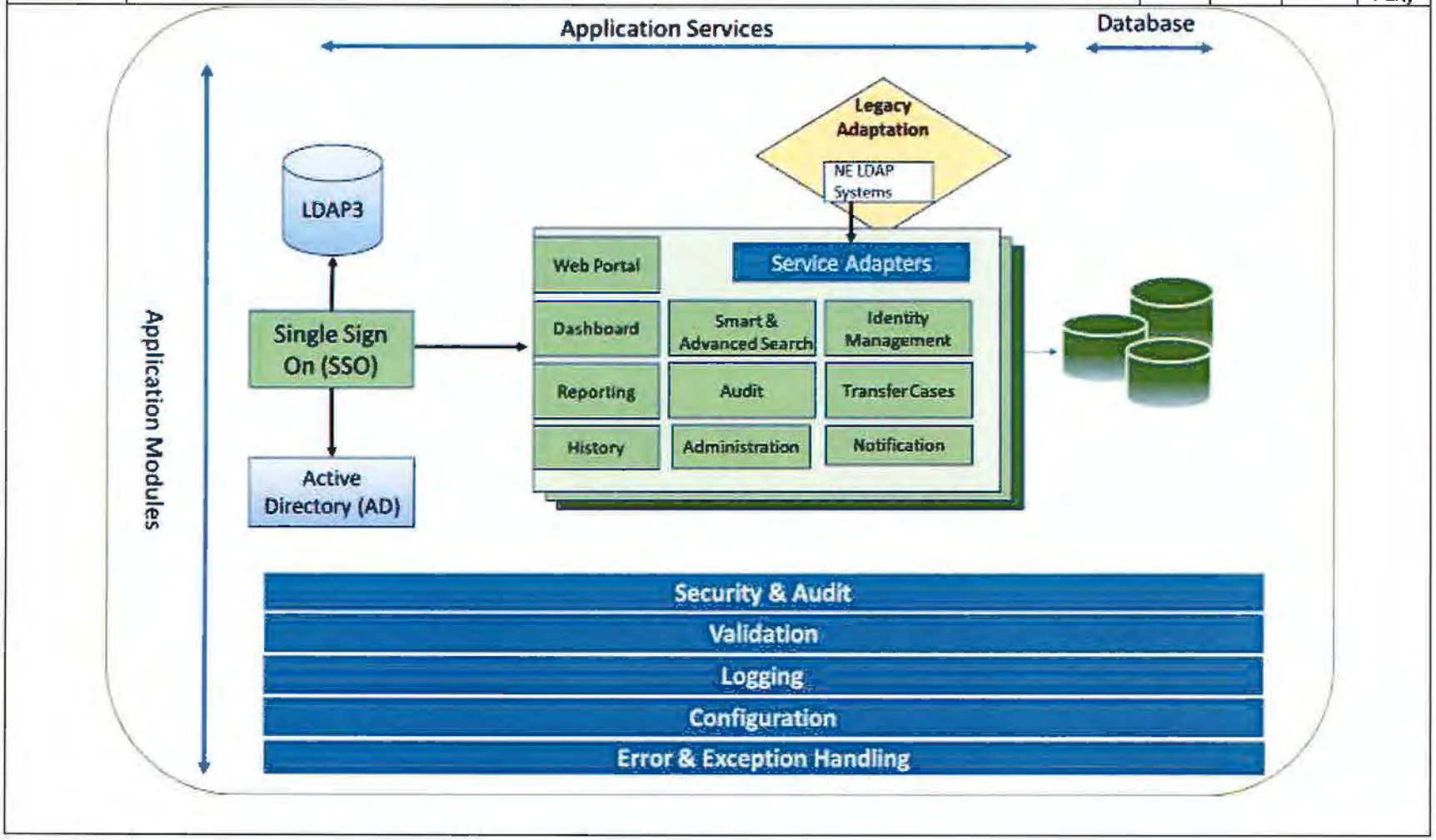
- Reliability
- Efficiency
- Security
- Maintainability

To meet the maintainability quality, SUA-ACAMS used the concept of modularity with very loosely coupled too. Modularity within the product suite allows for extensive variation in solution design to support each organization's unique needs for data integrity, ease of use, and business workflows. The Acro team will be able to create unique customization of the purpose-built solution for the State's needs rather than a custom product

Therefore, any changes like business rule parameters change does not require to change the overall application program logic.

Below diagrams is an illustration of modularity:

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party



TEC-4	Describe the software licensing model of the solution, including any required third party licensing. Describe how the Bidder's maintains licensed software no more than two supported versions behind the latest release and updated with latest security patches	X	X		

Acro's Response:

Warranty Support

Acro will provide a six (6) month warranty, after the date of the State's final deployment to production, for the SUA-ACAMS system for errors that cause material deviation from the general requirements specified in Proposal Requirements and Statement of Work (SOW) document of the RFP package, and any specific requirements specified in the business requirements.

TEC-5	Describe any impact to the solution when customizations are made for upgrades and maintenance processes. DHHS prefers to minimize downtime and impact to the users.	X	X		

Acro's Response:

Acro will perform the following maintenance activities described below:

- **Emergency Maintenance (break/fix)**: Unscheduled corrective maintenance. Emergency maintenance is classified into two categories:
  - Production Issues: Issues that stop business operations and must be corrected ASAP.
  - Urgent Issues: Issues that do not stop business operations but have a significant impact on them. These issues are corrected on an accelerated basis, using standard preapproval processes.

- **Corrective Maintenance**: Identify and remove non-break/fix defects; correct actual errors. These issues are identified and processed according to NE-ITS standards. They are grouped into planned, scheduled maintenance releases by priority status. Inclusion in the release is determined first by the priority set by the business and secondly NE-ITS analysis of resource requirements and dependencies. These are prioritized into two (2) categories:
  - Important: Issues that are identified within the standard governance process, but which are deemed important. Generally speaking, these issues will be resolved in the earliest scheduled maintenance release possible.
  - Routine: Issues that are routinely identified and prioritized by the client. These issues then flow into the Release Management process.

- **Perfective Maintenance**: Improves the system without changing its functionality; improves performance, dependability, maintainability, safety, reliability, efficiency or cost-effectiveness of operation.

- **Adaptive Maintenance**: Modifies the system to keep it up to date with its environment; adapt to a new/upgraded environment by providing new functionality to address requirements that occur due to changes in the environment (hardware, interfaces, operating system, middleware) or new regulations that impact client operations.

- **Preventive Maintenance**: Identifies and detects latent faults. Changes to the existing system which will reduce the risk of failure of the current operational program.

Acro will be responsible for quality assurance and System Testing of these system maintenance enhancements:

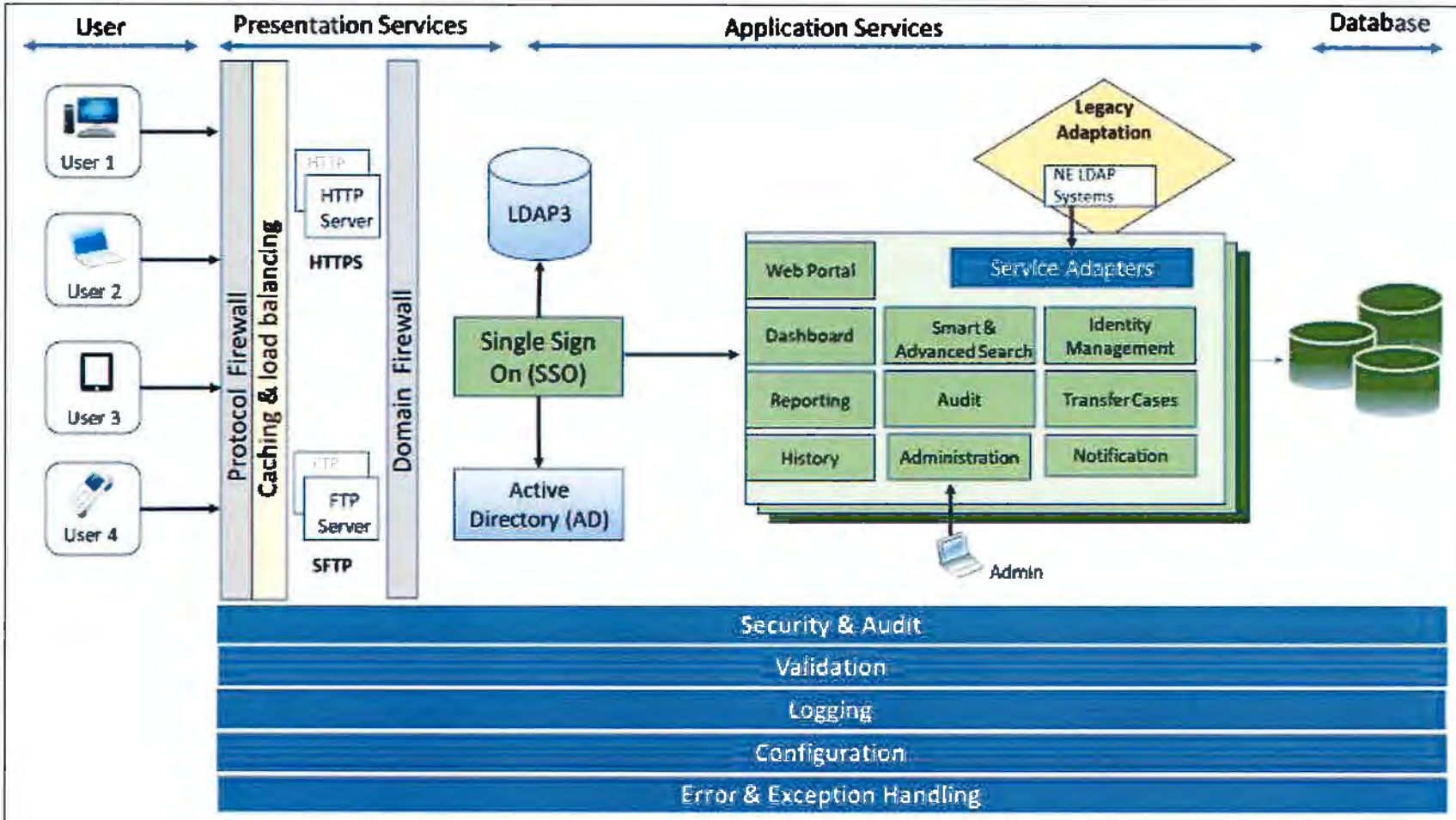
- The system's update and changes will meet the State's requirements for system security.
- All maintenance will be performed by qualified personnel familiar with the system.
- Any application maintenance shall include all future source code and related functionality updates and system enhancements applicable to system modules.

Documentation Update: Acro will provide and update documentation as part of maintenance and support and as part of deliverables for enhancements. Acro will provide changes to any existing user manuals based on changes made at no cost to the State. Acro will make commercially reasonable efforts to keep Services operational 24 hours a day and seven days a week, except for planned downtime for maintenance, upgrades and updates for which we will use commercially reasonable efforts to provide at least [48] hours prior notice.					
TEC-6	Describe how the proposed solution is scalable and flexible enough to accommodate any changes required by the State and/or federal statute, mandate, decision or policy.	X	X		

Acro's Response:

1. Modular Scalable Solution

The following diagram illustrates the modular architecture of the SUA-ACAMS proposed solution. The solution is based on RBAC standard in which only the authorized person can login in the system. It is enabled with Secure Socket Layer (SSL) – HTTPS and SFTP. It also provides secure Service Adapters integration to provide more security to the data. The application services section provides all the components required to provide Aging services - Web portal, Dashboard, Smart & Advanced Search, Audit, Identity Management, Transfer Cases, Notification, Administration and Reporting.
The SUA-ACAMS system will be based on the Layered architecture pattern. The Layered architecture pattern is an industry-proven software architecture model, suitable for supporting enterprise-level client/server applications by resolving issues like re-usability, security, and fault tolerance.



The SUA-ACAMS application layers are depicted in the diagram above:

- Presentation Layer – User and Presentation services: The presentation layer provides the user a means to interact with the application through intuitive screens that employ design techniques that will make the application easier to use
- Business Logic Layer and – Application services: This Business Layer (BL) will be developed as a separate assembly and will interact with both the Data Access Layer (DAL) and the Presentation Layer. Program specific business logic calculations/modifications are performed in this layer.

Data Access Layer – Secured database access: This layer provides the separation of the business logic and the database, adding to the security of the solution.

2. Application Customization and Configuration

During the Customization and Configuration Phase, the customization items such as business processes, assessments, custom data entry screens, custom outputs, field labeling and populating of value lists, are constructed and presented for initial review and approval. The project team will also conduct Content Validation sessions to review the configuration components of the system. The customization of the SUA-ACAMS solution is guided by the requirements gathered during the JAD sessions.

There are some customization and configuration components that Acro team will be responsible for providing, in a format for SUA-ACAMS implementation. The following are examples of data elements required for the configuration of the solution.

