

ATTACHMENT TWO - REVISED Business Requirements Traceability Matrix

Request for Proposal Number 6101 Z1

Bidder Name: _____

Introduction

The Department of Health and Human Services (DHHS) Public Health Licensure Unit has identified the following major functions and divided the functions into operational tasks.. The Licensure Unit wants to implement a commercial, off-the-shelf (COTS) licensure software system with as little customization as possible. **Bidders are encouraged to identify when and where any improvements or modifications to the system can improve the workflow.**

The State realizes that not all of the requirements stated in this specification may be COTS functions or operational tasks. While it is hoped that many of the functions and tasks are available from COTS, the State encourages Bidders to note any modifications necessary to provide the functions required in this specification, and to meet the design needs of the system.

The major considerations for the procurement, implementation, and maintenance of required software and hardware components which are associated with the licensing information system are summarized as follows:

1. The system exists to support the functional needs of DHHS.
2. The capacity (or expandability) of the system should be adequate to cover the long-range needs of the Licensure Unit, up to ten years at 10% annual growth. The system should be capable of processing the current and projected size, volume, and types of licenses.
3. The system should offer optimal performance with a minimal expenditure of DHHS personnel resources or funds required for maintenance (e.g., contractor labor).
4. The operational features of the software should be advanced in functional considerations and representative of state-of-the-art technical design.
5. The State wishes to implement a technically advanced, robust, and proven system – not a new and unproven system that could introduce high levels of risk.
6. Legislation may change the requirements for currently-regulated license types, or create new regulated license types. The system should be flexible enough for DHHS staff to add new license types and change the requirements for current license types within a short period of time.

It should be noted that some examples and illustrative phrases are provided throughout this specification. Bidders are cautioned that a specific implementation should not be inferred from an example or illustration, but that an appropriate implementation should be proposed.

If there is a conflict between a description in a narrative section of this document and a requirement quoted as a specification, the specification shall have precedence.

Bidders should describe in detail how the proposed system meets the conformance specification outlined within each Functional/Business Requirement. It is not sufficient for the Bidder to simply state that it intends to meet the requirements of the RFP. The traceability matrix must indicate how the Bidder intends to comply with each requirement and the effort required to achieve that compliance.

The traceability matrix is used to document and track the project requirements from the proposal through testing to verify that the requirements have been met. The Contractor will be responsible for maintaining the contract set of Baseline Requirements. This 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 bidder must ensure that the original requirement identifier and requirement description are maintained from the traceability matrix.

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 description of the requirement to which the Bidder should respond. This language is specified in the RFP and must not be modified by the Bidder.
(1) Comply	Bidder should insert an "X" if the system complies with the requirement. Describe in the response how the system meets the requirement. If the system does not comply with the requirement, the Bidder should address the following: <ol style="list-style-type: none"> 1. Capability does not currently exist in the system, but is planned in the near future (within the next few months) 2. Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard capability 3. Capability requires an extensive integration effort of more than 500 hours
(a) Core	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	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	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 should describe the product, including product name, functionality, and benefits in the response.

Licensure Software Functional/Business Requirements

The functional requirements listed below are those that DHHS staff deem essential. Bidders must note if their application meets each specific requirement, and describe how their software will meet each requirement. Bidders should also define and describe any additional functionality available in their software, beyond what is listed in the functional requirements.

Each requirement is identified by the following first three characters:

BID	Bidder Requirements
GEN	General System Requirements
ILA	Initial Licensure and Examination Requirements
RLA	Renewal Licensure Requirements
ACT	Accounting and Fees Requirements
LCV	License Certification/Verification Requirements
COM	Complaints and Investigations Requirements
DIS	Disciplinary Actions Requirements
MOB	Inspection and Mobile Functionality Requirements
RPT	Reporting Requirements
INT	Data Interface Requirements
ONL	Online Transaction and Public Interface Requirements
TRN	System Training Requirements

Bidder Requirements

Req #	Requirement
BID-1	Provide a Draft Project Management Plan.
Response:	
BID-2	Describe the anticipated data conversion timeline, including the rollout strategy and when full implementation will be achieved.
Response:	
BID-3	Describe how the system automatically expands text boxes based on amount of text entered. Fields of adequate length for data elements and narrative text notes are required, as well as being able to view a significant portion of text notes without scrolling. DHHS is seeking a configurable system that does not have unreasonable data entry limitations and that allows large sections of comments to be seen in their entirety without scrolling. Some examples include inspection and investigation description entry fields, licensee record notes, and name and address fields.
Response:	
BID-4	Describe the age, development stage, and robustness of the system, including mobile and synchronization capabilities.
Response:	
BID-5	Describe the update cycle of the licensure software system, such as how often new versions will be implemented.
Response:	
BID-6	Describe any compatible software packages used to create reports, templates, correspondence, etc., and how the software package versions are updated to ensure compatibility with DHHS versions.
Response:	

Req #	Requirement
BID-7	Describe the document scanning methodology used, including compatible software packages that interface with the system, and how documents are attached, referenced, and deleted from license records. If the system does not have an integrated scanning/attachment module, describe the proposed electronic documentation system. Describe how the software package versions are updated to ensure compatibility with DHHS versions.
Response:	
BID-8	Provide the hours that live technical support is available, and describe the method(s) by which it is provided, to facilitate quick resolution of problems.
Response:	
BID-9	Provide a draft Contract Closeout Plan which includes all the items specified in Section II. Terms and Conditions, V. Contract Closeout.
Response:	
BID-10	Provide the governmental regulatory entities that are currently using its licensure software system, if any, and provide names and phone numbers of the entities' system administrators.
Response:	
BID-11	Describe the methods for developing and maintaining test scenarios, test sets, test cases, and test steps. Testing Methodologies must also address the approach to documenting test procedures and test results.
Response:	
BID-12	Describe how the system provides application controls to prevent unauthorized use, maintain system process controls, and log all transactions. In addition, the system shall provide security to limit availability to application functionality, software screens, data records, data elements, and data element values where appropriate.
Response:	

