State of Nebraska Department of Health and Human Services

Solicitation No. 120277 O3 REBID
Vital Records Management System

VitalChek Technical Response
December 5, 2025

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VitalChek
A LexisNexis® Risk Solutions Company

TABLE OF CONTENTS

INTRODUCTION

Since 1987, LexisNexis VitalChek Network Inc. ("VitalChek") has been a vital records industry pioneer and has a unique perspective on the needs and challenges facing the industry. With a customer centric focus on vital record agencies and their constituents, we have grown to become the largest provider of vital record processing services in the United States, serving more than 500 agencies in 47 states, the District of Columbia, Puerto Rico, and American Samoa. With 18 states currently utilizing or implementing VITALIQ™, our electronic database of vital record events system, we are also the largest provider of electronic vital record registration systems in the country.

For the past 38 years, VitalChek has consistently advanced the speed, efficiency, and security of vital records requests through technological innovation. Our strategic outlook and industry expertise have enabled us to anticipate both progressive agency solutions and consumer requirements, leading to the implementation of technologies and processes now regarded as industry standards. We remain committed to maintaining and developing our product suite in response to evolving needs, ensuring that the progression of our solutions aligns with broader industry trends both now and in the future.

With nearly 25 years of experience providing software solutions to vital record agencies similar in size and scope of the State of Nebraska Department of Health and Human Services ("State"), VitalChek is uniquely positioned to present VITALIQ™, a vendor-hosted comprehensive electronic vital events registration and issuance system aligned with the technology, security, and business requirements found in this RFP solicitation. VITALIQ™ was designed to conform to the National Center for Health Statistics (NCHS) 2003 edit specifications and National Model Law standards. Numerous jurisdictional implementations have proven that the core VITALIQ™ product meets 85% to 90% of any state's vital records processing needs without modification. With customization and system configuration options, an innovative approach to future enhancements, and seamless integration with VitalChek's full service, multi-channel vital records ordering platform, VITALIQ™ meets the current and future needs of State.

VitalChek's business model integrates specialized industry knowledge with advanced technology, leveraging VITALIQ™ personnel who bring substantial experience in the Vital Records sector and have successfully implemented multiple VITALIQ™ systems across various jurisdictions. Our comprehensive team of subject matter experts includes former industry leaders and essential contributors dedicated to advancing emerging industry initiatives. The technology, product development, and project management teams are exclusively focused on delivering government solutions.

Every VITALIQ™ implementation starts from a standard core code base, then uses configuration settings to meet each state's unique requirements. Over the years, we've incorporated an extensive library of jurisdiction-specific enhancements into this core, enabling rapid customization without reinventing the wheel.

Once deployed, each jurisdiction's code is maintained separately for stability while still benefiting from ongoing improvements. Our shared-cost model ensures enhancements funded by one customer can be made available to others in their as-designed state at no charge upon request. In addition, VitalChek delivers free core upgrades through regular releases. Requested features or enhancements are

reviewed, prioritized, and incorporated into the product roadmap for inclusion in an upcoming planned release, based on overall resource availability and release scheduling.

This business model, which is based on continual improvement, means that VITALIQ™ will meet your business needs for years to come.

The State also benefits from participation in the VITALIQ™ National Users Group, which provides current users with an opportunity to actively contribute to the future development of VITALIQ™. The group convenes monthly via conference call; during the initial thirty minutes, VitalChek personnel seek feedback, present new features, facilitate roundtable discussions on potential enhancements, and conduct a question-and-answer segment. After this portion, VitalChek personnel exit the call, allowing users to independently discuss any relevant topics of interest.

The experience listed in Table 1 below demonstrates VitalChek's successful methodology in implementing a system that adheres to Federal requirements, state specific needs, and provides an unparallelled level of efficiency in vital statistics data collection, management, and reporting. There is no scheduled end date for the 18 agencies listed below as we anticipate implementing new modules and providing industry leading enhancements for years to come.

Table 1

State	Modules	Start Date
Arizona	Death, Fetal Death, Order Processing, Hosting	01/2016
Connecticut	Death, Fetal Death, Order Processing	01/2019
Indiana	Birth, Death, Fetal Death, ITOP, Order Processing, Hosting	01/2020
Kentucky	Birth, Death, Fetal Death, ITOP, Marriage, Divorce, Order Processing, Imaging, Death FHIR.	In progress
Maine	Birth, Death, Marriage, Order Processing	01/2010
Massachusetts	Birth, Death, Fetal Death, ITOP, Marriage, Divorce, Order Processing, Hosting, Death FHIR.	01/2024
Michigan	Birth, Death, Fetal Death, Marriage, Divorce, Order Processing, Imaging, Death FHIR	01/2019
Missouri	Birth, Death, Fetal Death, ITOP, Order Processing, Hosting	In progress
New Mexico	Birth, Death, Fetal Death, ITOP, Order Processing, Imaging	01/2007
New Jersey	Death, Marriage, Death FHIR	In progress
New York State	Death, Fetal Death, Order Processing, Hosting, Death FHIR	09/2014
North Carolina	Birth, Death, Fetal Death, Order Processing, Hosting, Death FHIR	01/2017

Ohio	Birth, Death, Fetal Death, Order Processing, Hosting, Imaging, Death FHIR	10/2025
Oklahoma	Birth, Death, Imaging, Order Processing, Death FHIR	07/2025
Oregon	Birth, Death, Fetal Death, ITOP, Marriage, Divorce, Order Processing, Imaging	01/2006
Pennsylvania	Birth, Death, Order Processing	01/2009
West Virginia	Birth, Death, Fetal Death, Order Processing, Hosting, Help Desk, Imaging	01/2022
Wisconsin	Birth, Death, Fetal Death, Order Processing, Hosting, Imaging, Death FHIR.	In progress

CORPORATE OVERVIEW

Bidder Identification and Information

Founded in 1987 VitalChek is a Franklin, Tennessee corporation that was established to provide customized remote ordering and payment services specifically to government agencies. VitalChek serves two primary business lines, Vital Records, and the LexisNexis Payment Solutions division, which specializes in government payment processing. VitalChek operates as a division of LexisNexis® Risk Solutions within the Reed Elsevier Corporation (RELX). Company headquarters are located at 840 Crescent Centre Dr. Suite 300, Franklin, TN 37067.