- Program – Client and Provider data:
  - Profile Information
  - Demographic Information
  - Services Information
- User data – Case Workers, Administrators, etc.
- Value Lists for dropdown fields
- Services data and coding

Acro has found that this approach of requirements definition is best-suited to deployment of our purpose-built SUA-ACAMS system. Acro's project resources are not only software deployment experts, but are familiar with Human Services business practices and challenges, and Acro can assist SUA to quickly operationalize processes. The Acro team and State's SMEs will collaborate within a "sandbox" environment to ensure that customization meets the SUA-ACAMS system requirements.

TEC-7	Describe how the system stores objects such as pictures, documents, PDF files, etc. If an electronic document management system is part of the solution, provide a description of the proposed document system and how it is able to support multiple objects.	X	X		

Acro's Response:

Acro provides a fully searchable, central document library where incoming items can be scanned and stored digitally within the case folder. Any document can be scanned in real-time using a TWAIN-compliant scanner at the user's workstation or centralized on the local network. TWAIN-compliancy is a standard software/hardware protocol and applications programming interface that regulates communication between software applications and imaging devices.

Acro's SUA-ACAMS' Document Management module has a well thought out user interface for scanning. User can attach scanned documents directly to a case at the touch of a button. Once scanned, documents can be searched and found instantly in Case Document folder. All scanned documents, and associated metadata, are kept in a secure repository using Microsoft SQL Server technology. Documents can be scanned ad-hoc (one at a time), or automated (using scanning templates) for multiple documents at a time.

The Document Vault and all files are encrypted at the same 256-bit level as the Vault itself

TEC-8	Describe how the proposed solution is responsive to mobile technology and works with mobile devices such as smart phone or tablets.	X	X		

Acro's Response:
The application will be accessible to the authorized users over the public Internet via a browser on desktops, laptops, or mobile devices. Access to the application is secured using industry standard SSL encryption for user authentication prior to granting access to the application. Hosting will be in IIS (HTTP Channel). The system is designed in such a way that this supports lots of mobile devices through mobile browser. Acro regularly add new templates for new mobile device models.

TEC-9	Describe what industry standard browsers are supported by the Bidder's solution.	X	X		

Acro's Response:

The application works best with the following browsers:

- For Desktops and Laptops:
  - Mozilla Firefox
  - Microsoft Explorer 11
  - Microsoft Edge
  - Google Chrome
  - Safari
- For Mobile Devices:
  - Google Chrome
  - Microsoft Edge
  - Mozilla Firefox
  - Safari

Standards Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
STN-1	Describe how the Bidder's proposed solution complies with accessibility requirements described in the State of Nebraska accessibility requirements located at http://nitc.nebraska.gov/standards/2-101.html	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Acro makes sure that our product must be accessible by most of the persons. Following actions/tasks make sure to meet the accessibility requirements required by State of Nebraska accessibility requirements:

- **Complies:**
  - ADA compliance
  - Follows WCAG 2.0 Standard
- **Navigation:**
  - Application works on keyboard shortcuts keys
  - User can easy navigate through tab key
  - Application highlights the control which has current focus, on screen, to indication the user for current control active
- **Image/Information Display:**
  - Text is available to images that convey about image/section
  - Images, Status indicators etc. are consistent throughout the application
  - Textual information is provided through operating system functions for displaying text.
  - Flashing or blinking text, objects, or other elements having a flash or blink frequency are on standard Hz frequency.
- **Compatibility**
  - Application does not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.
- **Use of Color**
  - Color-coding is not used as the only means of conveying information
  - Application does not override user selected contrast
  - A verity of themes is available for user to use according to their choices.
- **Response Time:**
  - When a timed response is required, the user is alerted and given sufficient time to indicate more time is required.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
STN-2	Describe how the Bidder's proposed solution conforms to the sub-parts of Section 508 of the Americans with Disabilities Act (ADA), and any other appropriate State or federal disability legislation. Refer to http://www.ada.gov/508/.	X	X		

Acro's Response:

Acro performs Quality Assurance testing for Section 508 compliance of application. We use automated tools and manual testing techniques to make sure our application meets all of the functionality required by the Federal Government for accessibility.

In each release application goes through below steps but not limited to:

- We follow WCAG 2 Standard while in development
- Pass the checklist for ADA compliance by QA team
- Pass the WCAG 2.0 checklist
- Pass the ADA compliance test through automated tools.
- Pass the WCAG 2.0 test through automated tools

STN-3	Describe how the Bidder's proposed solution is consistent with all HIPAA and other statutory, regulatory and policy requirements as defined and adopted by DHHS. Refer to http://dhhs.ne.gov/Pages/fin_ist_policies.aspx for policies and standards.	X	X		

Acro's Response:

Acro provides headache-free hosted data security and privacy, while letting you take advantage of HIPAA-compliant transactions to give you complete peace of mind around your Electronic Health Record System.

Our solution seamlessly incorporates HIPAA- Compliant security and privacy measures as well as transactions into a practice's workflow. And, more importantly, HIPAA compliance is built right in to our integrated solution – no special charges.

HIPAA now mandates security measures to (1) physically and electronically secure electronic Protected Health Information (PHI) against unauthorized retrieval, (2) reliably store the electronic data and (3) provide for emergency access to the data. Acro already has systems in place to meet these stringent security requirements – all while significantly reducing the security burden on your office and staff.

We store all of client electronic data in a world-class data center facility (Microsoft Government Azure cloud) that has high security, highly secure access, 24-hour monitoring and patrolling, locked server cages, and state-of-the-art firewall protection.

In addition, Acro also provides a robust backup system that gives you peace of mind regarding your backup and disaster-recovery planning. Your data is backed up daily to a different physical location, with out-of-state secure copies stored every night. Occasional restores are performed to test the integrity of the backup media.

Acro has implemented some of the smart strategies in order to make the system HIPAA complaint. These includes:

1. **Secure Transfer** - Acro uses powerful SSL 256-bit encryption to safeguard the electronic transfer of all data – the same level of security as banks and Federal transactions.
2. **Encrypting Sensitive Data** - Encrypt files, folders, drives and even entire servers to prevent data.
3. **Controlling employee access -** Assign a centrally-controlled Unique User Identifier to each person who needs to access sensitive information. This not only protects the data against unqualified personnel.
4. **Audit Trail -** The system permanently tracks any changes made to PHI, so those changes can be reviewed at any time by a system administrator.

Error Handling Requirements

The management of the system requires that all occurrences of errors be logged for review and that critical errors be accompanied by appropriate alerts. Authorized users need to be able to query and review the error log and configure the alerts.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ERR-1	Describe the Bidder's proposed Error Handling functionality.	X	X		

Acro's Response:

Regular log collection is critical to understanding the nature of security incidents during an active investigation and post mortem analysis. Logs are also useful for establishing baselines, identifying operational trends and supporting the organization's internal investigations, including audit and forensic analysis.

In the context of SUA-ACAMS, logs are composed of event entries, which capture information related to a specific event that has occurred impacting a covered device. SUA-ACAMS provides native audit logging for:

Operating System(OS) Events

- start up and shut down of the system
- start up and down of a service
- network connection changes or failures
- changes to, or attempts to change, system security settings and controls
- log on attempts (successful or unsuccessful)
- the function(s) performed after logged on (e.g., reading or updating critical file, software installation)
- account changes (e.g., account creation and deletion, account privilege assignment)
- successful/failed use of privileged accounts

Application Account Information logging includes –

- successful and failed application authentication attempts
- application account changes (e.g., account creation and deletion, account privilege assignment)
- use of application privileges
- application operations
- application startup and shutdown
- application failures
- major application configuration changes
- application transactions

The details logged for each event may vary widely, but at a minimum each event will capture:

- the event date and timestamp
- event, status, and/or error codes
- service/command/application/module name
- user or system account associated with the event etc.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ERR-2	Describe how the Bidder's proposed solution provides a comprehensive set of edits at the point of data entry to minimize data errors and provide immediate feedback in order for incorrect data to be corrected before further processing.	X	X		

Acro's Response:

SUA-ACAMS provide two ways for Error Handing and Messaging. These are as below:

Frontend Error Handling:

SUA-ACAMS have very rich set of validations and these validations are performed on both Client and Server side to eliminate errors. The system provides a very user-friendly way to interact with users and convey messages.

Backend Error Handling:

If a transaction or logic process related to a transaction does not complete, then any partial changes that have already taken place related to that transaction gets "rolled back" to return the user to its state before the transaction/logic process was started with appropriate message according to need. Incomplete transactions or logic processes are either tried again; or an error message is displayed or written to an error log for human intervention.

ERR-3	Describe how the Bidder's proposed solution ensures all errors are written and categorized to an error log. Describe how the Bidder's proposed solution allows for a user to view, filter, sort, and search the error log.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

SUA-ACAMS captures each and every error into the database for further use. The details logged for each event may vary widely, but at a minimum each event will capture:

- The event date and timestamp
- Event Name
- Error Type
- Error Codes
- Service/Command/Application/Module Name
- User or system account associated with the event etc.

User would be able to perform search to find the any error through Error Management module/screen. This module provides two types of searching feature:

- Smart Search
- Advance Search

User can also perform other operations like filter, sorting etc. into result set.

ERR-4	Describe how the Bidder's proposed solution provides for the generation of standard and customizable error reports.	X	X		

Acro's Response:

The Error and Exception handling module of SUA-ACAMS gives the functionality, to State Administrator, to generate error reports based on different parameters. The user not only able to generate standard error reports but they can customize the error reports into some predefined templates. Although, SUA-ACAMS have enough predefined templates but Acro can also add some templates as per their requirements.

ERR-5	Describe how the Bidder's proposed solution has the ability to suppress error messages based upon user-defined criteria.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

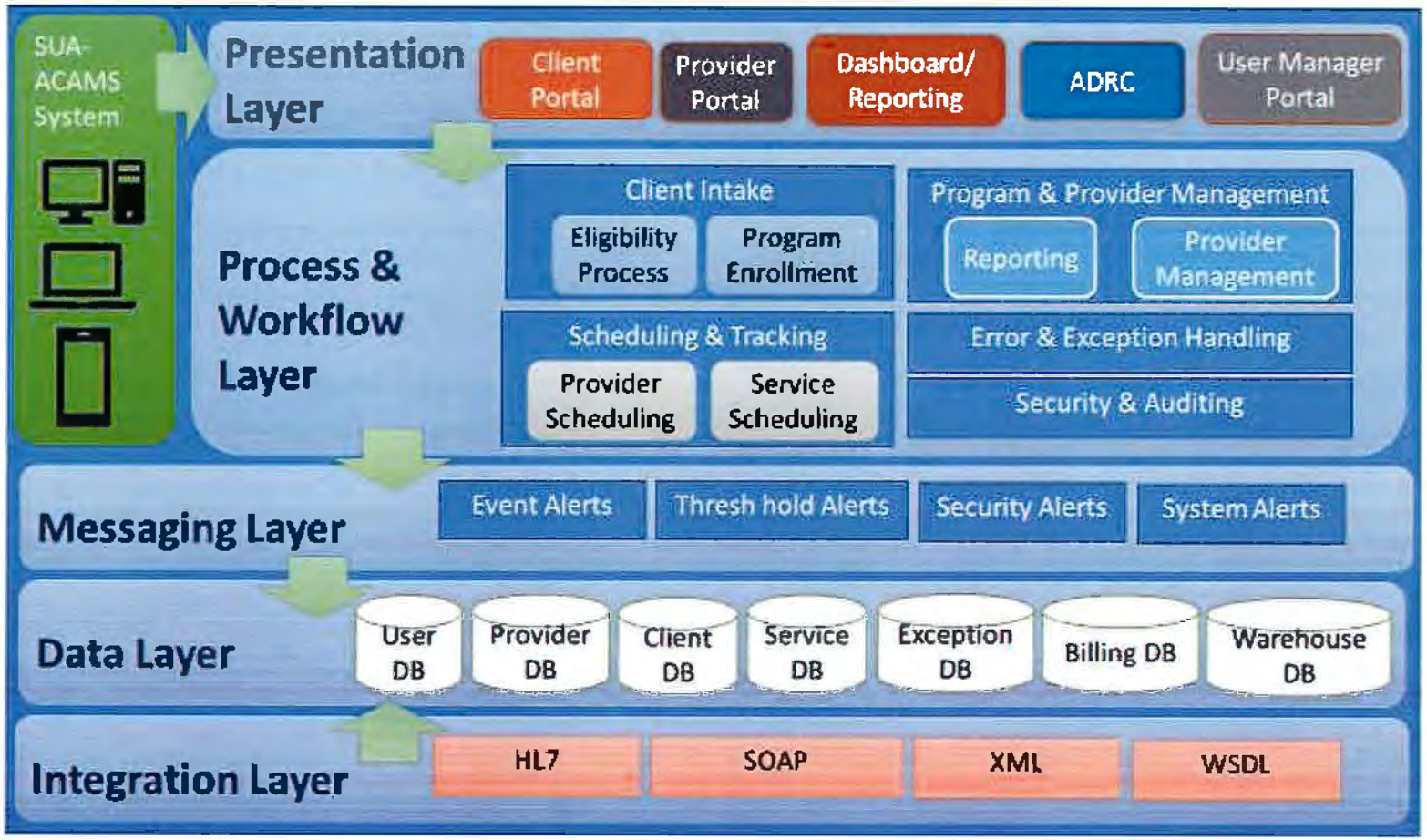
Acro's Response:

State Administrator can do "ON" or "OFF" the custom errors as per their desires and based on this flag SUA-ACAMS suppress error messages.