General System Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-1	<p>Describe how the system includes intuitive, user-friendly dashboards and work queues for each staff person to process multiple steps within the system. Dashboards should be easy to configure to staff preferences and needs. The system should track and produce timely staff alerts that are configurable by license type, and place them into the work queue of the appropriate staff for processing. The system should include an intuitive way to view and transfer items between staff dashboards or work queues as needed. The system should automatically log communication, documentation, and changes to the records. The system should allow printing and reprinting of documents as needed. Data entry should update the database in real time.</p> <p>For example: (1) an application is submitted and placed on a data entry queue; (2) after entry, the application would move to an applications pending/checklist queue; (3) after all items are received and checked off, the application would move to a license issuance queue, which would include generating and printing licensure documents such as wall licenses, wallet cards, and certifications.</p>				
Response:					
GEN-2	Describe how the system will allow more than one user to be in the same licensee record at the same time, but allow only one user to make changes within the same part of the record at the same time.				
Response:					
GEN-3	Describe how the system will update the database as data is entered in real time, and keep a history of the changes made, who made them, and when.				
Response:					
GEN-4	Describe how the system will provide customized views and available functionality by user group or role (role-based security). The system should allow non-relevant or non-public items to be hidden based on the user group or role.				
Response:					
GEN-5	The system administrator should be able to limit the data elements that are available within a given security level for data searches and reports, so that data will not be released inadvertently. The system administrator should be able to define each data field as either public or restricted, and have restricted information available only to appropriate staff based on roles.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-6	Describe how the system will allow for administrator rights to oversee the systems, including the ability to configure multiple access rights and security levels based on user security profiles, to import/export/update/change data, and to configure and generate reports.				
Response:					
GEN-7	Describe how the system will attach documents, videos, photos, correspondence, and other documentation to licensee records by date, item category, security/access level, retention schedule, etc., as identified by staff. Describe how records will be stored and deleted according to the DHHS and State retention schedules.				
Response:					
GEN-8	Describe how the system will have the capability for staff to designate the documents and data items that will be made available for online public access as they are entered.				
Response:					
GEN-9	Describe how the system will allow third-party updates to applicant and licensee records. Some examples include: <ol style="list-style-type: none"> 1. Allow educational institutions to submit data regarding education on a licensee's record. 2. Allow employers to submit nurse aide employment information, including adding new hires, updating current nurse aide rosters, and adding employment end dates, to update nurse aide applicant and licensee records. 3. Allow employers to enter and update license information for licensed employees. 4. Allow the child care rating system to add/update a rating level to a licensee's record. 				
Response:					
GEN-10	Describe how the system will facilitate and document electronic and other correspondence, communication, and documentation, and automatically link it to the correct applicant/licensee records, complaints, inspections, disciplinary actions, non-disciplinary actions, etc. The system should save all incoming and outgoing communications within the applicant or licensee record, and provide a log for conversations via email, text, phone, in-person, etc. The system should provide templates for documents, reports, correspondence, etc., and allow staff to revise templates and create new documents and correspondence as needed.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-11	Describe how the system will have an integrated validation module built into the software to ensure data submitted is accurate and valid. Spellcheck is required. For example, to ensure that text is not entered into date or numeric fields, numeric data into alpha text fields, etc.				
Response:					
GEN-12	Describe how the system will allow staff to set the records retention schedule for documentation at the time of entry/creation, and automatically notify staff when documents are eligible for destruction, based on a specified destruction date. Staff should be able to approve destruction or change the destruction date as needed.				
Response:					
GEN-13	When working with a licensee record, describe how the system will be able to list all of the addresses associated with the license, and provide an option to print a selected address on an envelope or label without creating a mail merge into another document.				
Response:					
GEN-14	Describe how the system will store images, letterhead, templates, and electronic signatures used on multiple documents in one location.				
Response:					
GEN-15	Describe how the system will verify all addresses and zip codes as the data is entered, such as validating entries against a USPS Address lookup file, and provide the option to input the recommended address information instead. ZIP+4, the additional 4 digits of the zip code, should be added by the system based on the address chosen.				
Response:					
GEN-16	Describe how the system will allow data searches on each data and text field and on combinations of several data fields. The system should include partial name and "sounds like" search parameters. A minimum of 15 search results should show on a screen at the same time with no scrolling required to view them, with additional results available by scrolling.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-17	Describe how the system will track licensees and link the records of all of their licenses, the full history of each license, all related documentation, and all disciplinary actions in progress and taken against each license. When a new application is entered for an individual or establishment, a notification regarding any other licenses associated with the applicant should pop up during data entry.				
Response:					
GEN-18	For licensees that have more than one license in process, describe how the system will display multiple application status checklists at once. For example, display both checklists for an individual that has both a PLADC and PLMHP application pending, or all applications, names, and street addresses associated with an establishment.				
Response:					
GEN-19	<p>When an applicant is issued a new license, describe how the system will have the capability to automatically null and void specific licenses previously held by the applicant, as specified by staff for the license type, within the same license type or other license types.</p> <p>Examples include:</p> <p>If an APRN license is issued to Brad, his current RN license would remain active.</p> <p>If an LPN license is issued to Janet, her current Medication Aide license would be made null and void.</p> <p>When Diane's Child Care is approved for an operating/non-expiring license, the current provisional license will be made null and void on its expiration date, and a non-expiring license issued at that time.</p>				
Response:					
GEN-20	The system administrator should be able to initiate, modify, and configure Nebraska-specific requirements for each license type.				
Response:					
GEN-21	Describe how the system will calculate averages, percentages, days between, deviations, etc. between multiple data elements.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-22	Describe how the system will accommodate AKA (also known as) identification, previous names, and DBAs (doing business as) for licensees who either legally change their name or go by another name. The system should track and associate facility name, ownership data, and survey results by the facility address, such as the record for a nursing home at 123 Main St. shows a history of the companies and DBAs that operated the nursing home, and all inspection results and compliance findings for the facility.				
Response:					
GEN-23	Describe how the system will incorporate data entered online (sometimes automatically and sometimes after staff approval); auto-fill information that has been duplicated in other parts of the database, checklist, or license information document; and allow staff to update that information as needed. All changes, as well as the staff person making/approving the changes, should be documented and the old information archived.				
Response:					
GEN-24	If an individual licensee's contact information is updated on one license, either online or by staff, records for all licenses held by that licensee should automatically be updated.				
Response:					
GEN-25	The system administrator should be able to access and edit the questions/instructions/etc. on renewals, applications, and all other forms/templates, whether online and paper.				
Response:					
GEN-26	Describe how the system will accommodate input of historical license records with limited data and documentation.				
Response:					
GEN-27	Describe how the system provides data by geographic areas. Data should be exportable to determine the number of licensees in a given geographic area. Examples: <ol style="list-style-type: none"> 1. A child care inspector can schedule multiple inspections in the same geographic area; 2. A map can be generated to show the number of doctors in each county. 				
Response:					