LexisNexis® Risk Solutions harnesses the power of data, sophisticated analytics platforms, and technology solutions to provide insights that help businesses across multiple industries and governmental entities reduce risk and improve decisions to benefit people around the globe. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of the Risk market segment of RELX, a global provider of information-based analytics and decision tools.

RELX is a global provider of information-based analytics and decision tools for professional and business customers. The Group serves customers in more than 180 countries and has offices in about 40 countries. It employs over 36,000 people, of whom almost half are in North America. The shares of RELX PLC, the parent company, are traded on the London, Amsterdam and New York Stock Exchanges using the following ticker symbols: London: REL; Amsterdam: REN; New York: RELX.

Financial Statements

While VitalChek is a $165MM company, financial reporting falls under RELX. Provided below in Figure 1, is a summary of the latest RELX financial information.

For the last six years' annual shareholder reports, please visit:

Annual Reports – RELX - Information-based analytics and decision tools

Figure 1

Summary consolidated financial information in US dollars

Basis of preparation

The Group's consolidated financial information is presented in sterling. The summary financial information is a simple translation of the Group's consolidated financial statements into US dollars at the stated rates of exchange. It does not represent a restatement under US GAAP which would be different in some significant respects.

EXCHANGE RATES FOR TRANSLATION	Income statement			Statement of financial position		
	2022	2023	**2024**	2022	2023	**2024**
US dollars to sterling	1.24	1.24	**1.28**	1.21	1.28	**1.25**

Consolidated income statement

FOR THE YEAR ENDED 31 DECEMBER	2022 USDm	2023 USDm	**2024 USDm**
Revenue	10,606	11,360	**12,076**
Operating profit	2,881	3,326	**3,662**
Profit before tax	2,620	2,846	**3,273**
Net profit attributable to shareholders	2,026	2,208	**2,476**
EBITDA	3,936	4,395	**4,767**
Adjusted operating profit	3,327	3,757	**4,095**
Adjusted profit before tax	3,086	3,368	**3,716**
Adjusted net profit attributable to shareholders	2,432	2,673	**2,868**
Adjusted earnings per American Depositary Share (ADS)	$1.268	$1.413	**$1.537**
Basic earnings per ADS	$1.056	$1.167	**$1.327**
Net dividend per ADS paid in the year	$0.635	$0.693	**$0.768**
Net dividend per ADS paid and proposed in relation to the financial year	$0.677	$0.729	**$0.806**

Consolidated statement of cash flows

FOR THE YEAR ENDED 31 DECEMBER	2022 USDm	2023 USDm	**2024 USDm**
Net cash from operating activities	2,977	3,047	**3,338**
Net cash used in investing activities	(1,065)	(706)	**(736)**
Net cash used in financing activities	(1,654)	(2,551)	**(2,643)**
Increase/(decrease) in cash and cash equivalents	258	(210)	**(41)**
Movement in cash and cash equivalents			
At start of year	153	404	**198**
Increase/(decrease) in cash and cash equivalents	258	(210)	**(41)**
Exchange translation differences	(7)	4	**(8)**
At end of year	404	198	**149**
Adjusted cash flow	3,359	3,673	**3,969**

Consolidated statement of financial position

AS AT 31 DECEMBER	2022 USDm	2023 USDm	**2024 USDm**
Non-current assets	15,440	15,415	**15,171**
Current assets	3,713	3,622	**3,745**
Assets held for sale	-	56	**-**
Total assets	19,153	19,093	**18,916**
Current liabilities	6,276	7,009	**7,148**
Liabilities associated with assets held for sale	-	18	**-**
Non-current liabilities	8,334	7,665	**7,389**
Total liabilities	14,610	14,692	**14,537**
Net assets	4,543	4,401	**4,379**

Change of Ownership

There are no planned or expected changes in company ownership.

Office Location

Contract responsibilities reside within the corporate headquarters located at 840 Crescent Centre Dr. Suite 300, Franklin, TN 37067.

Relationships with the State

VitalChek does not currently hold any contracts with the State.

Bidder's Employee Relations to State

VitalChek does not have relationships to declare.

Contract Performance

VitalChek does not have any contract performance issues to disclose regarding the services proposed in this response.

Summary of Bidder's Corporate Experience

VitalChek provides the following references which may be contacted. Additional references are available on request. VitalChek does not use any subcontractors for services requested in this RFP.

For each of the stated agencies, multiple projects have been completed over the duration of the contract as various modules and services have been implemented.