Database/Data Management Requirements

DHHS requires the benefits inherent with a relational database management system (RDBMS). The accessibility, flexibility and maintainability achieved through normalized data structures are essential to achieving the business objectives outlined in this RFP.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DBM-1	Describe the Bidder's proposed Database architecture including the database software is supported by the proposed application.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
					
DBM-2	Describe the Bidder's proposed Database Warehouse solution, if applicable.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Acro's Response: Database Warehouse solution is used for Ad-hoc reporting, Analysis report, Graph etc. SUA-ACAMS uses a separate business intelligence server to extract the live data periodically from the production database server. Microsoft SSRS tool is used for generate the Ad-hoc reports for the business users community.					
DBM-3	Describe how the Bidder's proposed solution is built upon an integrated data model, such as a Relational Database Management System (RDBMS), with referential integrity enforced. Describe the integrated data model.	X	X		
Acro's Response: SUA-ACAMS uses Microsoft SQL Server which is a Relational Database Management System (RDBMS) that strongly supports the referential integrity enforcement. The Integrated Data Model (IDM) provides a more general and flexible foundation for the manipulation of information than models underlying traditional database management systems. The facilities provided by the model can be employed not only for database queries, updates, and report generation, but also for managing the arbitrary data structures used by systems programs and application programs. Moreover, because this occurs in a database setting, the ability to share this information concurrently with other users and to distribute information among different sites is provided in the same way as for the more conventional kinds of data routinely stored in databases.					
DBM-4	Describe how the Bidder's proposed solution maintains an automated history of all transactions, including, but not limited to: date and time of change, "before" and "after" data field contents, and operator identifier or source of the update.	X	X		

Acro's Response:

The SUA-ACAMS stores and logs all pertinent changes to the data that provide sufficient information for auditing with very easy and user-friendly interface to get this information either on page or report.

Under Audit report module, the system captures all necessary information for audit like:

- Date and time of change
- Source of the update
- Captures "Before" and "After" data fields contents whenever required
- Who did insert/update/delete operations
- Module name
- Transition tables name
- Behalf of user name
- User wise total number of tables modified
- Date wise total number of tables modified
- Password reset data and time
- Password changed by log
- Password expiry date
- User account activate/reactivate date and time
- Account lock info
- Unsuccessful login attempts count
- Add/Removal history of user's role group with date time, changed by
- User last login date
- Current status of user
- User creation date
- Current application/modules assigned
- Maintain history of all data related to change in any of the data set like group/modules/application etc.
- Track of user's Agency name along with duration
- IP address of user
- Browse name and version of user
- Application access history log
- User certification history
- Mobile device name
- Mobile browser name and version

Please see below screen snap for one of the report.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

User Information	Created On & Status	Last Login Date	Applications Assigned	Groups	Current Status	A Acti
PThomas[redacted] Tri-County Office on Aging	Active (11/02/2018) View Action History	11/26/2018	ADRC Information and Assistance	AAA Data Entry	03/05/2018	AAS
				ADRC IA Admin	03/05/2018	AAS
				ADRC IA Data Entry	03/05/2018	AAS
		11/26/2018	ADRC Information and Assistance Application	ADRC IA App Admin	03/05/2018	AAS
				ADRC IA App Data Entry	03/05/2018	AAS
				ADRC IA App OSA Admin	03/05/2018	AAS

DBM-5	Describe the ability for the Bidder to convert data from the current systems utilized into the Bidder's proposed solution. Describe the technology used to complete the conversion.	X	X		

Acro's Response:

Acro maintains a specialist internal data conversions team, which manages the entire conversion process, from initial consultancy through to final proofing. This team provides a seamless transfer of client data into the SUA-ACAMS implementation. Acro uses the best-in-class technologies and associated best practices Data Conversion and Migration solutions.

The first step in conversion methodology is preparing a complete conversion plan that will help in going through the process and will permit to foresee and solve the conflicting resources usage before the bottleneck ever occurs.

Data conversion plan addresses the migration of data from one format to another format when a new application is developed. The data to be converted can be different medium – like paper or electronic.

Acro's conversion features includes:

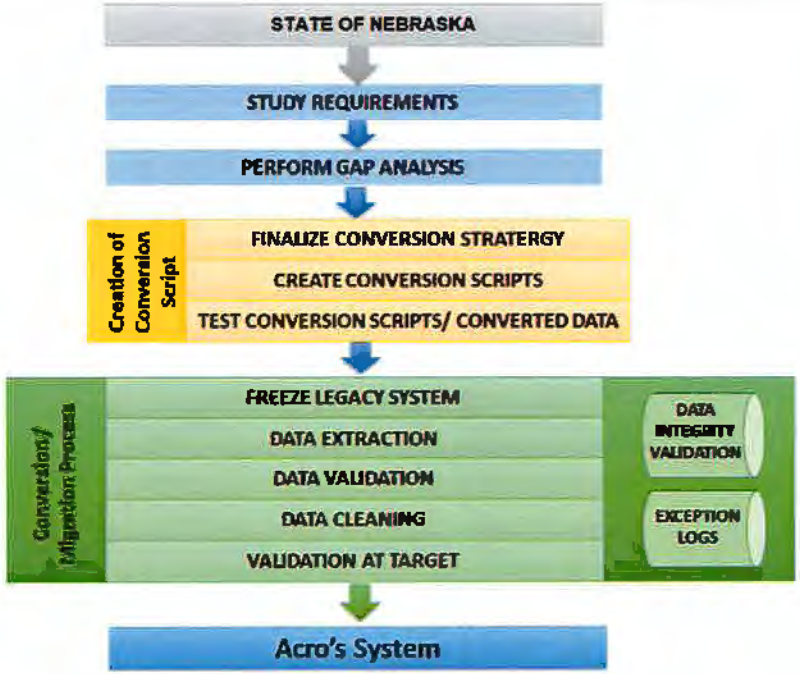
1. Legacy data cleaning
2. Data Transformation
3. Data de-duplication
4. Data referential integrity
5. Post Conversion Validation reports
6. Post Conversion Fallout reports

Acro will study the data sources and repositories to understand the types of data formats and volume of data. Acro prepares a cost/benefit analysis for automating the data conversion. When the data volumes are low and there is no time or cost benefits in automating the data conversion, manual uploads are recommended. In case of automated data upload, data conversion scripts will be written with appropriate checks and validations.

Data conversion scripts will be tested thoroughly before they are used on the production data. Cut off (freeze) points are indicated in consultation with the State. The data input into the legacy systems is suspended during data conversion. The data conversion plan specifies the resources, schedule, freeze points, constraints. Data conversion plans are closely coordinated with system implementation plans.

Acro approach for data migration:

1. Map data structures
2. Develop conversion scripts
3. Test and Fine tune data conversion scripts
4. Provide access to complete system DB
5. Define freeze points for legacy system usage
6. Run data conversion scripts
7. Regression test the application modules with new database



Backup and System Recovery Requirements

DHHS requires the ability to create backup copies of the software and to restore and use those backup copies for the basic protection against system problems and data loss. This requirement refers to all application system files, data files, and database data files. The Bidder's proposed solution should provide a comprehensive and easily manageable backup and recovery process that is responsive to DHHS needs.

The Bidder's proposed solution should identify and implement a system recovery plan that ensures component failures do not disrupt services. The plan should be completed, implemented, and tested prior to system implementation.

The successful Bidder's solution should specify all needed hardware, software, and tools, and the plan should clearly define all roles, responsibilities, processes, and procedures. The solution should be sufficiently flexible to integrate with existing DHHS capabilities and accommodate future changes.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
BKP-1	Describe the Bidder's proposed Backup and System Recovery plan and readiness. Describe the Bidder's service level agreement on returning the solution to service from a backup. Describe the Bidder's proposed backup retention schedules – daily, weekly, monthly, quarterly, etc.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Acro provides automated, backup protection for all of your important data using Micorsoft Azure data backup vault. Protecting the client's data from a disaster is the first priority of Acro solution. We have backup specialist team who specialize in data backup and disaster recovery to make sure the business continuity in the event of a disaster. The Microsoft Azure data backup vault ensures that the data is protected, and you never have to worry about losing your data.

Acro also uses Microsoft Azure Site Recovery (ASR) services for Disaster Recovery (DR) solution for SUA-ACAMS. Azro set up Azure Site Recovery by replicating an Azure VM to a different Azure region directly from the Azure portal. As a fully integrated offering, Site Recovery is automatically updated with new Azure features as they're released. This helps Azro minimize recovery issues by sequencing the order of multi-tier applications running on multiple virtual machines. Acro ensures compliance by testing the disaster recovery plan without impacting production workloads or end users. And keep applications available during outages with automatic recovery from on-premises to Azure or Azure to another Azure region.

BKP-2	Describe the Bidder's proposed Disaster Recovery Plan. Describe the Bidder's service level agreement on returning the solution back to operational service.	X	X		

Acro's Response:

Acro addresses any crashes or downtime immediately and without delay. However, because of Acro's robust Disaster Recovery model, any downtime is usually minimal. In the event of network connectivity issues at the State, SUA-ACAMS provides a configuration for "portable" sites configured to operate as stand alone, unconnected sites, with the ability to routinely synchronize data to the central database. These sites allow for data to be captured when a user is in a remote area that doesn't allow network connectivity. Once reconnected, the portable sites synchronize to the central SUA-ACAMS database and allow the captured data to be accessible within the greater SUA-ACAMS ecosystem.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
BKP-3	Describe how backups of the Bidder's proposed solution are able to be scheduled without user intervention and without interruption to the system.	X	X		

Acro's Response:

Acro provides automated, backup protection for all of your important data through scripts. Protecting the client's data from a disaster is the first priority of Acro solution. We have backup specialist team who specialize in data backup and disaster recovery to make sure the business continuity in the event of a disaster. Our daily basis nightly backups ensure that the data is protected, and you never have to worry about losing your data.

BKP-4	Describe how the Bidder's proposed solution provides information on their test and validation process for all of the backup requirements listed previously (BKP-1, BKP-2, and BKP-3).	X	X		

Acro's Response:

Acro back up script validates the SQL Server Database backup to ensure that the backup has no any issue to restore.

Acro keeps 30 days back up data and all backup are marked with timestamp for ease of identification. These **backups are encrypted** at the same 256-bit level as the Vault itself and Backup **Servers housed in a secure, 24/7, around-the-clock**, guarded facility with closed-circuit motion sensitive video surveillance.

BKP-5	If there is a backup failure or downtime, describe the Bidder's proposed method and timing of communication to DHHS.	X	X		

Acro's Response:

For backup failure our backup specialist team gets email and SMS notifications along with reason for failure. Our team acts according to the severity of the failure.

If downtime is required then Acro do communication immediately to DHHS via Email, Phone Call.

Security and Audit Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-1	Describe the Bidder's proposed security safeguards integrated into their application and how these safeguards address DHHS security. Refer to DHHS Information Technology (IT) Access Control Standard (DHHS-IT- 2018-001B) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		

Acro's Response:

Secured Socked Layer (SSL) Advanced Encryption Standard (AES) encryption using 256-bit keys ensures the security and privacy of the files and information transmitted through and stored in the Document Vault, Client and Firm Portal. 256-bit encryption is the highest available using the Advanced Encryption Standard.

Encryption of electronic customer information
SSL and AES encryption using 256-bit keys ensure the privacy of all remote connections. AES is a U.S. government standard algorithm and is Federal Information Processing Standard (FIPS) approved.

To decipher a 256-bit SSL communication requires generating the proper decoding key out of the **2^{256} possible values**, rendering the encrypted data practically impervious to intrusion. Even by systematically trying every possible key combination, cracking at 256-bit encryption is computationally unfeasible.

Additional Security Measures

1. Servers housed in a secure, 24/7, around-the-clock, guarded facility with closed-circuit motion sensitive video surveillance.
2. Administrators control the feature set of individual users or groups to restrict such features as File Transfer
3. Physical access to the servers is further restricted by Dual Factor Authentication Barriers.
4. Hardware and Software Firewalls
5. Anti-Denial of Service protection
6. Intrusion prevention

Acro proposal included hosting the SUA-ACAMS system in the Microsoft Azure cloud environment which is in conformance with the HIPAA/HITECH security, data protection and encryption requirements. This cloud-based solution addresses the unique and challenging requirements of secure data center requirements, including:

- Security policy enforcement between virtual applications and workloads
- Scalability management, including users, connections, and throughput
- Consolidated management across security services
- Separation of duties between application server and security teams
- Deployment that uses resources, scales easily, and enforces policies

Acro proposed Microsoft Azure cloud hosting architecture solution includes:

- Integrated appliance with VPN, firewall, and intrusion prevention system (IPS)
- Virtual firewall solution

- Threat-control capabilities
- Embedded firewall modules
- Highly secure access solutions

Security is critical to the data center. The network perimeter is increasingly porous, and malware continues to spread. Organizations experience frequent security threats from both the Internet and internal networks.