Initial Licensure and Examination Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-1	<p>For individual licensees, describe how the system will capture and maintain core demographic information. Core demographic information must include at a minimum:</p> <ol style="list-style-type: none"> 1. Name, including first, middle, last, maiden, AKA, etc. 2. Date and place of birth 3. Social Security Number – the full number should not be displayed in any reports or other documentation unless approved by DHHS 4. Contact preference, identified as phone, text, email, mail, etc. 5. Multiple email addresses, identified as home, work, school, designated contact address, etc. 6. Multiple phone numbers, identified as home, work, cell, notification text, etc. 7. Home address 8. Multiple mailing addresses (work, home, etc.) 9. Date of death 10. School, education type, and date of graduation, with drop-down lists of approved schools and coursework 11. Type and date of examination, pass/fail notation, and ratings or grades received, if any 12. Application/license type, issuance date, license status, license number, unique person identifier, and basis on for license issuance 13. Compact-related information, including declared state of residence and declaration date 14. Description of all disciplinary action pending or taken against the licensee, including the type of disciplinary action, the effective date range of the disciplinary action, a description of the basis for disciplinary action, etc. 15. Any additional data fields DHHS deems appropriate. 				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-2	<p>For establishment licensees, describe how the system will capture and maintain core demographic information. Core demographic information applicable to the license type, must include at a minimum:</p> <ol style="list-style-type: none"> 1. Physical location of the establishment 2. History of establishment ownership and compliance by physical location 3. Contact preference, identified as phone, text, email, mail, etc. 4. Multiple email addresses, identified as work, designated contact address, etc. 5. Multiple phone numbers, identified as desk, cell, fax, notification text, etc. 6. Licensee name, DBA name, facility number, license type, license number, issuance date, expiration date, status, and basis for license issuance 7. Occupancy certificate, including date and issuing authority 8. Multiple mailing addresses and contact information (corporate headquarters, branch/satellite/off-site/practice locations, etc.) 9. Ownership information, including names, dates served, physical location, contact information, ownership type, non/profit status 10. Number of beds/capacity 11. Population served, including hours and age ranges for child care licensees. 12. Geographic service area (multiple county names with start and end dates per county) 13. Services provided (multiple entries with start and end dates per entry) 14. Management personnel (multiple entries with start and end dates per entry) 15. Disciplinary history, including each disciplinary action taken, start and end dates of each action, and a summary of the situation that resulted in the disciplinary action 16. The establishment's TIN/FIN/W-9 17. Any additional information DHHS deems appropriate. 				
Response:					
ILA-3	<p>Describe how the system will calculate prorated fees and initiate refunds for individual licenses and groups of licenses, based on license type-specific requirements.</p> <p>For example, Jane applied for an RN license in July, with payment of \$123. Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued on October 15, the system should automatically calculate and default to the pro-rated fee (\$30.75), and initiate a refund if necessary (\$92.25).</p>				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-4	<p>Describe how the system will generate/document license issuance correspondence and licenses after all licensure requirements are met, and accommodate/schedule license issuance dates in the future.</p> <p>For example, Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued after the renewal date, the system should track her future license issuance date and generate a license on the specified date.</p> <p>Another example: a provisional child care licensee has met all requirements for an operating/non-expiring license on March 1. The provisional license doesn't expire until April 1. The system should track the expiration date of the provisional license, and generate the operating license with the effective date of April 1.</p>				
Response:					
ILA-5	Describe how the system will allow issuance of licenses with or without a specified expiration date or application/renewal/annual fee.				
Response:					
ILA-6	<p>Describe how the system will separately track the Declared Primary State of Residence (PSOR), declaration date, and license compact status (single-state or multi-state) for licenses subject to compact agreements. Changes in PSOR should <u>not</u> change the license compact status.</p> <p>If a license subject to a compact agreement is under disciplinary limitation, the license compact status should automatically be set as single-state, and maintained as single-state until the disciplinary limitation is removed.</p> <p>Describe how the system will determine if states in address field and states in PSOR field are compact or non-compact states for that particular license type. If licensees update their mailing address state or PSOR, the system would use a decision tree to determine if a) a notification should be sent to the license-type-specific staff work queue for review and processing, b) the license compact status should be automatically changed, or c) no additional actions are necessary.</p>				
Response:					
ILA-7	<p>Describe how the system will track and show the status of each application requirement, and generate/document deficiency notifications. The system should identify and track the status of incomplete applications, calculate the number of days between receipt date and license-type-specific destruction date, generate appropriate correspondence, and alert staff of applications that are due to be destroyed. Staff should be able to assign retention according to retention schedules, and the system should notify staff to approve destruction or extend the destruction date.</p> <p>For example, Jane sent in an application that didn't include citizenship status documentation, and a system-generated letter/email notified Jane of the deficiency. Jane didn't send in the documentation within 90 days, so her pending application should be sent to a work queue for staff to assess an administrative fee, initiate a refund, remove the application from the pending application process, and destroy the file.</p>				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response:					
ILA-8	Describe how the system will accommodate and document applications based on examination or reciprocity. The system should document the jurisdiction, declared primary state of residence, the date declared, and whether the license is single-state or multi-state.				
Response:					
ILA-9	Describe how the system will incorporate examination features such as scheduling, proctoring, national test integration, score integration, non-applicant examinations, etc. The system should allow staff to register applicants for examinations, create sign-in sheets, verify the identity of applicants, administer tests, link applicant records, allow score uploads from providers, create related letters/emails, and track communication with applicants.				
Response:					
ILA-10	Describe how the system will provide an online account system with an intuitive interface for applicants to securely submit application materials/fees, get receipts, check the status of applications, schedule examinations, and view their scores/results. Online data entry should be interactive, with popups of current/past licenses, current contact information, proposed corrected address information, ZIP+4, etc., as specified in GEN-15. Describe how the system will maintain an electronic record of all online applications, payments, and status changes.				
Response:					
ILA-11	Describe how the system will link and track the requirements of a secondary Provider Status Certification at the same time that the primary license application is being processed (i.e., a dental anesthesia permit for a dentist, or a nurse anesthetist certification for a registered nurse). Describe how the system will require that the primary license be issued first, before any dependent license can be issued.				
Response:					
ILA-12	Describe how the system will provide a unique identifier for each licensee, each establishment's physical location, and a cross-reference mechanism for licensees who hold more than one primary license. For example, Dr. Smith holds a current dental license and a current medical license, or a hospital holds a current hospital license and a current long-term care license.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-13	Describe how the system will maintain and track multiple related supervisor/supervisee licenses, with start and end dates for each, and not allow the maximum number of supervisees for a license type to be exceeded. The system should not allow license issuance until applicants for a supervisee/dependent license have entered into an agreement with a qualified, active licensee to supervise their work. The system should display all dependent licenses for a supervising licensee on one screen. Staff will review and approve/deny supervision relationships prior to license issuance.				
Response:					
ILA-14	Describe how the system will allow supervisors and supervisees to initiate, update, and terminate their supervision arrangements online. The system should generate and document alerts to staff and to all licensees involved in the arrangement when changes are made, and provide a method for those involved to indicate their approval of changes made. Staff will review and approve or deny the updated supervision relationships, and notify the supervisor and supervisee(s) of approval or denial.				
Response:					
ILA-15	Describe how the system will generate and document alerts if a supervisor's license is disciplined, revoked, or inactivated. Supervisees should be notified immediately, as they are not allowed to work without an active licensee's supervision. Alerts should also go to the staff responsible for the license type, so that they can inactivate, void, or put a hold on all of the supervisee licenses. Some license types may require that the supervisee license status is changed automatically under specific circumstances.				
Response:					
ILA-16	Describe how the system will link and track the status of an application when a temporary license has been issued. For example, Jane Doe moves to Nebraska and makes application for a nursing license. Jane is given a temporary nursing license, based on her licensure in another jurisdiction, so that she can begin working while her permanent license application is being processed. The system should maintain the temporary license record while allowing processing of the permanent license application. The system should maintain the historical data reflecting both licenses that are tied to the individual.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-17	Describe how the system will allow employers to upload/import/enter employee rosters to update individual applicant/licensee employment records, including start and end dates, and accommodate multiple employers for each licensee. For example: Jane Doe, a nurse aide applicant, will be working for Good Samaritan Nursing Home, Home Health Care Services, and Shady Rest Nursing Home. Each of her employers should be listed on her applicant/licensee record, with attached start and end dates for each. Shady Rest Nursing Home should provide a quarterly report of their employees and their dates of employment, including new hires and terminations.				
Response:					
ILA-18	Describe how the system will accommodate the nursing and faculty loan program, including contact information, loans, payments, etc.				
Response:					