Agency Name	West Virginia Department of Health
Department	Vital Records Certification Unit
Contact	Matthew R. Wickert
Title	State Registrar of Vital Statistics
Email	Matthew.r.wickert@wv.gov
Phone	304-356-4175
Dates of Service	2022 to Present
Service Description	Modules include Birth, Death, Fetal Death, Order Processing, Hosting, Help Desk, Imaging

Agency Name	Connecticut Department of Public Health
Department Name	State Vital Records Office
Contact	Elizabeth Frugale
Title	Bureau Chief
Email	Elizabeth.frugale@ct.gov
Phone	860-509-7895
Dates of Service	2019 to Present
Service Description	Modules include Death, Fetal Death, Order Processing

Agency Name	New York State Health Department
Department Name	Vital Records
Contact	Elizabeth Villamil
Title	Director, Bureau of Vital Records
Email	Elizabeth.villamil@health.ny.gov
Phone	518-408-0644
Dates of Service	2014 to Present
Service Description	Modules include Death, Fetal Death, Order Processing, Hosting, Death FHIR

Summary of Bidder's Proposed Personnel/Management Approach

Upon contract award, VitalChek shall assign the Nebraska DHHS VITALIQ™ Implementation to a VitalChek Project Manager. The Project Manager shall be the single point of contact for most interactions between the State and VitalChek. Once the Project Schedule, Work Plan, and Staffing Plan have been developed for the State, various tasks and responsibilities shall be assigned to the appropriate VitalChek Teams for completion, (Business Analysts, Development Team, QA Team), as shown in the Organization Chart (Figure 2-4) below.

Figure 2 – Product Team – (Project Management, Business Analysts, Subject Matter Experts)

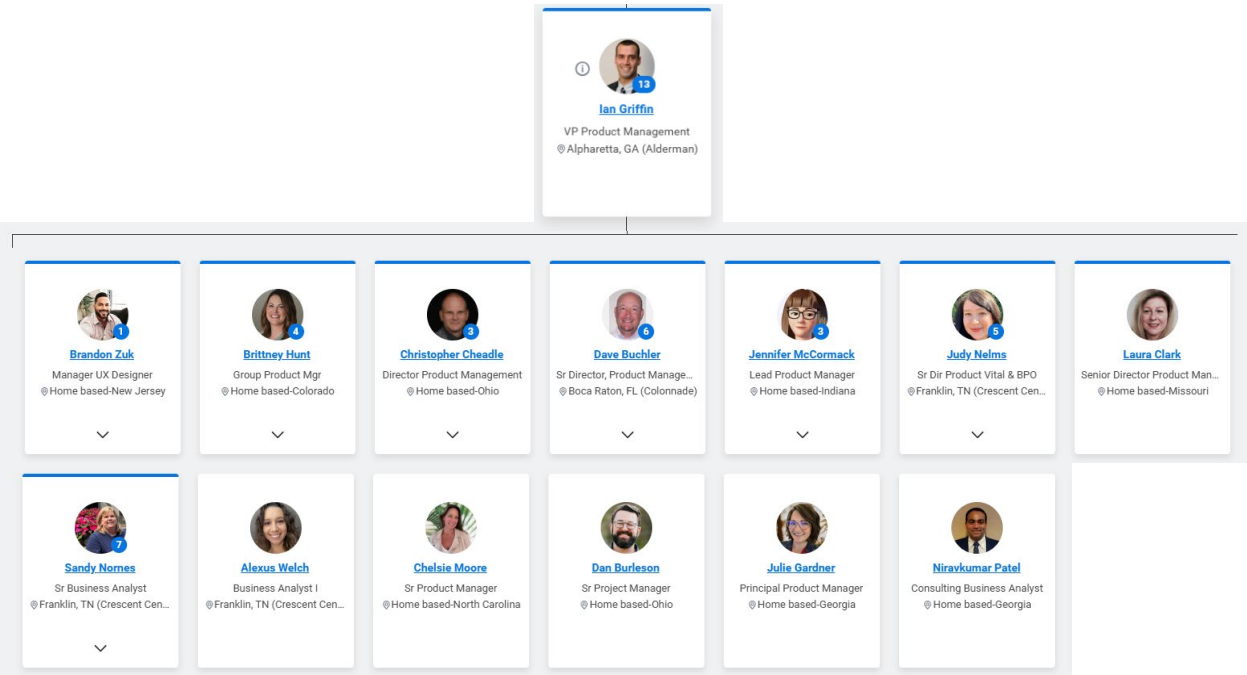


Figure 3 – Technical Team – (Software Engineers, Network Support, DBA's)