Acro data center security solutions contain:

- Threat control and defense with intrusion prevention system (IPS)
- Application and content security
- Virtualization security (virtual firewall)
- Highly secure access

Acro Service Corporation (Acro) performs a security vulnerability assessment of IT infrastructure each month. Th assessment examines devices such as firewalls, routers and servers that provide state services on the Internet. The report also covers assessments on any web-based services that external users' access. Acro performs these assessments with the least possible impact to the organization. This means our assessment tools have been throttled back as to not consume customer Internet bandwidth. Our assessments are also done at a mutually agreeable time which is determined to be least impacting to the organization.

Tools use:

The security assessments performed by Acro Service Corporation follow a standard assessment methodology recommended by Microsoft and other vendor guidelines. Following tools were used for this specific assessment:

1. Microsoft Baseline Security Analyzer
2. Nessus
3. NMAP
4. Penetration testing for validation using Kali Linux
    a. OWASP ZAP
    b. XSSER
    c. HTTrack
    d. SQLMap

e. SQL Inject ME

Second-level monitoring

Acro implements second-level monitoring which involves more frequent and aggressive monitoring of server events and network logs. Acro reviews application user logs to keep track of the usage patterns to identify any suspicious user activity in the system. To keep the system safe, Acro will propose at the start of the Contract a supplemental plan to continually and proactively monitor the system security components in addition to the current monitoring activities. Following items will be included in the second-level security monitoring process:

1. Server event logs
2. IIS log
3. Anti-virus log
4. Firewall log
5. Application logs
   a. User hits
   b. Geographical origins of requests
   c. Usage patterns
   d. Failed login attempts
6. System scans

Server Event Logs:

- Windows event logs (Application, System and Security logs) contain the report from Windows operating system and applications about the status of events including failure to start a service or a system component. These will be inspected and analyzed and issues, if any, will be identified.

IIS Log:

- IIS webserver logs contain information about sites and services and provides some high-level details about site visits. The log will be reviewed and analyzed for any suspicious activity.

Anti-virus Log:

- Symantec Anti-virus log contains virus and malware scan activity report for the server files. This log will be reviewed for threats and appropriate action on quarantined files, if any, will be taken.

Firewall Log:

- The firewall keeps a log of network traffic requests. This will be reviewed and analyzed for suspicious requests and patterns.

Application Logs:

- The applications already collect data about user login with date/time information. This will be further enhanced to include location information and history of login attempts. Reports will be developed (under separate work orders) to get an insight into application usage patterns by hour/day, geographical origins, and login attempts. These reports will be reviewed to identify any suspicious activity.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
System Scans and Penetration Tests: • Network port scanning and penetration tests on network equipment will be regularly conducted to measure the robustness of the SUA-ACAMS security layers. Activity Schedule: • The security monitoring will be conducted by Contractor's system security experts.					
SEC-2	Describe how the Bidder's proposed solution complies with Federal, State, and division-specific security requirements including but not limited to: • Health Insurance Portability and Accountability Act (HIPAA) of 1996 • Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 • Privacy Act of 1974 • 45 CFR Part 164 Security standards for PHI • Office of the National Coordinator's Nationwide Privacy and Security Framework for Electronic Exchange of Individually Identifiable Health information Refer to the Nebraska DHHS Information Systems and Technology Security Policies and Standards for more information (http://dhhs.ne.gov/Pages/fin_ist_policies.aspx).	X	X		

Acro's Response:

1. **Health Insurance Portability and Accountability Act (HIPAA):**
   SUA-ACAMS is HIPAA compliant. SUA-ACAMS data protection provides the capability to encrypt or tokenize ePHI before it goes to the cloud. When the data is encrypted, the encryption keys always remain within the control. As an added safeguard, SUA-ACAMS scan virus threats before data goes to or from the system for Healthcare cloud.

   As already mentioned, the following capabilities of SUA-ACAMS makes it HIPAA compliant:
   - Secure Database: With built-in encryption protocol, only individuals with valid User IDs and Passwords can view or edit the data.
   - Backup **of the database** protects documents from loss in the case of system and server failure. Maintaining the back-up of electronic records at a separate location fulfills the requirement of HIPAA.
   - Client Portal: SUA-ACAMS has Internal Messaging System (IMS) that allows secure sharing of information (data and documents) through cloud solution.

   Role Based Security: Users with valid credentials can login the system.

2. **Health Information Technology for Economic and Clinical Health Act (HITECH), Privacy, Security standards for PHI:**

   Acro's solution comprises of hosting of the customized SUA-ACAMS instance in the secure, flexible and HIPAA/HITECH compliant Microsoft Azure cloud hosting environment. Acro recommended Microsoft Azure cloud hosting solution meets the specifications of the DHHS Information Systems and Technology Security Policies and Standards.

   Identity and Access Management (IAM) is the set of processes and technologies SUA-ACAMS uses to represent and administer digital identities, and to provide access for those identities.

   The SUA-ACAMS architecture features for IAM:

   - Identifies users in different contexts so that agency policies and user preferences are applied consistently.
   - Provides an integrated login experience that aligns with agency needs for users across agency systems and channels.
   - Enables coherent audit trails and chain of custody records needed for security forensics and compliance requirements.
   - Supports the proactive management of user access to agency resources including de-provisioning when needed.
   - Enables the agency to consistently identify patients so that customer service can be more effective.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-3	Describe how the Bidder's proposed solution meets the DHHS requirements for unique user ID access. Include: • Specification on configuration of the unique user ID. • How the unique user ID is assigned and managed. • How the unique user ID is used to log system activity. • How the system handles the creation of duplicate user ID accounts.	X	X		

Acro's Response:

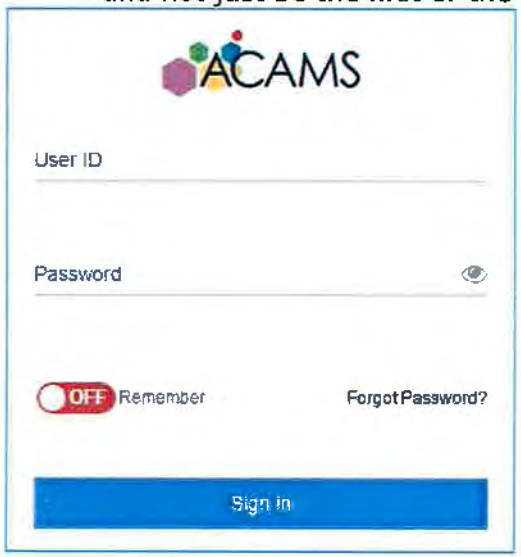
SUA-ACAMS generates a unique ID for each user. The logic to generate the unique ID is based on user's input for First Name and Last Name fields and table row number. Based on these three fields system generates unique ID for each user and this can't be duplicate in the system. These unique ID is used for all place in the system like logs table, truncation tables for audit etc.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-4	Describe how the Bidder's proposed solution meets the DHHS standard for administering passwords: • Initial Password assignment. • Strong Password Requirements. • Password reset process. • Password expiration policy. • Password controls for automatic lockout access to any user or user group after an administrator-defined number of unsuccessful log-on attempts.	X	X		

Acro's Response:

The password that will be used to login in SUA-ACAMS must contain:

1. 8 characters or longer
2. a minimum of 1 lower case letter [a-z] and
3. a minimum of 1 upper case letter [A-Z] and
4. a minimum of 1 numeric character [0-9] and
5. a minimum of 1 special character: ~`!@#$%^&*()-_+={}[]|\;:"<>,./?
6. at least 1 upper case, numeric, and special character must be EMBEDDED somewhere in the middle of the password, and not just be the first or the last character of the password string.



To make sure the password used by the user is strong, system makes it sure that the password is not based on any personal information such as user id, family name, pet, birthday, etc. The application also makes sure that the user do not reuse the password.

The SUA-ACAMS Directory Server enables the user to prevent unauthorized access to user passwords. The administrator may configure the server to encrypt user Password attribute values in either a one-way encrypting format or a two-way encrypting format. The encrypted passwords are tagged with the encrypting algorithm name so that passwords encrypted in different formats can coexist in the directory. When the encrypting configuration is changed, existing encrypted passwords remain unchanged and continue to work.

Using one-way encryption formats, user passwords may be encrypted and stored in the directory, which prevents clear passwords from being accessed by any users including the system administrators. Using two-way encryption formats, passwords are encrypted while stored in the database, and decrypted when returned to an authorized client. Use of two-way encryption protects the password stored in the database, while supporting use authentication methods like DIGEST-MD5 that require the server to have access to the clear text password and supporting applications that may need the clear-text password.

One-way encrypting formats are:
- SHA-1
- MD5
- Crypt

Two-way encrypting formats are:
- None
- AES

Authorized Security Administrator will have the entire control for the Password Management module.

Other System Security Features

The following are desirable security features that are available in SUA-ACAMS:
1. Automatically suspend a user account after a pre-defined number of invalid logon attempts.
2. Restrict a suspended account to only allow reactivation by manual action controlled by the system/security administrator.

Prevent users from using passwords shorter than a pre-defined length or re-using previously used or old passwords.

SUA-ACAMS **self-service password reset solution** that allows an end user to reset password without calling the helpdesk or Security Administrator. A self-service password reset, and management solution not only reduces the number of help desk password tickets but also enhances the productivity of an end user by averting unnecessary and prolonged waits.

SUA-ACAMS Password requirement includes:
1. Not be the same as the User ID
2. Not be the same as the User's Full Name
3. Not be identical to the previous ten (10) passwords
4. Not be displayed when entered

5. All systems-level passwords (e.g., root, enable, network administrator, application administration accounts, etc.) must be changed at least every 90 days.
6. All user-level passwords (e.g., email, web, desktop computer, etc.) must be changed at least every 90 days and cannot be reused the past 10 passwords.
7. Passwords must not be inserted into email messages or other forms of electronic communication

SUA-ACAMS uses a SQL Server database which enables database administrators to expire account passwords manually as well as automatically. The Password expiration is based on password age, which for a given account is assessed from the date and time of its most recent password change.

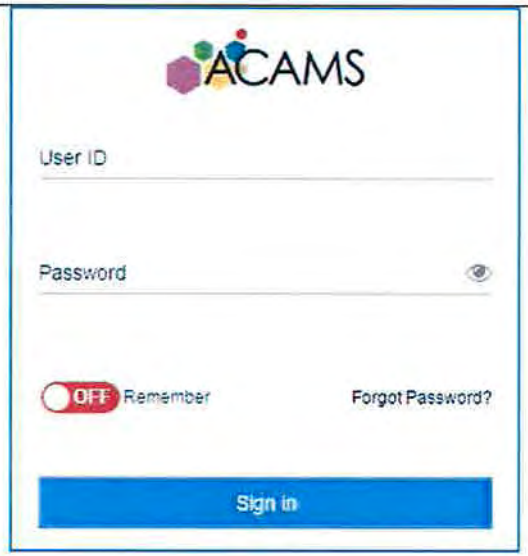
SUA-ACAMS has a screen using which user can reset the password.

As the user selects to reset the password, system automatically reset the password and sends an email to the user with new password. User can login with the password provided

and later change the password using the 'Change Password' screen.

The following screenshot of the SUA-ACAMS login screen clearly indicated that the 'Forgot Password' link is always displayed on the login window.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party



This feature will be inherently available in the SUA-ACAMS implementation.

The standard password expiration policy is ninety (90) days. However, this policy is fully configurable through the SUA-ACAMS Identity Management (AIM) module.

Previous passwords are limited for reuse at ten (10) but that limit is configurable through the AIM.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-5	Describe how the Bidder's proposed solution supports the use of multi-factor authentication.	X	X		
Acro's Response: Acro's use of Multi-Factor Authentication (MFA) is a simple best practice that adds an extra layer of protection on top of your user name and password. With MFA enabled, when a user signs in to the application, they will be prompted for their user name and password as well as for an authentication code. Taken together, these multiple factors provide increased security for your AWS account settings and resources.					
SEC-6	Describe any security processes for managing security updates, and integrated components subject to vulnerability, including anti-virus.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Acro's Security Policies and Procedures document is comprehensive in nature and thus we are embedding the Word document with the abbreviated version of the Security Policies and Procedures document to keep the proposal document within the limit of 65 pages.

Following is the table of contents from the Information Security Policy Manual that will provide an insight in to the comprehensive nature of the security policies related to the application environments, computer systems. And facilities.