Renewal Licensure Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RLA-1	Describe how the system will be able to assess and process periodic fees for license types without expiration dates, according to license-type-specific requirements and timelines.				
Response:					
RLA-2	Describe how the system will allow automatic and manual initiation and closure of renewal periods, according to license-type-specific requirements and timelines. The initiation process should automatically assess a renewal or annual fee, if required for the license type. Staff should be able to override an automatic initiation and cancel all fees.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RLA-3	<p>Describe how the system will generate renewal and fee notices prior to expiration, in accordance with the requirements for each license type, for all licensees of a specific license type. Different license types may be renewed monthly, annually, biennially, every three years, or every four years, based on the expiration date for the license type or the anniversary of the issuance date. License-type-specific renewal instructions, licensee name, license type, license number, fee, expiration date, and any special requirements should be included in the notice.</p> <p>For example, the system should be able to produce renewal notices for individuals with multiple license authorizations such as a physician whose medical license expires 10/01/18, whose Nebraska controlled substances registration expires 08/31/18, and whose backup supervising physician certificate for a physician assistant expires 10/01/18.</p> <p>The system should be able to track and generate notices of annual fees due for operating/non-expiring child care licenses, which have due dates based on the anniversary of license issuance.</p>				
Response:					
RLA-4	<p>Describe how the system will also generate renewal notices on demand. The system should calculate the number of days between the license issuance date and the expiration date, and automatically produce renewal notices that fall within predefined time frames for specific license types.</p> <p>For example, Joe Smith's physical therapist license application was approved on 09/01/17, after renewal notices were sent but before the expiration date of 11/01/17. A renewal notice should be generated and sent to him.</p>				
Response:					
RLA-5	<p>Describe how the system will provide an online renewal system with an intuitive interface that allows licensees to establish personal online accounts, generate personalized renewal documents, submit renewal forms and other documentation, pay fees online and offline, and allow licensees to print renewal documentation. Renewal documentation includes but is not limited to wallet card(s) and certification(s) that have the licensee name, license type, license number, license status, disciplinary and/or limitation status if applicable, updated license expiration date, and any other information required for the license type. The system should maintain an electronic record of all renewals, payments, and status changes.</p>				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RLA-6	<p>When licensees log into their personal online accounts, describe how the system will provide a list that includes all of a licensee's current licenses and expiration dates, including multiple branches/locations for establishments, and indicate which licenses are eligible for renewal at that time. Personalized renewal documents should be generated for online completion of each license renewal form. The system should require that primary licenses be renewed before dependent licenses.</p> <p>A licensee should be able to securely log into a personal online account, select the license(s) to be renewed, complete the personalized online renewal application(s), attach any required documentation, and pay fee(s) online. The system should also give an option for licensees to complete and print the personalized renewal form(s) for submittal by mail or in person.</p> <p>Depending on the information provided online, the system should accommodate \$0 fees and military waivers of fees when appropriate. Multiple renewal fees should show in a shopping cart-type list to be paid in one transaction. The licensee should receive an automatic, system-generated email with a receipt and confirmation that the renewal(s) and fee(s) have been submitted.</p> <p>Describe how the system will determine whether all renewal requirements have been met, or if manual renewal is required. If staff review is required, the system should suspend the payment and put the renewal in a license-type-specific work queue for staff to manually approve. If all renewal requirements have been met, the system should automatically approve the renewal(s) and document the payment(s) on the licensee record without staff intervention.</p>				
Response:					
RLA-7	<p>Describe how the system will allow licensees to delegate authority for license renewals, and to change the delegation at any time.</p> <p>For example, physical therapists may delegate renewal authority to their employing practice to submit renewals and pay fees on their behalf. Practice staff should be able to submit multiple renewals and payments for the specific licensees who have delegated that authority. A list of employees who have delegated renewal authority should be displayed on the practice's online account, for selection of the licenses to be renewed. Multiple payments should show in a shopping cart-type list to be paid in one transaction. Receipt(s) should be automatically generated and sent to the practice email account. Practice staff should be able to generate renewal wallet cards and/or certifications for all of its physical therapists at once. The system should process the renewals and document each payment on individual physical therapy licensee records.</p> <p>A corporation has several nursing homes. Each nursing home delegates authority to the corporation to renew its license. The corporation can then renew all licenses at once, on one transaction.</p>				
Response:					
RLA-8	<p>Describe how the system will track continuing education classes and hours as a prerequisite for renewal. License types may allow attestation that the requirement was met, and require a random audit list of licensees to be generated after the renewal deadline. Others may require licensees to submit continuing education certificates, which should be attached to the licensee record. Drop-down lists of approved schools and classes should be incorporated for data entry.</p>				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RLA-9	<p>Describe how the system will allow the licensee to immediately generate and print renewal documentation from their secure online account, including wallet card(s) and certification(s), after a single or multiple license renewal has been approved either automatically or manually. Renewal license documents should include the licensee name, license type, license number, license status, disciplinary and/or limitation status if applicable, updated license expiration date, and any other information required for the license type.</p> <p>For example, Beth's multiple license authorizations (medical license expires 10/01/18, Nebraska controlled substances registration expires 08/31/18, and backup supervising physician certificate for a physician assistant expires 10/01/18) need to be renewed within the same 3-month period. The system should process the renewals according to a decision tree and primary/secondary license logic; allow Beth to pay all 3 renewal fees in one transaction; and allow Beth to generate and print renewal documentation immediately after the transaction is completed.</p>				
Response:					
RLA-10	<p>The online renewal system should allow individual licensees to securely request that their licenses be placed on inactive status, to select the effective date, and to pay a fee, if required by license-type-specific regulations. Describe how the system will automatically change the license status to inactive on the date specified by the licensee.</p>				
Response:					
RLA-11	<p>Describe how the system will allow licensees to securely complete and submit reinstatement requests online after expiration, and pay all required renewal, reinstatement, and late fees. Reinstatement requests should be placed in the license-type-specific staff work queue. The system should track the history of license expirations and reinstatements, and allow licensees to generate and print reinstatement license documents, including wallet card(s), from their secure online account. Reinstatement license documents should include the license type, licensee name, license number, license status, disciplinary status if applicable, the new expiration date for each license, and any other information and workflow required for each license type.</p>				
Response:					
RLA-12	<p>Describe how the system will track annual fee due dates and license expiration dates, invalidate licenses, send notices to staff work queues, and generate expiration notices/correspondence for licensees who have not met renewal requirements by the expiration date, at a point in time specified for the license type. The system should allow processing of renewals and fees after the expiration date, due to mail delivery allowances and staff processing time.</p>				
Response:					