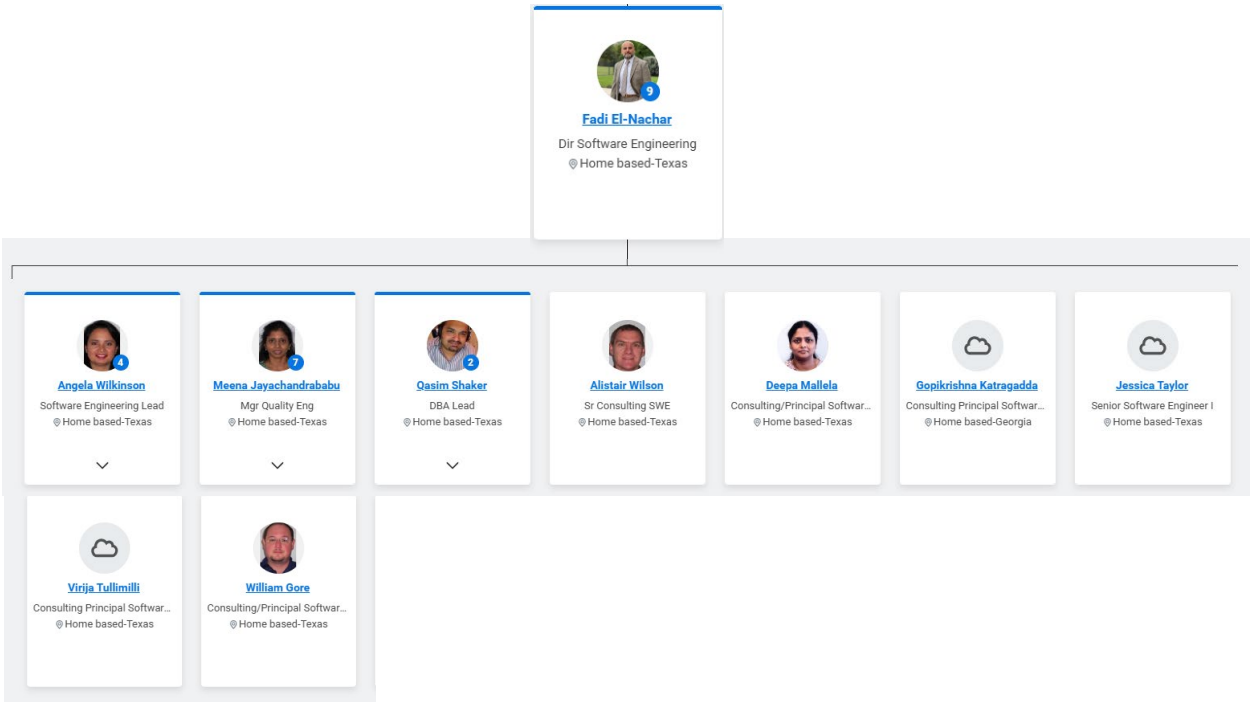
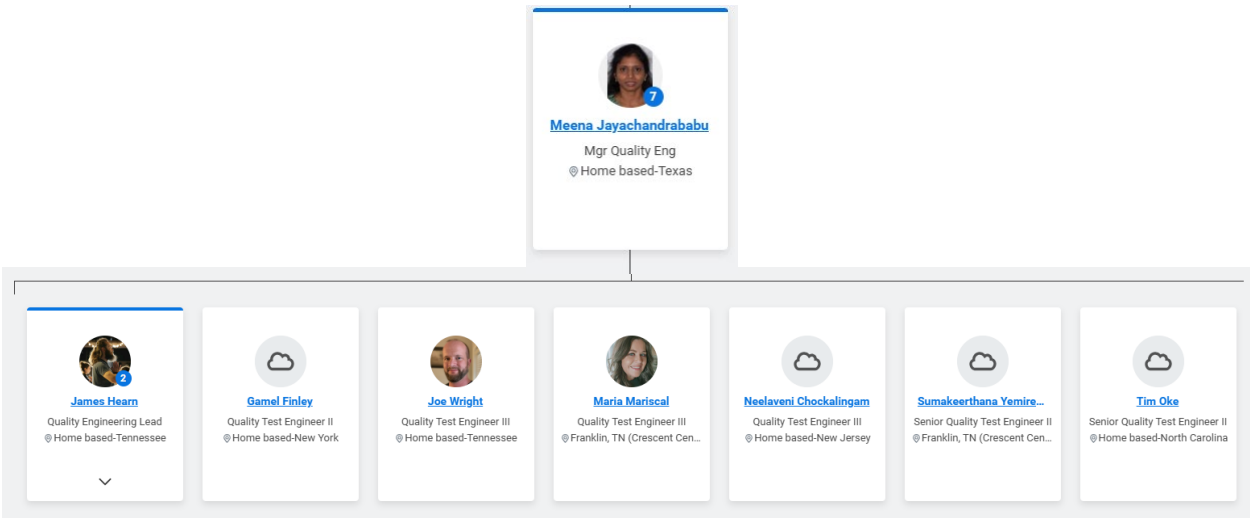


Figure 4 – Quality Assurance Team



The State will engage either directly with, or team members of, the following key personnel, as listed in Table 2, throughout the duration of the contract. Representatives from Sales, Product Management, Operations, and Information Technology departments are included. VitalChek does not sub-contract any portion of the services proposed in this response. Resumes for key personnel are included below. The stated agency references included in Section H. Summary of Bidder's Corporate Experience serve as references for the identified key personnel.

Table 2

Key Personnel	Title	Core Responsibility
Ian Griffin	Vice President, Product Management	Oversee all government products and solutions for State use.
Fadi El-Nachar	Director of Software Engineering	Lead technical team responsible for developing and implementing the system.
Meena Jayachandrababu	Manager of Quality Engineering	Lead quality assurance team.
Kellie Broxton	Lead Product Manager	Lead product and solutioning team.
Greg Sirko	VP of Sales	Contract negotiations and legal liaison.
Jeff Beall	Account Manager	Account Relationship Manager.

Key Personnel Resumes

Ian Griffin – Vice President, Product Management

Ian is a senior leader with more than 10 years of experience in executive management roles and overseeing dozens of teams with a specialty in general management, product management, big data and analytics within the Government, Insurance, and Business Services markets. Ian leads a product organization dedicated to partnering with Federal, State, County, and Local government agencies within the Public Safety, Government Civilian, and Vital Records space.

- Government Solution Experience: 11 years
- Education: University of Georgia, Athens, GA; MBA; Georgia State University, Atlanta, GA; BBA
- Professional History:
    - Dec 2014 - Present: LexisNexis Risk Solutions, Alpharetta, GA; Vice President, Product Management; Sr. Director, Product Management; Director, Product Management; Sr. Product Manager
    - Jan 2011 – Dec 2014: Liberty Mutual Insurance, Atlanta, GA: Sr Distribution Manager; Area Director of Field Analysis
    - Apr 2005 – Jan 2011: AIG, Atlanta, GA: Analytics and Agency Licensing Manager; Sr. Business Intelligence Analyst; Marketing Business Analyst

Fadi El-Nachar – Director of Software Engineering

Fadi has over 20 years of leadership experience in software development and management. Fadi has extensive vital records industry knowledge in software development, project management, web-based and client/server application development, object-oriented analysis and design, and database administration. Technical languages include Java, Delphi, SQL, .Net (C# and ASP.Net), Silverlight, WCF and WPF with Oracle and Microsoft SQL Server database experience. Fadi and his team have developed and implemented (or are in progress) vital record software solutions to 17 states.