Table of Contents for Acro's Information Security Policy Manual

SEC-7	Describe how the Bidder's proposed solution provides the ability to maintain a directory of all personnel who currently use or access the system.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Acro's Response: Under Audit module, a State Administrator can see the list of all user who are currently active in the system along with other reports which give all audit related information. These information is as below but not limit to: • Module name • User account activate/reactivate date and time • Account lock info • Unsuccessful login attempts count • Add/Removal history of user's role group with date time, changed by • User last login date • Current status of user • User creation date • Current application/modules assigned • Maintain history of all data related to change in any of the data set like group/modules/application etc. • Track of user's Agency name along with duration • IP address of user • Browse name and version of user • Application access history log • User certification history • Mobile device name • Mobile browser name and version				
SEC-8	State of Nebraska requires identification and authorization of users through an enterprise directory known as the Nebraska Directory Services (NDS) to access web-based applications. Describe how the Bidder's proposed solution will integrate NDS authentication. Refer to the Nebraska Information Technology Commission Security Architecture – Identification and Authorization – (8-303) for specific requirements: http://nitc.nebraska.gov/standards/8-303.pdf	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Acro's Response: Yes, SUA-ACAMS supports Single Sign On (SSO) feature. This is fully configurable and Nebraska Directory Services (NDS) can be used for authentication and authorization for SUA-ACAMS access.					
SEC-9	Describe how the Bidder's proposed solution provides role-based security and allows restricted access to system features, function, screens, fields, database, etc. Role authentication may occur at the directory level, application level, or database level (depending on database platform). Describe the security administration functions integrated into the proposed system that manage role-based access to system functions, features, and data. Include a description of: • How and where the proposed system stores security attributes or roles (e.g., LDAP attributes, database tables, a file). • The interface between the LDAP and the application, if roles are assigned in an LDAP directory. • How roles are created and security is applied to the role based on how and where security attributes are stored (if multiple options describe each). • How groups are defined and how roles and security are applied to each group. • How access limits are applied to screens and data on screens by role or group. • How users are created and assigned to one or more roles or groups. • How role and group creation and assignment activity is logged.	X	X		

Acro's Response:

Security is paramount to Acro's application implementations. User accessibility is one of the key parameters of this security implementation. SUA-ACAMS supports authentication and authorization of users in the system. System Administrator has the authority to create users and assign roles that allow users to access and manage the users. Access to the application is defined by each functional role in the system.

SUA-ACAMS can integrate with clients' managed Active Directory (AD) implementations or ID Management systems to provide Single-Sign-On facility to the State's users. It will provide basic user validation and authority; System will also maintain application specific module access and authorization.

To access and manage the system, a user must be assigned with one or more roles, which are validated during authorization. The roles that an administrator assigns to a user, control the workspace the user can access and the tasks that can be performed on the objects that are managed within a workspace. A user with no role assignments cannot access ACAMS workspace and is unable to perform tasks.

System will be accessible to the authorized users over the public Internet via a browser on desktops, laptops, or mobile devices. Access to the application is secured using industry standard SSL encryption for user authentication prior to granting access to the application. System has User Authorization page using which the Admin can give access rights to the user based on their role.

With role-base access control (RBAC) enforcement, System administrator or user administrator controls the workspaces a user can access, the system resources users can view and manage, and the tasks available to a user within a workspace. RBAC is enforced in the ACAMS user interface navigation hierarchy by workspace, task group, and task.

A user can access only those portions of the navigation hierarchy that are explicitly granted through access privileges.

Below is the summary for the solutions that we provide for role-based security:

- Roles are defined in groups of Active Directory
- SUA-ACAMS have a module having user interface that interacts between the LDAP and the application. This module/interface provides the ability to perform all operation related to active directory. For example: Creating user, reset password, creating and managing groups etc.
- Under an OU (Organizational Unit) different groups (global/private as per requirements) are created that is called roles with appropriate privilege.
- How groups are defined and how roles and security are applied to each group.
- Not all users are allowing to perform operations on AD except 1 or 2 users who have the Administrator privilege to AD.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
• Throw the user interface, users are created and assigned to one or more roles or groups. • Apart from the AD history log capability, SUA-ACAMS also keeps group creation and assignment activity logs in the database. • Application uses the different credential to connect with SQL Server					
SEC-10	Describe how the Bidder's proposed solution automatically disconnects based upon inactivity, as required by DHHS Policies and Procedures. Describe how the feature is administered and what effect disconnect has on any activity or transaction in process at the time of disconnection. Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements. http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Acro's Response: Default session time out is 20 minutes in SUA-ACAMS and this time is overridable through Application Configuration Setting by a State Administrator. User gets alert having option to continue their session or logout 5 minutes before the session expiration.					
SEC-11	Describe how the Bidder's proposed solution protects Confidential and Highly Restricted Data from unauthorized access during transmission. Describe transmission safeguards that are integrated into the proposed system to protect data during transmission, including any encryption technology. Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Acro fully understands the importance of security and the State's concerns with respect to the Security of the application. To meet the security benchmark, the system is designed with the following application security features:

- **SSL/HTTPS Protocol:**
  In protocol, SUA-ACAMS uses HTTPS over TCP/IP protocols. Means data transfer over the public Internet will be SSL-encrypted and secure

- **Password Hashing:**
  For hashing user passwords, Acro proposes industry-standard and robust hashing algorithm like SHA-256 with 64 rounds for password during transmission.

- **Data Encryption:**
  Data are encrypted in the database and the encrypted data travel in the network that provides extra miles to the protection of Confidential and Highly Restricted Data from unauthorized access during transmission.

- **Connection String Security:**
  We use Win32 Data Protection API (DPAPI) for encrypting connection strings. We do encrypt the 3DES encryption key using the DPAPI and store the encrypted key in a registry key with a restricted ACL so that only administrators and SUA-ACMAS application process account can use it.

SEC-12	The proposed system will process Confidential and Highly restricted Data. Describe the Bidder's auditing functions for all data that is viewed or changed. Describe how the Bidder's proposed solution provides System Auditing functions, including but not limited to: • The user ID of the person who viewed or made the change to the data. • The date and time of the view or change. • The physical, software/hardware and/or network location of the person while viewing or making the change. • The information that was viewed or changed. • The outcome of the event. Refer to DHHS Information Technology (IT) Audit Standard (DHHS-IT-2018-001F) for specific audit requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		

Acro's Response:

The SUA-ACAMS stores and logs all pertinent changes to the data that provide sufficient information for auditing with very easy and user-friendly interface to get this information either on page or report.

Under Audit report module, the system captures all necessary information for audit like:

- Date and time of change
- Source of the update
- Captures "Before" and "After" data fields contents whenever required
- Who did insert/update/delete operations
- Module name
- Transition tables name
- Behalf of user name
- User wise total number of tables modified
- Date wise total number of tables modified
- Password reset data and time
- Password changed by log
- Password expiry date
- User account activate/reactivate date and time
- Account lock info
- Unsuccessful login attempts count
- Add/Removal history of user's role group with date time, changed by
- User last login date
- Current status of user
- User creation date
- Current application/modules assigned
- Maintain history of all data related to change in any of the data set like group/modules/application etc.
- Track of user's Agency name along with duration
- IP address of user
- Browse name and version of user
- Application access history log
- User certification history
- Mobile device name
- Mobile browser name and version

Please see below screen snap for one of the report.

User Information	Created On & Status	Last Login Date	Applications Assigned	Groups	Current Status	A Act
PThomas1[redacted] Tri-County Office on Aging	Active (11/02/2018) View Action History	11/26/2018 11/26/2018	ADRC Information and Assistance ADRC Information and Assistance Application	AAA Data Entry ADRC IA Admin ADRC IA Data Entry ADRC IA App Admin ADRC IA App Data Entry ADRC IA App OSA Admin	03/05/2018 03/05/2018 03/05/2018 03/05/2018 03/05/2018 03/05/2018	AA AA AA AA AA AA

SEC-13	If the Bidder's proposed solution has the ability to override edits, describe how the solution audits all overridden edits and identifies information including, but not limited to, the login ID, date, and time.	X	X		

Acro's Response:

For where there is ability to override edits, SUA-ACAMS keeps all the necessary information that is require either for audits or internal purpose. The system captures fields like below:

- User ID of user who created/submitted the record/document
- Date time of original created/submitted record/document
- User ID of user who overrides the record/document
- Date and Time when the record/document is overridden
- Separate fields to store User ID who overrides data/note etc.
- If status of document is changed then this also captures this information too.

SEC-14	Describe how the Bidder's proposed solution produces daily audit trail reports and allows inquiries, showing updates applied to the data.	X	X		

Acro's Response:

The SUA-ACAMS stores and logs all pertinent changes to the data that provide sufficient information for auditing with very easy and user-friendly interface to get this information either on page or report.

Under Audit report module, the system captures all necessary information for audit like:

- Date and time of change
- Source of the update
- Captures "Before" and "After" data fields contents whenever required
- Who did insert/update/delete operations
- Module name
- Transition tables name
- Behalf of user name
- User wise total number of tables modified
- Date wise total number of tables modified
- Password reset data and time
- Password changed by log
- Password expiry date
- User account activate/reactivate date and time
- Account lock info
- Unsuccessful login attempts count
- Add/Removal history of user's role group with date time, changed by
- User last login date
- Current status of user
- User creation date
- Current application/modules assigned
- Maintain history of all data related to change in any of the data set like group/modules/application etc.
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Please see below screen snap for one of the report.

User Information	Created On & Status	Last Login Date	Applications Assigned	Groups	Current Status	A Act
PThomas[redacted] Tri-County Office on Aging	Active (11/02/2018) View Action History	11/26/2018	ADRC Information and Assistance	AAA Data Entry	03/05/2018	AA
				ADRC IA Admin	03/05/2018	AA
				ADRC IA Data Entry	03/05/2018	AA
		11/26/2018	ADRC Information and Assistance Application	ADRC IA App Admin	03/05/2018	AA
				ADRC IA App Data Entry	03/05/2018	AA
				ADRC IA App OSA Admin	03/05/2018	AA

SEC-15	Describe how the Bidder's proposed solution provides an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters.	X	X		

Acro's Response:

The SUA-ACAMS archive/purge of the log files, some transaction tables etc. to prevent uncontrolled growth of log and database. SUA-ACAMS purge data/logs that are older than 2 fiscal years which is default setting is the configuration screen. This configuration is changeable that gives the control to the State Administrator.

SEC-16	Describe how the Bidder's proposed solution supports encryption of data at rest or an equivalent alternative protection mechanism. Describe the proposed encryption of data. If data is not encrypted, describe in detail compensating controls. Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		

Acro's Response:

Acro follows NIST Standard.

Securing Data

Transparent data encryption (TDE) performs real-time I/O encryption and decryption of the data and log files. The encryption uses a database encryption key (DEK), which is stored in the database boot record for availability during recovery. The DEK is a symmetric key secured by using a certificate stored in the master database of the server or an asymmetric key protected by an EKM module.

The following illustration shows the architecture of TDE encryption:

Encryption of Data in Transit - The secure transmission of data in transit relies on both encryption and authentication. Acro uses and recommends the following methodology to ensure data safety in transit:

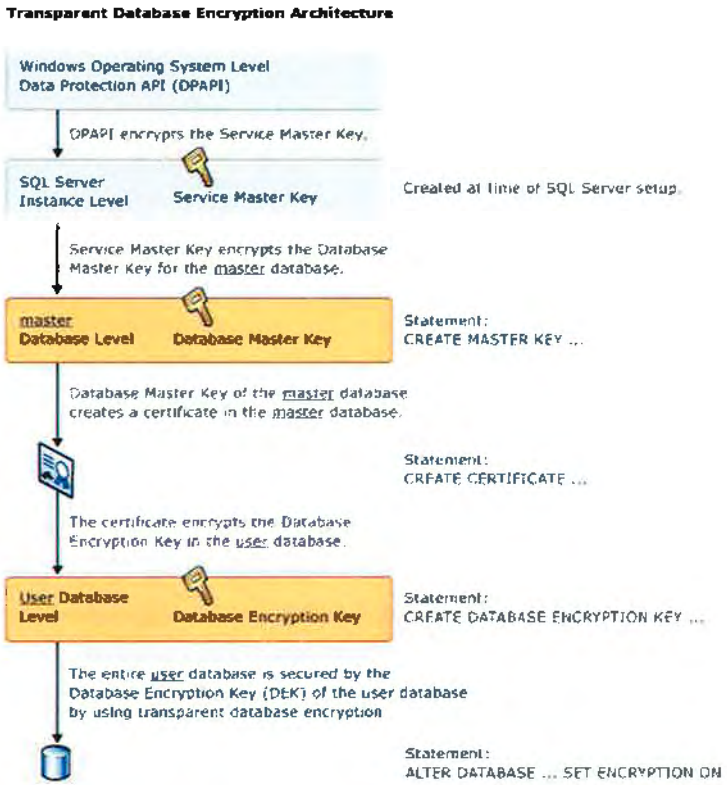
- **Authentication:** Acro uses a set of authentication rules to ensure that only authenticated users can access the application.
- **Secure HTTP**: Acro recommends SSL connections from Web Server- Client and Web Server to SQL Server to protect data in transit.

- **Secure Email:** Most of the secure email programs use public key encryption. The receiver posts their encryption key somewhere public, somewhere that potential senders can locate it. The sender uses that key to encrypt the message, thus ensuring that only the receiver can decrypt it.
- **Secure Shell:** Networks often need remote system management, where the administrator is required to remotely access machines. Or programmers, using a remote access tool to use resources on the computers at work. The modern version is SSH, which uses any of several encryption options and has a variety of ways to tell whether the user is authorized to connect to the host system. SSH stands for Secure Shell.
- **Other Data Transfer:** Acro recommends the use FTPS, SFTP for file transfer or use RDP for remote desktop instead of VNC etc.