Accounting and Fees Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ACT-1	Describe how the system will have an informative, intuitive data entry process for payments which generates a unique receipt number for each payment; ensures that all required payment information is entered; payments are applied to the correct licensee record; and payments are allocated to the correct fee(s). The list of fees to be paid must include the date assessed/due and a fee description. A responsive system that generates additional fields based on the entries made would be ideal – for example, when “Check” is selected for Payment Type, a required data entry box appears for Check Number, but when “Credit Card” is selected, a required Transaction Record box appears instead. The system should interact with external systems, such as SharePoint and OnBase, to document and process transactions.				
Response:					
ACT-2	Describe how the system will maintain a comprehensive fee/payment/refund history, and show a history of multiple transactions on one screen, including all changes made to financial records and who made the changes. The system should show an overall licensee account balance which clearly indicates if it is positive, negative, or zero. A single screen should have the capacity to show a minimum of 15 transactions at a time, with capability to scroll through additional transactions in the record. Describe how your system archives and/or deletes data according to records retention schedules.				
Response:					
ACT-3	Describe how the system will provide detailed information regarding each payment, such as business unit, subsidiary, object code, date received, date entered, payer, payment amount, payment type, check/transaction number, fee description, fee amount, payment balance, refund, etc., and show all information regarding a payment on a single screen. Business units and subsidiaries should be linked to license types, object codes should be linked to transaction types, and all 3 should automatically populate the record according to the transaction and license type.				
Response:					
ACT-4	Describe how the system will be able to generate reports by all payment data fields, including business unit, payment amount, receipt number, transaction record, fees paid, licensee account balance (all outstanding fees and payments), and refunds.				
Response:					
ACT-5	Describe how the system will maintain and provide adequate documentation for issuance of refunds, including generating notices to licensees and creating refund forms that include all needed information, such as business unit, licensee name and address, profession, license type, license number, payer name and address, payer SSN/TIN/FIN, payer Address Book Number; payer mailing address; receipt date, receipt number, total receipt amount, payment type, description of fees paid (including administration fees), fee amounts paid, fee status, amount to be refunded, business unit/subsidiary/object code, reason for refund, refund status, notes/remarks, etc.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response:					
ACT-6	Describe how the system will document returned checks, including the reason the check was returned, steps taken to locate the licensee, and final disposition of the check. Example: a refund was mailed to an applicant, but the post office returned it marked undeliverable.				
Response:					
ACT-7	Describe how the system will track insufficient funds (NSF) checks, invalidate all fees paid by an NSF check, identify and invalidate all related licenses, send a notice to the work queue of the staff assigned to the license type(s) involved, and document all related account changes and correspondence.				
Response:					