- Vital Records Experience: 22 years
- Education: Lebanese American University, Beirut, Lebanon; Bachelor of Science
- Professional History:
    - 2003- Present: LexisNexis VitalChek Network Inc., Franklin, TN; Director of Software Engineering

Meena Jayachandrababu – Manager of Quality Engineering

Meena has over 20 years of experience in quality assurance and data implementation. Meena leads our Quality Assurance team and is well versed in vital records business processes and use cases to develop and implement software application testing solutions. Technical skills include automation testing tools (Selenium, QTP), defect tracking tools (JIRA), and test script repositories (SmartBear ALM QA Complete, Helix).

- Vital Records Experience: 20 years
- Education: University of Madras, Chennai, India; Bachelor of Engineering
- Professional History:
    - 2005- Present: LexisNexis VitalChek Network Inc., Franklin, TN; Manager of Quality Engineering

Kellie Broxton – Lead Product Manager

Kellie is an industry expert with more than 18 years of vital record experience and serves as a Vitals Product Lead. During her tenure, Kellie helped architect and evolve VitalIQ across registration, amendments, issuance, and interoperability. In her current lead role, she guides both the VitalIQ roadmap and the EssentialID digital issuance platform—bringing modern, standards-based solutions to state vital records agencies, expanding traditional vital records capabilities into secure digital issuance, identity verification, and cross-agency interoperability built on open standards.

- Vital Records experience: 18 years
- Education: University of Oklahoma, Norman, OK; Bachelor of Arts and Sciences
- Professional History:
    - 2007 - Present: LexisNexis VitalChek Network Inc., Franklin, TN; Lead Product Manager

Gregory Sirko – Vice President Sales

Greg is a senior leader with more than 33 years of experience in executive management roles and overseeing sales and marketing teams with the last 32 dedicated to government payment processing and vital records ordering systems. Greg leads a sales team dedicated to partnering with State, County,

and Local government agencies with an electronic payment portfolio including courts, utilities, finance and treasury, transportation agencies, public health agencies, and revenue departments.

- Vital Records Experience: 32 years
- Education: Case Western University, Cleveland, OH; Juris Doctorate; Northwestern University, Evanston, IL; Bachelor of Arts
- Professional History:
    - 1993 - Present: LexisNexis VitalChek Network Inc., Franklin, TN; Vice President Sales

Jeff Beall – Account Manager

Jeff has over 4 years of experience in the government sector, including expertise in identity solutions and fraud detection. He specializes in consultative selling, strategic planning, and stakeholder engagement, with a proven ability to uncover client pain points and co-create impactful, sustainable solutions. Jeff brings additional strengths in relationship management, data-driven decision-making, and cross-functional collaboration to deliver measurable outcomes. His main responsibilities include driving account growth and management while supporting the development of innovative payment and ordering solutions designed to reduce agency costs, streamline operations, and enhance customer satisfaction.

- Government Solution Experience: 4 year
- Education: Urbana University, Urbana, OH; Marketing Degree
- Professional History:
    - 2025 - Present: LexisNexis VitalChek Network Inc., Franklin, TN; Strategic Account Manager
    - 2022-2025: LexisNexis Risk Solutions, Dayton, OH; Senior Customer
    - 2021-2022: Zep Chemicals, Dayton, OH; Territory Sales Representative
    - 2019-2021: Milwaukee Tool, Indianapolis, IN; Territory Representative
    - 2015-2019: Techtronic Industries of North America, Dayton, OH; Field Sales & Marketing Representative

Subcontractors

VitalChek will not utilize subcontractors for the services proposed in this response.

TECHNICAL RESPONSE

Minimum Qualifications for Evaluation

VitalChek has read, understands, and meets all stated minimum essential qualifications, experience, and/or capabilities as detailed throughout our response.

- VitalChek has over 25 years of experience in providing the system requested in this RFP.
- Eighteen states currently use, or are in process of implementing, the proposed solution.
- All data, systems, and cloud hosting environments are located in the United States.
- The VITALIQ™ system includes all the required modules and additional solutions.

A. Project Requirements and Information

1. Scope of Work

VitalChek acknowledges and understands the State's desired scope of work including all detailed requirements outlined in Attachment 1 – Functional Specifications and Attachment 2 – Technical Specifications. VitalChek has detailed the proposed solution to meet the stated requirements.

2. Project Environment

VitalChek has reviewed and understands the State's current technical and personnel position and acknowledges the expectations of hosting, data migration, regulatory compliancy, project management components, and partnership agreements which are demonstrated throughout our response.

3. Business Requirements Descriptions

VitalChek confirms the review and understanding of the stated business requirements categories in relation to completing Attachment 1 – Functional Specifications.

4. Project Requirements

a. Functional Specifications

VitalChek has completed and attached the Functional Specifications document, "Attachment 1– Functional Specifications.xlsx", separately in this response.

b. Technical Specifications

VitalChek has completed and attached the Functional Specifications document, "Attachment 2 – Technical Specifications.doc", separately in this response.

c. Project Initiation

i. Kick-off Event, Documentation, Review and Approval

Upon contract award, VitalChek and the State's project team will participate in a Project Kick-

Off Meeting. Typically, the Kick-Off Meeting includes stakeholder introductions, project background, objectives, timelines, communication, risk management, project assumptions, change control process and next steps.

ii. Develop a Detailed Project Plan

It has been VitalChek's experience that to develop a full-scope detailed Project Plan, a certain amount of Discovery must take place. Project planning sessions will be conducted to determine initial requirements to develop a project plan complete with milestones and timelines. VitalChek shall develop and maintain a Project Management Plan following initial project planning sessions. The approach to this project and accompanying milestones would be similar to the current methodology used for implementing our VITALIQ™ software solution.