Encryption of data at rest

There are several precautions to help secure the data at rest. One solution is to encrypt the sensitive data in the database and protect the keys that are used to encrypt the data with a certificate. This prevents from data theft from anyone. Choice of encryption mechanisms depends on the type of data. However, Acro users following mechanisms:

- Transact-SQL functions
- Certificates
- Transparent Data Encryption



SEC-17	Describe how the Bidder's proposed solution adheres to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.	X	X		

Acro's Response:

Acro follow "Fail Safe" principle and based on the principle, Acro defined some standards/checklist in the SUA-ACAMS to adheres to the principle of "Fail Safe". Below are standards/checklist but not limited to that:

- All the sensitive information is encrypted in database and some of the database objects too.
- Every access to every resource get validated for authorization.
- Systems designed in very simple and modular.
- The security of SUA-ACAMS and its algorithms are not dependent on secrecy of its design or implementation.
- Resource access are granted based on more than a single condition.
- Mechanisms used to access resources are not shared.
- Concept of layering resource access authorization verification in a system that reduces the chance of a successful attack because layered approach to resource authorization requires unauthorized users to circumvent each authorization attempt to gain access to a resource.

SEC-18	Describe how the Bidder's proposed solution is configurable to prevent corruption or loss of data already entered into the solution in the event of failure.	X	X		

Acro's Response:

To prevent corruption or loss of data already entered into the system, SUA-ACAMS follow the below logic/process:

- System show message for expected session expiration timeout 5 minutes before so that user can have time to save their data
- Due to any reason, if use is unable to save the record then system automatically store their data as temporary record and once user get back in the system then system give an option to restore data that is save temporary.
- Some of screens/modules, the system does save data automatically to prevent loss of data.

SEC-19	Describe how the Bidder's proposed solution, prior to access of any Confidential or Highly Restricted Data, displays a configurable warning or login banner. In the event that a solution does not support pre-login capabilities, describe how the solution displays the banner immediately following authorization.	X	X		

Acro's Response:

Yes, System has provision to configures the Highly Restricted/Confidential data but currently system does not support displays a configurable warning or login banner. We can customize the application to meet such requirement if state required.

SEC-20	Describe how the Bidder's proposed solution recognizes Confidential and Highly Restricted information in screens, reports and views (i.e. PHI and SSN) by restricting distribution and access based upon system security settings and roles. Describe warning banner on printed and viewed reports.	X		X	

Acro's Response:

SUA-ACAMS used some approaches to restrict the distribution and access, based upon system security settings and roles, for Confidential and Highly Restricted information on screen and reports in which one of the option is:

- In security setting screen, different security settings options are available for each role. The options are below but limited to:
  - Allow/Disallow copy of recognized confidential and highly restricted information.
  - Masking of recognized confidential and highly restricted information.
  - Allow/Disallow report generation, that have confidential and highly restricted information, on mobile devices.
  - Allow/Disallow report generation, that have confidential and highly restricted information, on internet network (if not intranet).
  - Allow/Disallow report generation, that have confidential and highly restricted information, based on IP address. User can be allowed to generate the report from specific system/IP address

Apart from above SUA-ACAMS take some preventive step to achieve the security goal and we continuously work on other parameters to enhance our security wall.

However, some of the feature like warning banner on printed and viewed reports are not in our current version and we will work as per state requirements.

SEC-21	Describe how the Bidder's proposed solution alerts staff authorities identified by DHHS of potential violations of security and privacy safeguards and adheres to the DHHS Information Technology (IT) Incident Management Standard (DHHS-IT- 2018-001E) requirements. http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Acro's Response: SUA-ACAMS generates alerts whenever there are major system issues within 1 hours of any major incident, 4 hours for minor incidents, and all incidents will be listed in monthly reporting delivered to the client. We will also custom build an Incident management policy and procedures that will fit the needs of the client and our proposed system.					
SEC-22	Describe how the Bidder's proposed solution provides the capability to monitor, identify, and report on events on the information system, detects attacks, and provides identification of unauthorized use and attempts of the system.	X	X		

Acro's Response:

To meet this requirement Acro implements second-level monitoring which involves more frequent and aggressive monitoring of server events and network logs. Acro reviews application user logs to keep track of the usage patterns to identify any suspicious user activity in the system. To keep the system safe, Acro will propose at the start of the Contract a supplemental plan to continually and proactively monitor the system security components in addition to the current monitoring activities. Following items will be included in the second-level security monitoring process:

1. Server event logs
2. IIS log
3. Anti-virus log
4. Firewall log
5. Application logs
    a. User hits
    b. Geographical origins of requests
    c. Usage patterns
    d. Failed login attempts
6. System scans

Server Event Logs:

- Windows event logs (Application, System and Security logs) contain the report from Windows operating system and applications about the status of events including failure to start a service or a system component. These will be inspected and analyzed and issues, if any, will be identified.

IIS Log:

- IIS webserver logs contain information about sites and services and provides some high-level details about site visits. The log will be reviewed and analyzed for any suspicious activity.

Anti-virus Log:

- Symantec Anti-virus log contains virus and malware scan activity report for the server files. This log will be reviewed for threats and appropriate action on quarantined files, if any, will be taken.

Firewall Log:

- The firewall keeps a log of network traffic requests. This will be reviewed and analyzed for suspicious requests and patterns.

Application Logs:

- The applications already collect data about user login with date/time information. This will be further enhanced to include location information and history of login attempts. Reports will be developed (under separate work orders) to get an insight into application usage patterns by hour/day, geographical origins, and login attempts. These reports will be reviewed to identify any suspicious activity.

System Scans and Penetration Tests:

- Network port scanning and penetration tests on network equipment will be regularly conducted to measure the robustness of the SUA-ACAMS security layers.

Activity Schedule:

The security monitoring will be conducted by Contractor's system security experts.

SEC-23	Describe how the Bidder's proposed solution provides a process for archiving and/or destroying data and sanitizing storage media in conformance with DHHS data governance policies and subject to applicable HIPAA, and federal (e.g., Federal Information Processing Standards (FIPS), National Institutes of Standards and Technology (NIST), and State laws. Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements. http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		

Acro's Response:

Data will be held in a data repository, encrypted for a set amount of time after which it will be sanitized from our systems. With the Azure Cloud physical discs are disposed of according to NIST 800-88. With the data both encrypted in the production environment and while at rest in the DR and the sanitization efforts of the Azure Government cloud we should pass all the client guidelines.

SEC-24	Describe how the Bidder's proposed solution has defined and deployed strong controls (including access and query rights) to prevent any data misuse, such as fraud, marketing or other purposes.	X	X		

Acro's Response:

SUA-ACAMS keeps all the personal information, critical data etc. in encrypted format and can only be decrypted with our application.

SEC-25	Describe how the Bidder's proposed solution supports logging to a common audit engine using the schema and transports specified by DHHS. Describe how the solution exports logs in such a manner as to allow correlation based on time (e.g. Coordinated Universal Time [UTC] synchronization).	X	X		

Acro's Response:

Audit Module of SUA-ACAMS system provde a common audit engine where SUA staff can login do the auditing as per their need. This module have the capability to support formatting and storing audit logs in a manner that ensures the log integrity and supports enterprise-level analysis and reporting. All system logs are sent to a central log review system which is protected from unauthorized access and backed up for availability and integrity purposes. This module caputers date/time stamp the action was performed, obtained from internal system clocks, including relevant time-zone information that make audit very easy to perform.

SEC-26	Describe how the Bidder's proposed solution supports removal of a user's privileges without deleting the user from the solution to ensure a history of user's identity and actions.	X	X		

Acro's Response:

SUA Administrator can make any user inactive, can remove all or partial privileges/role groups etc. of the system without deleting the user from the SUA-ACAMS system.

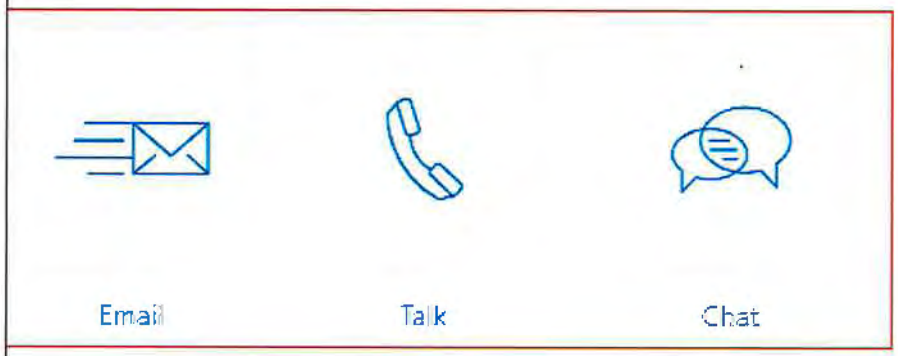
System and User Documentation Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DOC-1	Describe how the Bidder's proposed solution provides on-line Help for all features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics. Provide a sample copy of five screenshots with on-line help with the bidder's response.	X	X		

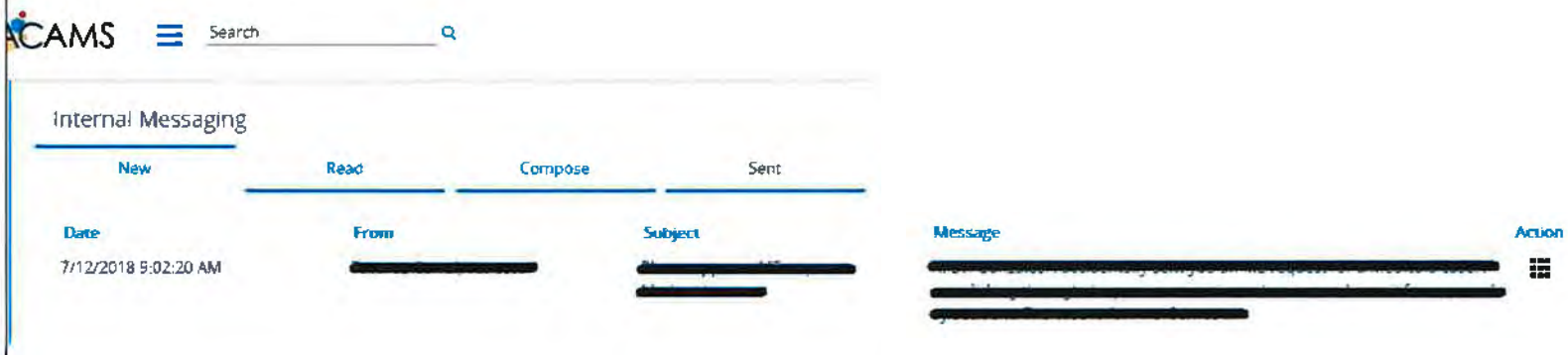
Acro's Response:

ACAMS system that provides on-line Help desk that facilities to AAA/SUA users for their queries and functional assistance. Clients can interact with us by several ways as listed below-

- Email us using Internal Messaging System.
- Talk to us on registered helpline numbers
- Chat



1. **Internal Messaging System:**



2. Talk to Us

Acro provides Direct call support services. For any query, client can call and get instance solutions/suggestions for query.

3. Chat Windows

Acro provides support service through chat windows also. For any query, client can initiate a chat session and get instance solutions/suggestions for query.

Acro will assign a user support representative for attending to all technical support calls/online help.

- *Acro will provide* technical support during State business hours with escalation as necessary.
- Acro will return calls for service from the State staff within 2-4 hours.
- Upon notice by State of a problem with the application that can be verified, Acro personnel will respond within 2-4 hours to correct or provide a working solution for the problem.

Acro proposes the following structure for online help/technical support.