License Certification/Verification Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
LCV-1	<p>Describe how the system will generate and track issuance of duplicate or reissued wall licenses, wallet cards, certifications, and other documents with all required images and data fields, in electronic and written form. Documentation may be system-generated online or manually prepared by staff. Images may include signatures, logos, seals, etc. Examples of data fields include licensee name, license number, license type, location, facility certification/licensure status, issuance date, expiration date, license status, basis for license issuance (such as examination, waiver, or reciprocity), education, test scores, disciplinary history, limitations, compact information, ages/population served, hours/days of operation, etc.</p> <p>Fees may or may not be required, and amounts may vary, depending on the amount of staff time required to produce the requested documentation.</p> <p>Bulk uploads of names, SSNs, license numbers, etc. should be allowed, as well as a subscription service to track license record and status changes for specific licensees</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. An insurance company requests a staff-issued verification of a nursing home's license status, CMS certification status, and disciplinary history. 2. An employer searches an online database to verify each employee's nursing license status and disciplinary history, and prints a system-generated certification or wallet card of each license for her records. Print options should include one-at-a-time and bulk search/print options. 3. Another state's licensure unit requests staff-issued certifications for 50 physician licenses to verify their license status, including disciplinary history, prior to issuing a reciprocal license. This request may be for the primary license only, secondary license linked to a current primary license, or primary license and all secondary licenses linked to the primary license. 				
Response:					
LCV-2	Describe how the system will provide an online account system that allows licensees to securely generate and print their own licensure documentation, including wallet cards, duplicate/reissued licenses, and certifications.				
Response:					
LCV-3	The online account system should also allow licensees to request staff-generated license documentation, indicate where the documentation should be sent, whether it is for compact use, pay the fee, and receive a receipt. The system should track request status, such as pending, completed, and sent, so that the licensee can check its status online.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
LCV-4	Describe how the system will display licensee data, with licensee-related public documents, in the public database, including disciplinary actions and limitations, inspection results, and ownership documentation, and allow the general public to generate and print license certifications.				
Response:					
LCV-5	Describe how the system will maintain an electronic record of all online and in-office transactions and payments, including communication with the licensee/jurisdiction/public, the purpose of the transaction, whether it was for compact use, where documentation was sent, and the staff person processing the transaction, if needed.				
Response:					

Complaint and Investigation Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
COM-1	Describe how the system will document complaints and investigations from initiation to completion, while keeping the information confidential. The system needs to track complaints; link them to the licensee file; link them to the investigation record; log any and all communication sent/received related to the complainant, licensee, or other people involved; link photos and video to the complaint/investigation record; and maintain confidential investigation and hearing documentation.				
Response:					
COM-2	Describe how the system will allow the public to submit complaints online. Complaints should be routed to the appropriate staff's work queue, and template letter/email options should be available for communication with licensees and complainants. The system should document all communication regarding the complaint, and allow workflow between staff as defined by role. For example, Licensure Unit staff receive a complaint, and should be able to forward it and all related documentation to an investigator.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
COM-3	Describe how the system will allow role-based security access to complaint/investigation information to ensure that only staff with the appropriate levels of security be allowed to access, view, and mark data/documentation as public. All of the confidential information and documentation regarding the complaint and investigation should be tracked and linked to each other and the licensee. The information marked as public should be available online to all staff and the general public, and should be updated in real time.				
Response:					
COM-4	Describe how the system will track names, contact information, statements, communication, correspondence, and other information for all people involved in a complaint or investigation. The system should provide a pop-up alert if a person has changed his/her contact information during an investigation or pending disciplinary action, and notify identified staff such as investigators, hearing officers, etc.				
Response:					

Disciplinary Action Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DIS-1	Describe how the system will document and display disciplinary actions and limitations imposed on a licensee, the date range of the discipline/limitation, the type/category of discipline taken, the findings of fact, monitoring requirements, and all related documentation. The system should track assessment of administrative penalty fees, payment plans, payment amounts, and information for each payment made per fee, with the unpaid balance of each fee. A licensee may have numerous overlapping disciplinary actions, monitoring requirements, and penalty fees that should be tracked. Staff should be able to mark all data fields and documentation as either public or confidential. Board and disciplinary actions marked public should be updated to the online database in real time. For example, a disciplinary action requires an administrative penalty fee, and body fluid testing each month for two years, resulting in an additional monthly charge of \$85. A complete history should be documented for each fee assessed and each payment made on each fee, and a total of all unpaid disciplinary-related fees should be provided on each licensee record.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DIS-2	Describe how the system will also track disciplinary actions taken against Nebraska licensees in other jurisdictions. The system should be able to import and export disciplinary action data as needed for compact agreement compliance. For example, an automated daily import and export are required to exchange disciplinary information with NURSYS, with alerts to appropriate staff if the import or export fails. Imports should automatically update the licensee record and issue alerts to appropriate staff.				
Response:					
DIS-3	Describe how the system will track citations issued for an establishment on its employees' license records, and on the physical location record. For example, Mary Johnson is a licensed nursing home administrator for Shady Rest Nursing Home. If a citation is issued against Shady Rest Nursing Home, the citation should also appear on Mary Johnson's nursing home administrator license. The citation should also be linked to the physical location of the establishment, so that all citations for that physical location can be documented and tracked regardless of past or current establishment name or ownership.				
Response:					