The sample project plan below (Figure 5) provides a framework for task, duration, and resource responsibilities for a module implementation. Project timelines assume a standard system configuration and require timely feedback, requirements and UAT deliverables from the State. Actual task timelines and projections are determined by the scope of services and requirements identified during project planning. Development planning will be based on the project plan with iterative sprints to review and refine requirements throughout the project. Review sessions are held throughout the process for stakeholder engagement and to ensure milestones are being met. The work plan dates are dependent on the contract start date and assumes that State resources will be available for requirements gathering, project documentation review and approvals, and user acceptance testing. Any delay will affect the projected implementation dates.

Figure 5

Task Name	Duration	Start	Finish	Predecessors	Resource Names
VitalIQ Implementation	**350 days**	**Mon 3/2/26**	**Fri 7/2/27**		
Project Initiation Phase	**8 days**	**Mon 3/2/26**	**Wed 3/11/26**		
Milestone 1: Kick-off Meeting	**8 days**	**Mon 3/2/26**	**Wed 3/11/26**		
Kick-Off Meeting	3 days	Mon 3/2/26	Wed 3/4/26		STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Create Kick-Off Meeting Report	5 days	Thu 3/5/26	Wed 3/11/26	4	VIQ-Proj Mgr
Planning Phase	**10 days**	**Thu 3/12/26**	**Wed 3/25/26**		
Project Schedule and Documentation	**10 days**	**Thu 3/12/26**	**Wed 3/25/26**		VIQ-Proj Mgr
Create High-Level Project Schedule (Key Milestones)	10 days	Thu 3/12/26	Wed 3/25/26	5	VIQ-Proj Mgr
Develop Communication Plan	10 days	Thu 3/12/26	Wed 3/25/26	5	VIQ-Proj Mgr
Develop Change Management Plan (if applicable)	5 days	Thu 3/12/26	Wed 3/18/26	5	VIQ-Proj Mgr
Develop Risk Management Plan (if applicable)	5 days	Thu 3/12/26	Wed 3/18/26	5	VIQ-Proj Mgr
Review and Sign-Off Project Documentation and Plan	5 days	Thu 3/19/26	Wed 3/25/26	11	STATE Leadership
Specification Documentation and Design Phase	**155 days**	**Thu 3/5/26**	**Wed 10/7/26**		
System Documentation and Updates	**155 days**	**Thu 3/5/26**	**Wed 10/7/26**		
Module 1 System Documentation Phase 1- Core	**45 days**	**Thu 3/5/26**	**Wed 5/6/26**		
Module 1 JAD	5 days	Thu 3/5/26	Wed 3/11/26	4	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Core Module 1 Functional Specifications (P1)	40 days	Thu 3/12/26	Wed 5/6/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Core Module 1 Screenshot Directory (P1)	40 days	Thu 3/12/26	Wed 5/6/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Module 1 System Documentation Phase 2- Customization	**110 days**	**Thu 5/7/26**	**Wed 10/7/26**		
Final Module 1 Functional Specifications (P2)	100 days	Thu 5/7/26	Wed 9/23/26	17	VIQ-BA,STATE-SME
Final Module 1 Screenshot Directory VISUAL S (P2)	100 days	Thu 5/7/26	Wed 9/23/26	18	VIQ-BA,STATE-SME
UAT Env updates within Administration (not Dev)	110 days	Thu 5/7/26	Wed 10/7/26	17	VIQ-BA,VIQ-PM
Order processing	**20 days**	**Mon 6/22/26**	**Fri 7/17/26**		
Review and Confirm Attach G and H	20 days	Mon 6/22/26	Fri 7/17/26		VIQ-BA,STATE-SME

Imaging System Documentation Phase 1 - Core	**11 days**	**Thu 3/12/26**	**Thu 3/26/26**		
Imaging Jad	1 day	Thu 3/12/26	Thu 3/12/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Imaging Functional Specifications	10 days	Fri 3/13/26	Thu 3/26/26	26	VIQ-BA,STATE-SME
Single Sign On Documentation (R1)	**45.38 days**	**Fri 3/13/26**	**Fri 5/15/26**		
SSO JAD	1 day	Fri 3/13/26	Fri 3/13/26	26	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
SSO Functional Specifications	44.38 days	Mon 3/16/26	Fri 5/15/26	29	VCN-BA
Environment Delivery Phase (estimates)	**320 days**	**Mon 4/13/26**	**Fri 7/2/27**		VIQ-BA,STATE-SME
QA	1 day	Mon 4/13/26	Mon 4/13/26		VIQ- Proj Mgr,VIQ-Dev
UAT	1 day	Mon 5/25/26	Mon 5/25/26		VIQ- Proj Mgr,VIQ-Dev
Replication	1 day	Mon 8/3/26	Mon 8/3/26		VIQ- Proj Mgr,VIQ-Dev
Conversion	1 day	Mon 10/19/26	Mon 10/19/26		VIQ- Proj Mgr,VIQ-Dev
Production	1 day	Fri 7/2/27	Fri 7/2/27	84	VIQ- Proj Mgr,VIQ-Dev
Data Phase	**185 days**	**Tue 4/14/26**	**Mon 12/28/26**		
Data Migration Plan/Requirements	**185 days**	**Tue 4/14/26**	**Mon 12/28/26**		
Core Data Migration	**1 day**	**Tue 4/14/26**	**Tue 4/14/26**		
Provide Initial Facility Information	1 day	Tue 4/14/26	Tue 4/14/26	32	VIQ-BA,STATE-Proj Mgr
Module 1 Migration	**155 days**	**Tue 5/26/26**	**Mon 12/28/26**		
UAT Module 1 Index flat files (sample records)	30 days	Tue 5/26/26	Mon 7/6/26	33	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Testing Sample records and updates	70 days	Tue 7/7/26	Mon 10/12/26	42	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Conversion Module 1 files and testing (real data)	50 days	Tue 10/20/26	Mon 12/28/26	35,43,22	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Set up STEVE	**15 days**	**Mon 10/26/26**	**Fri 11/13/26**		
Whitelist Ips	5 days	Mon 10/26/26	Fri 10/30/26		VIQ-PM,STATE DATA/TECH SME
Set up SFTP Folder,Path and Credentials	5 days	Mon 11/2/26	Fri 11/6/26	46	VIQ-PM,STATE DATA/TECH SME
Test Endpoints	5 days	Mon 11/9/26	Fri 11/13/26	47	VIQ-PM,STATE DATA/TECH SME