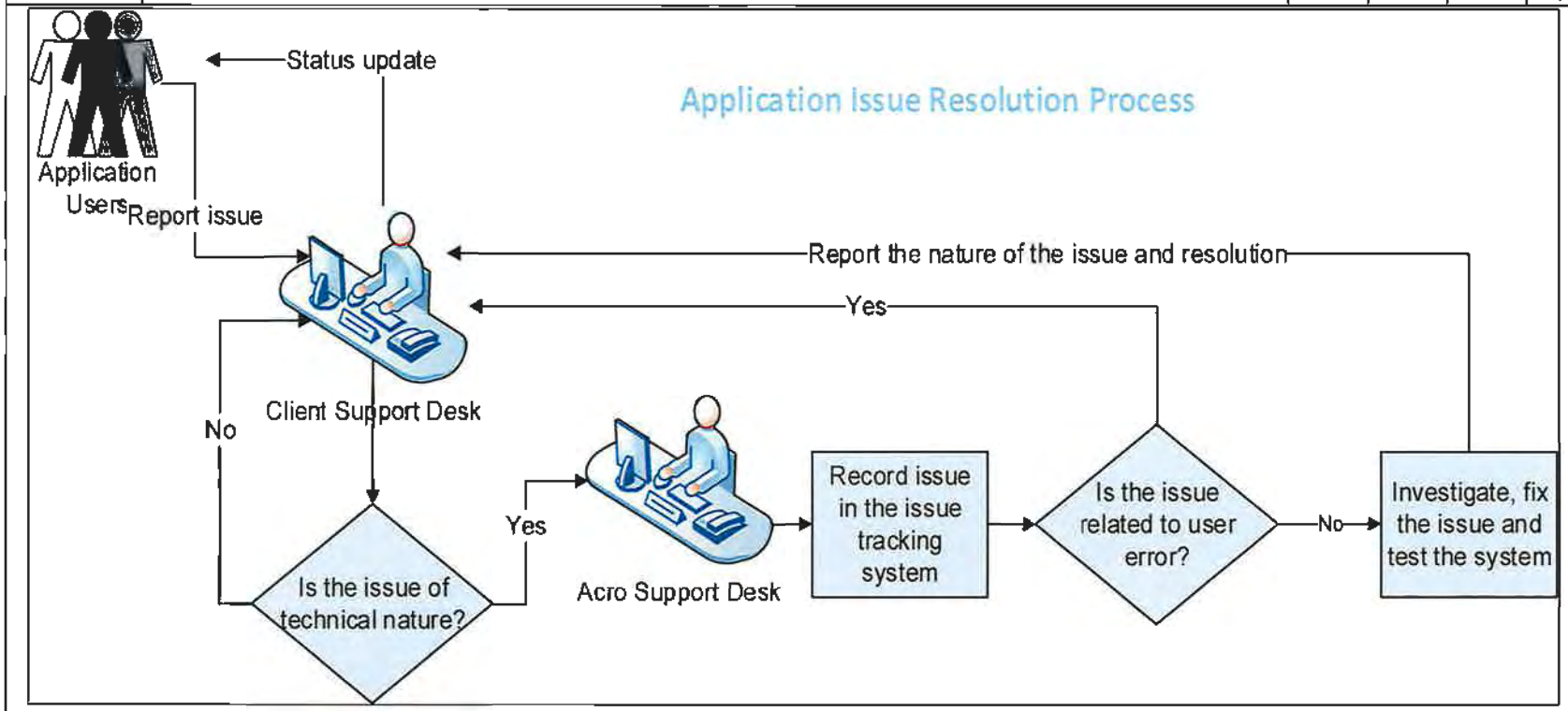
- Level-1 support (by State) - Receives all the support requests, analyzes them and takes appropriate action on the requests. These requests are serviced and closed to the satisfaction by the State's Program staff.

- Level-2 support (by Acro) - Requests requiring technical attention are passed on to the technical staff at Acro for resolution. If the corrections are minor in nature, they are applied to the application and the State staff is informed about the same. If significant system changes are involved to service the support request, Acro will follow the standard maintenance and change control process.

- Support requests that are non-technical in nature but cannot be resolved at Level-1 or Level-2 are escalated to the next level at State which then takes adequate action on those requests.

Acro provides a web-based system for logging and tracking the system changes and issues. This system keeps tracks of the support requests and provides instant view of the status of various requests. State's team will be provided access to enter issues and requests in this system.

The following exhibit shows the overview of Acro's application issue resolution process.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
					
DOC-2	Describe how the Bidder's proposed solution provides an on-line User Manual with a printable version available. The documentation should include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen. Provide a sample copy of five pages of the user manual with the bidder's response.	X	X		

Acro's Response:

SUA-ACAMS system that provides on-line User Manual desk that facilities to AAA/SUA users for their assistance. It can be downloaded from Document Library section of system. It is available in PDF file and also printable. User manual documentation includes full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen.

Below is a sample copy of the user manual.

State Unit on Aging

Acro's Case Management Software (SUA-ACAMS)

Release Date: 11/21/2017

Version 1.4

Acro Service Corporation

ACAMS

Preface

A. Purpose of the Document

This document is the User Manual explaining the functionality and step by step directions for working with the SUA-ACAMS system

B. Intended Audience

All the users working on the SUA-ACAMS System for Aging Services program are the intended audience of this document.

C. References

Following is the list of reference documents:

#	Document Name
1	Business Requirement Document
2	Process Flow Document
3	Use Cases

D. Document Conventions

In this User Manual, certain words are represented in different fonts, typefaces, sizes, and weights. This highlighting is systematic: different words are represented in the same style to indicate their inclusion in a specific category.

The below table illustrates the typographic conventions used in this manual.

Style	Elements
Black boldface	Indicates Important
Blue text	Indicates links and cross references
Italic	Document Titles, glossary terms, an active action to be performed by the user and occasional emphasis

ACAMS

Courier new font	Commands, filenames, URL's Directories, and paths
	Indicates Note A note present information that is important, but not hazard –related.

E. Acronyms and Abbreviations

This section provides a list of the acronyms and abbreviations used in this document.

Acronyms & Abbreviations	Definitions
ACAMS	Acro's Case Management Software
DOB	Date of Birth
HIPAA	Health Insurance Portability and Accountability Act
PA	Prior Authorization
LTC	Long Term Care
RWD	Responsive Web Design
SAAS	Software as a Service
SSL	Secure Socket Layer
SSN	Social Security Number
URL	Uniform Resource Locator

F. Support Information

Every effort has been made to ensure the accuracy of the document. If you have any comments, questions or ideas regarding the document contact us: ACAMS-Support@acrocorp.com

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

User Signs In

The ACAMS application is secured by user authentication mechanism. For production environment, the user should enter the following URL: https://ACAMS/Login.aspx to login the ACAMS System in an internet browser's address bar.

For training environment, the user should enter the following URL: http://ACAMS/EDU/login.aspx to login the ACAMS System in an internet browser's address bar. The internet browser's version should be 11+ or above for Internet Explorer. After the URL has been successfully entered, the ACAMS Login Screen appears in an internet browser as shown in *Figure 1: SUA-ACAMS Login Screen*.

Figure 1: SUA-ACAMS Login Screen

To access the ACAMS System, the user must get the login credentials from the System Administrator and follow these steps:

1. *Enter a registered Email ID in the* **User ID Text Box** *as seen in the Figure 1: SUA-ACAMS Login Screen.*
2. *Enter the Password in the* **Password Textbox** *as seen in the Figure 1: SUA-ACAMS Login Screen.*
3. *Click the* **Sign In** *button as seen in the Figure 1: SUA-ACAMS Login Screen.*

If the Email ID and Password are correct, the user will successfully login into the ACAMS system. If an incorrect Email ID or Password is entered, the ACAMS System will display an error message as shown *Figure 2: Login Screen Incorrect User ID and Password*

Figure 2: Login Screen Incorrect User ID and Password

Note:
The login screen includes a radio button labeled **Remember**. If selected **ON**, system remembers the password. Next time when user log in, system automatically displays User ID and Password. User just need to click **Sign In** button. If **OFF** is selected, user will have to enter the User ID and Password to login in ACAMS system.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DOC-3	Describe how the Bidder's proposed solution will have on-line Reporting Manual with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report item/data element, all field calculations defined in detail, and field and report titles. Provide a sample copy of five pages of the Reporting Manual with the bidder's response.	X	X		

Acro's Response:

SUA-ACAMS system that provides on-line Reporting Manual desk that facilities to AAA/SUA users for their assistance.

It can be downloaded from Document Library section of system. It is available in PDF file and also printable.

Reporting manual documentation includes full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen.

Below is a sample copy of the on-line Reporting Manual.

ACAMS

State Unite on Aging

Acro's Case Management Software

(SUA-ACAMS)

Reporting Manual

Release Date: 11/21/2017

Version 1.4

Acro Service Corporation

Document Versioning

Version	Date	Owner	Update
1.4	11/21/2017	Acro Service Corporation	
1.3	05/20/2016	Acro Service Corporation	
1.2	01/10/2015	Acro Service Corporation	

Preface

A. Purpose of the Document

The document is the Reporting Manual explaining the functionality and step by step directions for working with the SUA-ACAMS system.

B. Intended Audience

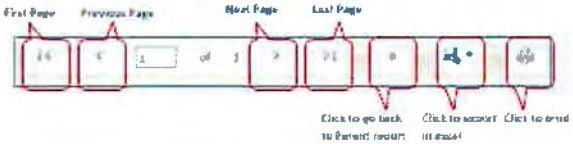
All the users working on the SUA-ACAMS System for Reporting are the intended audience of this document.

C. Acronyms and Abbreviations

This section provides a list of the acronyms and abbreviations used in the document.

Acronyms & Abbreviations	Definitions
ACAMS	Acro's Case Management Software
SUA	State Unit on Aging
NW	North-West

D. Common Functionality across Reports



1 Reports

The report module provides information that help the user to analyze the data.

1.1 Adhoc Report

Path: Dashboard → Program Management → Report → Adhoc Report

Adhoc Report provides an interface where business users can download the adhoc excel report sheet and customized their report on the downloaded report excel sheet as per their requirement.

Figure 1 Adhoc Report

The Module Name dropdown provides the list of the following modules – Intake, Eligibility, Assessment, and Billing. Select the module and click Search button. Based on the selection, system will list down all the adhoc excel sheet report of the selected module. To download the report file, click 'Download Report File' under 'Action' column. The following excel sheet appears.

Figure 2 Adhoc Excel Spreadsheet

DOC-4	Describe how the Bidder's proposed solution provides a data dictionary which can be viewed online and kept updated for each modification. Provide a sample copy of five pages of the Data Dictionary with the bidder's response.	X	X		

Acro's Response:

Acro use a standard the Data Dictionary element. ACAMS system has a table maintenance section for creating data dictionary which can be viewed online and kept updated for each modification.

Below is sample file for data dictionary.

ACAMS

State Unite on Aging
Acro's Case Management Software
(SUA-ACAMS)

Data Dictionary

Release Date: 11/10/2017

Version 1.4

Acro Service Corporation

ACAMS

SUM ACAMS Data Dictionary

Preface

A. Purpose of the Document

A data dictionary is a collection of data about data. It maintains information about the definition, structure, and use of each data element for organization uses

This document is the Data dictionary explaining the data definition, type, length and limitation.

1 Data Dictionary

There are many attributes that may be stored about a data element. Typical attributes used in Software tool.

ACAMS data dictionary format given as below.

ACAMS System Data Dictionary

Table Name	Column Name	Datatype	Length	Allow Nulls	Identity	Primary Key	Foreign Key	Description
[illegible]								
	[illegible]	[illegible]		No		Primary Key IDENTITY(1,1)		Unique ID
	[illegible]	varchar	30	No				
	[illegible]	[illegible]		No				
	[illegible]	varchar		No				
	[illegible]	bit		No(1,1)				
[illegible]								
	[illegible]	int		No		Primary Key IDENTITY(1,1)		Unique ID
	[illegible]	varchar(50)	50	yes				
	[illegible]	int		yes				Unique ID
	[illegible]	int		yes				Parent Year ID
	[illegible]	bit		DEFAULT (1)				
	[illegible]	datetime		yes				
	[illegible]	int		DEFAULT (0)				
	[illegible]	varchar	30	Yes				
	[illegible]	datetime		No				
	[illegible]	varchar	50	yes				
	[illegible]	datetime		yes				

Figure 1: ACAMS System Data Dictionary

Training Requirements

This section presents the overall training requirements that apply to the software. They are not specific to any technology or platform.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-1	Describe the Bidder's proposed solution training plan. Describe how the bidder develops and provides training material to DHHS for initial training and updates to training material for enhancements and changes made to the system. The content of these materials should be consistent with the on-line Help, User Manual, and Reporting Manual.	X	X		

Acro's Response:

1. User Training

Acro considers training the user as a critical phase in the understanding and transitioning of ownership of the SUA-ACAMS application. The various steps involved in the training are as follows:

a. Classroom Training

End users such as Trainers and Super-Users need to be familiarized with the project's usage, features and functionalities before the actual Go-live.

The SUA-ACAMS Training Plan will be created that clearly identifies various measures to provide complete understanding and training of SUA-ACAMS system to the State's prospective users. The document outlines the various steps and deliverables involved at the various training stages.

Training requirements vary for the various user groups that interact with any application. This Training Plan will identify the individual requirements for each user group and identify the tools, technologies and methodologies that will be implemented to meet these individual training needs in a timely and succinct manner.

The SUA-ACAMS training plan during deployment phase is focused to prepare users to participate in User Acceptance Testing. It will also deliver to the users the understanding the new system for completing their day to day operations and maintaining the system during the on-going daily operations.

Acro's Train-the-Trainer sittings are conducted in conjunction with the users that are responsible for conducting end user training. These sessions help to prepare the Trainers with the requisite skills and knowledge to conduct further end user training.

If all the Trainers are not able to assemble in a classroom at one location, Acro will conduct training using Webinar Sessions so that all the Trainers are trained at the same time and they also learn from each other's questions and discussions.

In case of significant customization being done in future, additional training and/or user documentation will be required to be created to supplement the previous documentation provided along with the software.

After go-live, follow-up refresher sessions to increase work efficiency on the new solution may be required for the users. Acro will conduct an additional refresher training during the ongoing Support and Maintenance engagement with Acro.

b. Ongoing Training

Acro's training team will use a number of applicable training materials throughout the training program. Below is the list of materials that may be utilized during the training course:

- Handouts of the user manuals
- Presentations
- Maintenance guide
- Visual aids (flow chart, DFD of the system)

Acro will provide all the training materials other than the computers needed for the training. These training materials will be shared with the State for their reference and ongoing training needs.

c. Update/Revise Training Material

It is assumed that standard SUA-ACAMS system training manuals and other documents will be used during the course of training. Any modifications to be made into these training manuals and documents based on customization and enhancements will be the responsibility of Acro's training team during the duration of the contract.