Inspections and Mobile Functionality Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-1	Describe how the system will have comprehensive functionality for inspections, both in the office and in the field. Staff should be able to enter data, complete checklists, cite the specific statutes/regulations violated, input specifics regarding violations in public and confidential fields, incorporate documentation and photos, and create inspection reports online and offline. If online, the database should be updated in real time. If offline, the mobile system should synch with the database when connectivity becomes available. For example, a child care inspection reveals that a child was injured by falling off a diaper-changing station that did not meet safety requirements. Staff should note the violation on a checklist, cite the regulation violated, enter the public information of how the child was injured, and enter confidential information with the child's name, medical treatment, and photos of the injuries. Data entered should populate an inspection report for internal use that includes the confidential information and documentation, a summary report, and an in-depth inspection report that includes citations and public information. The summary and public information reports should be posted to the website when indicated by staff.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-2	Describe how the system will track and support the entire inspection process: scheduling an inspection; planning an efficient schedule/route; navigating to the establishment; completing the onsite inspection checklist; citing applicable statutes/regulations; populating and generating appropriate inspection reports via templates; obtaining required digital/electronic dated signatures; scheduling follow-up inspections; linking follow-up inspections to the original inspections; generating, documenting, and sending referrals to other entities, etc.				
Response:					
MOB-3	Describe how the system will maintain all inspection information, link it to all related establishment and individual license records, and display the findings for required inspections, self-reports, and complaints associated with each establishment's physical location. Inspection information marked as public, such as summary and public information inspection reports, monitoring reports, complaints, etc. that are designated as public should be available to the public online. Examples of related establishment and individual licenses include pharmacy/pharmacist, nursing home/nursing home administrator/physical location, and child care provisional/operating licenses.				
Response:					
MOB-4	Describe how the system will generate ad-hoc reports on mobile devices, such as by staff name, establishment name, physical location, related licensee name, geographic area, and supervisory area.				
Response:					
MOB-5	Describe how the system will assign onsite inspections in accordance with license-type-specific requirements for periodic physical inspections of an establishment, including random inspections. The system should support reassignment of partial or entire caseloads in an efficient manner. The system should identify inspection compliance dates that are coming due or are past due for a particular establishment or staff member, generate inspection forms/checklists, and put them into the appropriate staff work queue.				
Response:					
MOB-6	Describe how the system will generate license-type-specific reports and automatically assign the next required inspection date after an inspection has been completed.				
Response:					
MOB-7	Describe how the system will incorporate templates for inspection forms, checklists, and statutes/regulations by Establishment license type, such as pharmacies, child care facilities, salons, health care facilities/services, etc.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response:					
MOB-8	Describe how the system will provide an easy way for the inspector to select the statute/regulation violated, such as using drop-down boxes, and provide public and confidential comment fields for staff to detail the specifics of the situation.				
Response:					
MOB-9	Describe how the system will allow for multiple status dates for reports/ citations/deficiencies/disciplinary actions. Reports should not be made public until after a date designated by staff, to allow for appeals, corrective actions, etc. before results are made public.				
Response:					
MOB-10	Describe how the system will interact with GPS, in office and on the mobile device, to display all establishments within a specific area of Nebraska and map out inspection schedules/routes in the most efficient manner possible.				
Response:					
MOB-11	Describe how the system will have a scalable interface for working with different devices such as desktop computers, laptops, tablets, and cell phones. A mobile tablet is the State-preferred device for mobile inspections. At the current time, the State of Nebraska uses Windows-based hardware devices using Android app functionality.				
Response:					

Reporting Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RPT-1	Describe how the system will facilitate data collection, analysis, and report generation by authorized users via a web-based application scalable to desktop computers, laptops, tablets, and cell phones.				
Response:					
RPT-2	Describe how the system will have an intuitive, dynamic report creation functionality that is user friendly and allows easy creation of ad-hoc reports without Contractor support.				
Response:					
RPT-3	Describe how the system will search, display, and generate reports by any field or combination of fields, using the same field names as shown on staff screens.				
Response:					
RPT-4	Describe how the system will import and export information for data analysis.				
Response:					
RPT-5	Describe how the system will facilitate automatic report generation on a staff-defined schedule, and automatically send the reports to designated internal and/or external customers. The system should alert appropriate staff if a report fails.				
Response:					
RPT-6	Describe how the system will generate ad-hoc reports using templates for inspections, monitoring, and complaints regarding establishments, link them to the license record and the physical location, and display them online.				
Response:					

Data Interface Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
INT-1	<p>Describe how the system supports two-way data interfaces with other applications as needed, to export and import data. An industry-standard HL7 interface is desired.</p> <p>For example, the system should automatically export and import disciplinary data with NURSYS on a daily basis; automatically import establishment license and certification data from the federally-owned Aspen Central Office (ACO) software to update the database on a daily basis; allow other state entities to upload and populate data, such as Step Up To Quality ratings for child care programs and fingerprint-based background searches; and allow third parties, such as schools, exam providers, and employers, to upload and overwrite data.</p>				
Response:					
INT-2	<p>Describe how the system will internally or externally interface with a scanning/imaging system that links documents to specific licensee records via an intuitive interface that minimizes staff time. All documents should be tracked in the licensee applicant file, designated by receipt date, mailing date, item category, retention schedule, security/access level, etc., as identified by staff.</p>				
Response:					
INT-3	<p>Describe how the system will create and store documents using Word/Excel which can be exported for use in accounting systems such as OnBase and SharePoint.</p> <p>For example, a completed refund form produced in Word should be exported to SharePoint for approval and processing. Data reports should be exported to Excel.</p>				
Response:					