Database Replication	**43 days**	**Tue 8/4/26**	**Thu 10/1/26**		
"UAT" DB Replication Env and Testing	35 days	Tue 8/4/26	Mon 9/21/26	34	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Endpoint Setup	5 days	Tue 9/22/26	Mon 9/28/26	50	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Whitelist IPs	3 days	Tue 9/22/26	Thu 9/24/26	50	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Access Testing	5 days	Fri 9/25/26	Thu 10/1/26	52	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Testing Phase	**55 days**	**Thu 1/28/27**	**Wed 4/14/27**		
Final UAT Release (Before UAT Testing and Training) Target Date	1 day	Thu 1/28/27	Thu 1/28/27	33,30,27,22FS+8(	VIQ-PM,VIQ- BA,VIQ- Proj Mgr
UAT Testing Training	3 days	Fri 1/29/27	Tue 2/2/27	55	VIQ-PM,VIQ- BA,VIQ- Proj Mgr
UAT Testing and Acceptance	**51 days**	**Wed 2/3/27**	**Wed 4/14/27**		
Module 1 UAT	**45 days**	**Wed 2/3/27**	**Tue 4/6/27**		
UAT Testing (includes SSO and Imaging)- System Testing	25 days	Wed 2/3/27	Tue 3/9/27	56	STATE - PM,STATE - QA,STATE-SME
Final Updates & Testing	20 days	Wed 3/10/27	Tue 4/6/27	59	VIQ-PM,VIQ- BA,VIQ- Proj Mgr,STATE
Release 1 - UAT Review	**6 days**	**Wed 4/7/27**	**Wed 4/14/27**		
UAT Updates Review & Sign Off	5 days	Wed 4/7/27	Tue 4/13/27	60	STATE Leadership,STATE- Proj Mgr,ST
UAT Sign Off	1 day	Wed 4/14/27	Wed 4/14/27	62	STATE Leadership
Training Phase	**52 days**	**Thu 4/15/27**	**Fri 6/25/27**		
Train the Trainer (Performed by VIQ)	**14 days**	**Thu 4/15/27**	**Tue 5/4/27**		
Module 1 Training	7 days	Thu 4/15/27	Fri 4/23/27	63	STATE- Proj Mgr,STATE- SME,VIQ- BA,VIQ- PM,VIQ- Proj Mgr
Module 2 Training	7 days	Mon 4/26/27	Tue 5/4/27	66	STATE- Proj Mgr,STATE- SME,VIQ- BA,
Pilot User Training (Performed by State)	**15 days**	**Mon 4/26/27**	**Fri 5/14/27**		
Module 1 Training	15 days	Mon 4/26/27	Fri 5/14/27	66	PilotUsers,STATE- SME
State User Training (Performed By State)	**15 days**	**Mon 5/17/27**	**Fri 6/4/27**		
Module 1 Training	15 days	Mon 5/17/27	Fri 6/4/27	69	StateUsers,STATE- SME
External User Training (Performed by State)	**15 days**	**Mon 6/7/27**	**Fri 6/25/27**		
Module 1 Training	15 days	Mon 6/7/27	Fri 6/25/27	71	External Users,STATE- SME

Go Live Release 1 Phase	**49 days**	**Mon 4/26/27**	**Thu 7/1/27**		
Pilot Phase	**31 days**	**Mon 4/26/27**	**Mon 6/7/27**		
Pilot	30 days	Mon 4/26/27	Fri 6/4/27	66	PilotUsers
"Office Hours" assistance	30 days	Mon 4/26/27	Fri 6/4/27	66	VIQ- BA,VIQ- PM
Pilot Review & Sign Off	1 day	Mon 6/7/27	Mon 6/7/27	77	STATE Leadership
Final Incremental Data Load Release 1	**17 days**	**Tue 6/8/27**	**Wed 6/30/27**		
Module 1 Data Load	4 days	Tue 6/8/27	Fri 6/11/27	78	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Users, Facilities, Providers	4 days	Tue 6/8/27	Fri 6/11/27	78	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Data Load Review & Sign Off	4 days	Mon 6/14/27	Thu 6/17/27	80	STATE DATA/TECH SME,STATE Leadership
Project Release 1- Close Review & Sign Off	3 days	Mon 6/28/27	Wed 6/30/27	82,73	STATE Leadership
Rollout/Go Live - Release 1	1 day	Thu 7/1/27	Thu 7/1/27	83	External Users,PilotUsers

iii. Develop a Risk Management Plan

During the Discovery Phase, a Risk Management Plan will be formed. This plan includes provisions for risk identification, assessment, risk mitigation, and risk monitoring and control to address unexpected insights or challenges throughout the project's lifespan. Risk Management activities follow a communication and reporting process to provide status updates, risk reviews, and maintain transparent communication. Risk registers identify all risks, assessments, mitigation plans, and outcomes to ensure stakeholders are informed and risks are addressed during project milestones.