The updates or modifications in existing training manuals and other such documents will be made in course of any significant change or customization done in the existing SUA-ACAMS system in future by Acro.

The various documents for any enhancements or customizations to the application will be dealt with as part of the regular change control practice for the significant customization.

This User Training activity is scheduled to be completed prior to the User Acceptance Testing for a Go-Live decision to deploy the system for Production use.

2. Integration and User Acceptance Training

Testing is a very important and integral part of any of Acro's deployments. Acro's acute focus on quality has been the backbone of Acro's successful deliveries and deployments at the various customer locations.

a. Integration Testing

During integration testing, different components of the system – like screens, reports, other interface elements constructed by Acro's implementation team and customized elements, and external modules (if any) are assembled to form the integrated product. Integration testing schedule is coordinated with unit testing for optimum timing. Each

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	requirement in the product specification list is tested during integration testing. Errors found during integration testing are recorded in the error reporting and tracking system. This error tracking system can be online or web-based for easy access by authorized Acro and State's users. Error reports are reviewed by Acro's quality assurance staff. Security testing is conducted to ensure the system is adequately protected against possible data leaks and hacks. Security testing is done as per the system's security requirements. b. User Acceptance Testing Acro conducts user acceptance testing to ensure that the requirements are satisfied and to validate the requirements captured during the JAD sessions. • Acro will demonstrate to the State that all the system requirements and functions have been satisfied • The State users will determine that all the requirements captured during the JAD sessions have been delivered • Acro will modify any functionality or requirement that is viewed by the State as not acceptable • All modifications and/or additions to a function in the system as defined in the JAD requirements document will be performed without any additional cost This entire process will take place prior to installation and live implementation				

Production, Test and Training Requirements

DHHS requires three separate environments (Production, Test, and Training) in order to operate the solution on an ongoing basis:

Test Environment – A test environment is required that mirrors the live production environment, including hardware and software. All data should be de-identified. This test environment will be used to test application changes before they are deployed to production. This step is an important part of quality assurance, where all changes are tested to minimize the risk of adverse reactions in the production environment. While it is necessary to mirror all of the functions of the production environment, it is not necessary to maintain the same load capacity.

Training Environment – A Training environment is also required that allows DHHS to provide hands-on training to users. This environment would allow DHHS to maintain unique de-identified data for use in training and conduct training without interference with the test or production environments. This environment will have occasional use.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PTT-1	Describe how the Bidder's proposed solution supports several environments, include production environment, test environment, and training environment.	X	X		

Acro's Response:

Acro maintains the following four environments:

1. **DEV:** Dev environment is the one created and maintained by Development team for writing the code. The access for this environment is given to the development team only. QA team doesn't have access to this environment. This environment is mostly used by Dev team for their unit testing.
2. **TEST (Integration Testing):** QA environment is the one where the testing actually takes place. This environment is owned by the QA team. The DEV team doesn't have access to this environment. After design and coding completion, the code is moved to QA environment for QA team to conduct test execution.
3. **QA/UAT (User acceptance Test):** is an environment where the testing is conducted by the business users. This is done after the system testing has been completed. The major intention is to test the system from the business point of view. Access to this environment is given only to the business users. However, on some occasions they do seek QA assistance, in such circumstances, QA team is given temporary access to the environment.
4. **PROD:** The PROD environment is the actual live environment which is exposed to the real users and none of the DEV and QA teams have read/write access to this environment. Prod support teams are maintained to solve issues related to the production environment.

QA Checklist – Before and After Deployment

Before Deployment

The entire test design phase takes place before the code is actually moved to the environment. It's the test execution that depends on the code availability in the QA environment while the Deployment team works on getting the code deployed in QA, the QA team should ensure to have completed below activities –

- Ensure the test cases are reviewed and approved
- Ensure the test team is available and resource planning is completed
- Ensure the test data needs are identified

After Deployment

After deployment, the very first thing QA team do is to get started with our Sanity test. But before they start our sanity test, it is important to ensure that –

- The QA team should have received notification from the deployment team about successful deployment and ready for QA.
- The QA team should keep a track of the deployed build.

Make sure the QA team has the list of changes successfully deployed and also of items not deployed even if they were planned. It may happen that the deployment team couldn't deploy due to missing details etc.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PTT-2	Describe how the Bidder's proposed solution supports non-production environments such as testing and training environments containing de-identified data and not include Confidential or Highly Restricted data.	X	X		
Acro's Response: Acro provides first priority to the Security, Privacy, PII etc. Acro performs some activities and application has to pass these activities in each release such as replacement of Confidential or Highly Restricted date with system generated data which are generated based on logic defined in system for each of such fields for other than production environment.					
PTT-3	Describe how the Bidder's proposed solution provides the ability to refresh any testing or training environment. Describe whether the refresh process can be completed using DHHS resources or whether the process requires services from the Bidder.	X	X		
Acro's Response: Acro do have process/scripts to refresh any testing or training data and these tasks are performed by Acro personals.					

Interfaces/Imports/Exports Requirements

The proposed software solution is expected to be able to interface with other computer systems as necessary.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
INT-1	Describe the Bidder's proposed automated approach to managing interfaces. Describe how the proposed solution's interfaces secure and protect the data and the associated infrastructure from a confidentiality, integrity and availability perspective.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Acro's Response: Secured Socked Layer (SSL) Advanced Encryption Standard (AES) encryption using 256-bit keys ensures the security and privacy of the files and information transmitted through and stored in the Document Vault, Client and Firm Portal. 256-bit encryption is the highest available using the Advanced Encryption Standard. Encryption of electronic customer information SSL and AES encryption using 256-bit keys ensure the privacy of all remote connections. AES is a U.S. government standard algorithm and is Federal Information Processing Standard (FIPS) approved. To decipher a 256-bit SSL communication requires generating the proper decoding key out of the 2256 possible values, rendering the encrypted data practically impervious to intrusion. Even by systematically trying every possible key combination, cracking at 256-bit encryption is computationally unfeasible. Additional Security Measures 1. Servers housed in a secure, 24/7, around-the-clock, guarded facility with closed-circuit motion sensitive video surveillance. 2. Administrators control the feature set of individual users or groups to restrict such features as File Transfer 3. Physical access to the servers is further restricted by Dual Factor Authentication Barriers. 4. Hardware and Software Firewalls 5. Anti-Denial of Service protection 6. Intrusion prevention				
INT-2	Describe how the Bidder's proposed solution has the capability to notify System Administrators/system support staff if an interface is not available for any reason.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Acro's Response: Due to any reason, if an interface is not available then application sends an email for each error event to Acro Support staffs with full information including but not limited to: • User info • Date and time • Screen/Module name • Exception type and • Reason with full information like source of error, error message etc. In case of application is fully down then our Administrators get email and text notification that states the reason for down, since application is down along with other information.					
INT-3	Describe how the Bidder's proposed solution provides necessary Application Programming Interface (API), Web Services, and/or secure file transfers to create interfaces to and from the proposed solution.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Acro's Response: Acro system ensures secure file transfer between users and systems. The advanced management capabilities provided by Acro system gives you visibility and control over all data transfer activity through a single, secure system. The system is also useful in transferring large secure file that are business critical or are sensitive data that need to assure regulatory compliance. When secure file transfer volumes are moderate but sharing data between offices or with external partners is business critical, FTP is an attractive solution. Because it dates back to the early days of the internet, it enjoys universal support and therefore remains a popular option for many companies. The original FTP protocol, however, provided little in the way of security. In fact, many servers leveraging the older FTP protocol are configured in 'Anonymous' mode which means a user ID is not required for access and the password is often 'Password'. Over the years, important security feature additions were made in the form of SFTP, which adds secure shell capabilities in the form of SSH, and FTPS which leverages SSL technology. SSH file transfer protocol or SFTP is by far the most popular secure implementation of FTP. SFTP provides file encryption to prevent data loss if the files are intercepted in the upload/download processes. In order to leverage the security provided, both an SFTP client and server must be used as per the requirements of SSH. When security is a concern, it is important to assure that either SFTP or FTPS protocols are supported by your FTP server and clients. File transfers performed using FTP apply protection measures to ensure: ▪ **User authentication**: only verified users have access to files, file systems, and remote machines. ▪ **Host authentication**: a secure file transfer client is communicating with a known host. ▪ **Data encryption**: data is protected from eavesdropping or packet sniffing. ▪ **Data integrity**: data has not been altered in transit.				
INT-4	Describe how the Bidder's proposed solution supports data exchanges between components in real-time so that data is always synchronous across the entire solution.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Acro SUA-ACAMS system is a real-time application that functions within a time frame. The latency rates of the SUA-ACAMS system are optimized for efficient real-time performance. After the customization of the SUA-ACAMS system is completed, and before delivering the SUA-ACAMS system to the State, we run the system through various Worst-Case Execution Time (WCET) scenarios. The system will be fine-tuned, if required at this stage to provide a real-time operating environment for the State.

Acro employs MDD (Model Driven Development) to obtain optimum RTA performance using UML (Unified Modeling Language). MDD allows people to work together on a project. UML is a standard notation for the modelling of real-world objects in object-oriented design.

Acro's cloud-hosted solution is:

1. **Reliable**: This means the system operates for a reasonably long time without human interference.
2. **Predictable**: The system executes actions within a known time frame and produce desired results.
3. **Performance**: Acro has designed the system to make the work easier.
4. **Manageable**: This means the system can easily manage the veracity and bulkiness. This feature of the solution in turn helps in reducing the cost of implementation.

Scalable: A provision has been made so whenever there is a requirement to upgrade or degrade the system, it can be easily done.

System Performance Requirements

This section describes requirements related to the proposed systems' on-line performance, response times, and sizing from a system architecture standpoint.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PER-1	Describe the Bidder's proposed system performance functionality and monitoring tools.	X	X		

Acro's Response:

Acro aggress that application is impacted by some of the other factors like operating systems, browsers, connection speeds, devices and locations mean that any number of combinations could be interacting with application and influence the application performance. Local testing is useful but fails to identify some number of variables that users can encounter when trying to use your app. So Acro use some tools for monitoring performance and gather below information but limited to these:

- Errors, crashes, and performance issues that users encounter.
- Information about which specific assets were the cause of a slow loading page.
- Real-User response time, throughput, and breakdown by layer
- Database call response time and throughput
- SQL performance details
- Memory Leak Detection

PER-2	Describe the Bidder's expected minimum response times for the following functions, even at peak load. For example, expected response time will be within two (2) seconds 95% of the time, and under 10 seconds for 100% of the time. • Record Search Time • Record Retrieval Time • Transaction Response Time • Print Initiation Time • Subsequent Page Display Response Time • Document Availability • Report Generation and Adhoc Queries	X	X		

Acro's Response:

Acro does regular performance and load testing of the system based on the maximum number of users using the system parallelly to ensure satisfactory performance during peak usage. Acro proactively monitors the servers to identify any bottlenecks and address them in a timely manner. Acro performs regular maintenance of the servers to ensure zero downtime during regular business hours.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PER-3	Describe how the Bidder's proposed solution captures system downtimes, along with the causes of the downtimes where applicable. Describe the Bidder's proposed method and timing of communication to DHHS on downtimes.	X	X		

Acro's Response:

In case of application is fully down then our Administrators get email and text notification that states the reason for down, since application is down along with other information and our team will inform DHHS via Email, Phone Call immediately.

If downtime is required then Acro do communication with DHHS via Email, Phone Call in advance.

PER-4	Describe how the Bidder's proposed solution supports concurrent users with minimal impact to response time, with the ability to increase the demand on the system by 50% without modification to the software or degradation in performance.	X	X		

Acro's Response:

SUA-ACAMS is capable to handling approx. 200 concurrent users at normal performance; however system can handle approx. 250 - 300 concurrent users with minimal impact to response time and performance.

PER-5	Describe how the Bidder's proposed solution is available online 24 hours a day and 7 days a week, 99.9% of the time each month. Describe any known timeframes where the system will be unavailable for use.	X	X		

Acro's Response:

Yes, application is available online 24 hours a day and 7 days a week, 99.9% of the time each month. Acro performs maintenance activities on weekend with schedule time. Acro will communicate to end user/DHHS about the schedule through properly medium. The maintenance time may be of couple of hours.

PER-6	Describe how the Bidder's proposed solution provides application performance monitoring and management capabilities, including any key performance indicators (KPI) or other metrics to measure and report system performance for the proposed system.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Acro's Response:

Acro uses monitoring tools provided by Microsoft Azure such as Azure Monitor and Azure Application Insights to track the performance of application. In addition to measuring response time for a user, response times for components of the application is also monitored to help pinpoint cause of delay. Acro use five key performance indicators (KPI) to diagnose the system performance. These are as:

- End User Experience Monitoring
- Application Runtime Architecture Discovery
- Business Transaction management
- Deep-dive Component Monitoring
- Reporting & Application Data Analytics