Online Transaction and Public Interface Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-1	Describe how the system will provide a searchable online database of licensee records and related public documents that is updated in real time, through an intuitive interface. The system should allow multiple data field selection in the search feature. The system should provide “sounds like” and alternative spelling options for identified search fields, with at least 15 results shown per screen, and additional results available by scrolling. The results list should include basic information such as licensee name, license number, license type, license status, and license expiration date. Search elements, results data, and additional information should be tailored to specific license type needs.				
Response:					
ONL-2	The system’s online database should provide an option to search for licensees within a specified mileage of a zip code through an intuitive interface. For instance, users may select from a list of mileage amounts, such as within 25, 50, 100, or 150 miles of the zip code. Results displayed should be tailored to license type. For example, search fields for child care establishments should include business hours, ages served, Step Up To Quality rating, and a selected the number of miles from the specified zip code.				
Response:					
ONL-3	The system’s online database should have a Frequently Asked Questions (FAQ) section to help users navigate and locate the information they need through an intuitive interface.				
Response:					
ONL-4	Describe how the system will be able to change the online database interface to use languages other than English (Spanish, Vietnamese, etc.), or provide a link to the translated interface.				
Response:					
ONL-5	Describe how the system will display license-type-specific information when a license is selected, with a list of related public documents such as disciplinary action, inspection reports, ownership documentation, construction project information, etc. Documents should be displayed upon selection. For child care establishments, describe how the system will indicate the establishment’s Step Up to Quality rating, whether or not the child care is currently in compliance, and display all citations online without any identifying names displayed to the public.				
Response:					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ONL-6	Describe how the system will provide links that generate documents, such as certifications and wallet cards, through an intuitive interface for the selected license. The generated documents should be printable in a professional-looking format, such as a pop-out PDF with letterhead, seal, or other image elements required by DHHS. Information provided on the documents should be specific to each license type. Staff should be able to update the templates as needed.				
Response:					
ONL-7	Describe how the system will allow applicants, licensees, board members, and the public to establish secure personal online accounts, with role-based security regarding public and editable data fields, through an intuitive interface. Describe how the system will allow users to configure the dashboard/interface to their needs. The system should facilitate and document two-way communication between staff, applicants, licensees, and the public. The system should provide a drop-down list of shared email accounts identified by what types of questions should go to each one.				
Response:					
ONL-8	Describe how the system will allow the public to generate rosters and lists of licensee contact information for printing and/or download, based on standard reports and/or personalized reports based on criteria/data fields they select through a "wizard" or other intuitive interface. Criteria should include the zip code area search specified in ONL-2. Downloads should be available in standard formats such as Excel, .csv, and .txt. Any applicable fees should be securely collected online.				
Response:					
ONL-9	Describe how the system will provide an online shopping-cart-type payment system, document all transactions and payments for each online account and corresponding license record, display a list of all fees due, and allow partial or full payment of designated fee(s) through an intuitive interface. The system should allow payment of ad-hoc fees assessed by staff against a licensee's record. Notification of transactions should be sent to the license-type-specific staff work queue. For example, fees required to be paid in full may include roster/list fees, application fees, renewal fees, reinstatement fees, late fees, etc. Fees that allow partial payment may include compliance costs, administrative and civil penalties, administrative fees, etc. Licensees may need to pay an additional license fee due to fee proration.				
Response:					
ONL-10	The online payment system must use the State of Nebraska's credit card processor, which is currently Elavon, and should be able to work with a broad range of other payment processors. Secure socket layer (SSL) encryption should be used. Describe how the system will permanently store all of the payment information on the licensee record, including the payer contact information, transaction data, attachments, payment processor transaction confirmation number, and last 4 digits of the payer's credit card number for each transaction. Payment reports should be able to be run with date and time specifications.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response:					
ONL-11	The system must meet Payment Card Industry (PCI) data security standards. Quarterly PCI audits must be provided to DHHS that verify compliance with PCI standards. Annual proof of compliance is also required, either by providing certification on the VISA website (https://www.visa.com/splisting/searchGrsp.do) or by providing a PCI Data Security Standard Self-Assessment Questionnaire and Attestations of Compliance signed by a qualified security assessor. All components of the system provided by the Contractor must mitigate level 3, 4, and 5 vulnerabilities as quickly as possible.				
Response:					
ONL-12	Describe how the system will allow the public to complete and submit applications online; submit related documentation; view application status/checklist/deficiencies; schedule and take examinations; review scores; make payments; and receive receipts through an intuitive interface. The system should check applicant information against the database as it is entered, in real time, to check to see if the person has held any licenses, and present the applicant with the appropriate initial or reinstatement license application form. The application should be sent to the license-type-specific staff work queue. For example, Harold applies online for an LPN license, with a universal first page that asks for basic information (name, DOB, SSN, prior licenses). The system checks the database and finds that Harold has an inactive LPN license. The system asks Harold if that was the license he held, and if the answer is yes, provides him with a reinstatement application form as the next step/page.				
Response:					
ONL-13	Describe how the system will allow licensees to generate, complete, and submit renewal forms online; submit other renewal documentation; make payments; and receive receipts through an intuitive interface. Notification should be sent to the license-type-specific staff work queue.				
Response:					
ONL-14	The online account system should allow licensees to submit name changes and related documentation, update contact information, update employer information, and view their transaction, fee, and payment history, as allowable for each license type, through an intuitive interface. Notification should be sent to the license-type-specific staff work queue.				
Response:					
ONL-15	Describe how the system will allow licensees to securely complete and submit self-inspection documents, plans of improvement, written verification of correction, and other documentation/ correspondence online. Describe how the system will also track online submissions, and associate them with the licensee record, as well as generate and track staff response/denial/approval correspondence regarding the documents submitted.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response:					
ONL-16	Board member data should be maintained in the database, including public and confidential contact information, service dates, and the population being represented. Information designated as public should be automatically posted and updated daily on the website in board-specific rosters that are available to the public.				
Response:					
ONL-17	Public meeting and hearing information, such as notices, agendas, minutes, proposed regulations, 407 reviews, etc. should be available to the public via the public-facing website. The public should be able to subscribe to information of interest to them, and automatically be notified when such information is made available or updated on the website. Information on upcoming events should be posted as it arises, and public access to past event information should be maintained.				
Response:					
ONL-18	Confidential information used by board members, investigators, legal staff, and other designated individuals should securely be made available to only those individuals via the website. Designated individuals should be able to subscribe to information of interest to them, and automatically be notified when such information is made available or updated on the website.				
Response:					
ONL-19	Licensee information should be automatically posted and updated daily on the website in license-type-specific rosters that are available to the public.				
Response:					

Training Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-1	Describe how the Contractor will provide and update the administrator reference materials and data dictionaries to include current data elements and functions in new versions.				
Response:					
TRN-2	Describe the strategy for providing train-the-trainer instruction and materials, online training, online user reference materials, on-going support, and help features for instruction on use of the applications, and are updated to include current data elements and functions in new versions. Include the number and outline of training sessions necessary to optimally implement and operate the system. Describe the delivery method, which should include a combination of classroom and online learning techniques.				
Response:					
TRN-3	Describe how the system provides help and training functions, which should be built into the software.				
Response:					
TRN-4	Describe how the system provides interactive communication such as user groups for staff questions and support.				
Response:					
TRN-5	Describe how the system provides libraries of available reports, including instructions on modifying the reports.				
Response:					