iv. Develop a Communication Plan

VitalChek shall develop a Communication Plan to establish clear lines of communication and project governance. The Communication Plan will provide the process of timely information sharing through various communication channels including email, reports, and meetings to continuously collect feedback, provide progress updates, and refine requirements as needed throughout the project timeline.

v. Develop a Staffing Management Plan

VitalChek shall develop a Staffing Plan as a by-product of the Project Schedule. Necessary resources from VitalChek and the State shall be assigned as needed to meet desired Milestone dates.

vi. Develop a Change Management Plan

The Change Management Plan shall define the processes, tools, and stakeholders that will manage changes to the project scope and schedule. The purpose of the Change Management Plan is to ensure that changes are properly managed in a way to allow beneficial changes to occur with minimum disruption to the overall project.

vii. Develop an Issue Management Plan

VitalChek Support Plans developed during project planning will provide a detailed framework for support including issue reporting and resolution, along with general assistance aligned with contractual SLAs. 24/7/365 web-based defect and issue logging is available through Atlassian's web-based ticketing system, Jira, which serves as VitalChek's preferred platform for reporting issues and defects. Jira ticketing system with standard help-desk support for State users between 8:00 AM and 5:00 PM Central Time, Monday through Friday, excluding Federal holidays. Extended support hours or expanded levels of support would be agreed upon during contract negotiations.

d. Design and Configuration

- System Design

VITALIQ™ is a modular electronic vital records application that is thin-client and web-based. Following NCHS guidelines, VITALIQ™ meets NAPHSIS Use Case requirements, US Standard 2003 certificate revisions, and supports both the Pre and Post US Standard 2003 certificate

revisions. Based on date of event, either the Pre or Post US Standard 2003 certificate revisions shall be displayed. Our off-the-shelf product includes built-in edits, standard reports, data loads, and extracts.

VITALIQ™ was designed from the ground up as a web-based vital records solution and is validated to W3C HTML 4.0. The application uses HL7/FHIR/FHIR as specified by NAPHSIS and NCHS guidelines. VitalChek is the first provider of electronic vital records system to be compliant with the FHIR (Fast Healthcare Interoperability Resources) standard for sharing HIPAA related data required in the bidirectional exchange of mortality data between State-run Public Health Agencies (PHA) Vital Records offices and the U.S. Center for Disease Control and Prevention (CDC)/National Center for Health Statistics (NCHS).

VITALIQ™ provides for seamless integration with state and federal agencies for the reporting of vital records information. VITALIQ™ is compliant with the CDC and NCHS for mortality, natality, and fetal deaths and provides an interface to the SSA via the OVS2 version of their software. Information received from SSA is stored and used to control workflow for processing Death registrations.

VITALIQ™ provides interfaces with the State and Territorial Exchange of Vital Events (STEVE), the Inter-Jurisdictional Exchange (IJE), the Inter-Jurisdictional Exchange Roster (IJE Roster), the Electronic Verification of Vital Events (EVVE) and the Validation and Interactive Edits Web System (VIEWS).

VITALIQ™ includes a VIEWS (Validation and Interactive Edits Web Service) interface for the purpose of verifying accurate Cause of Death entry. We can also provide an imaging system interface with companies such as the Laboratory Information System (LIS), ImageTrend, OnBase, and FileNet. These interfaces include the ability to produce and consume CSV and XML files via secure web services with role-based control over user permissions.

VITALIQ™ includes a robust reports engine that contains over 200 pre-formatted reports for agency use. Reports can be generated in a variety of formats including PDF and CSV. The system also includes a powerful Ad-hoc reports generator for creating simple, custom reports on demand. For more complex reports VITALIQ™ is also compatible with report generating software such as Crystal Reports and other similar applications. Reports can generate and display data in “real time” to statewide and local agencies.

It is also important to note that VITALIQ™ is browser agnostic, the application is designed to be compatible with all supported versions of the industry standard web-browsers including Microsoft Edge, Mozilla Firefox, Safari, and Chrome. The application runs securely via Windows desktop, laptop or tablets running the current versions of the browsers noted above.

- System design alignment with requirements

Shortly after contract award, a GAP analysis shall be performed. During the GAP analysis sessions, existing functionality will be compared to the State’s desired functionality. Deliverables produced as a result of these sessions include a GAP analysis document and a Requirements Traceability Matrix (RTM) document. The GAP analysis document will identify all new functionality needed.

The RTM document will show bi-directional traceability with applicable business requirements and their realization throughout all project phases (e.g., requirements, design, testing). This shall include how the requirement is realized (e.g., configuration, custom development, base functionality). The initial creation of the RTM and all subsequent revisions shall be reviewed and approved by the State.

- System Configuration

  VitalChek's business model integrates specialized industry knowledge with advanced technology, leveraging VITALIQ™ personnel who bring substantial experience in the Vital Records sector and have successfully implemented multiple VITALIQ™ systems across various jurisdictions. Our comprehensive team of subject matter experts includes former industry leaders and essential contributors dedicated to advancing emerging industry initiatives. The technology, product development, and project management teams are exclusively focused on delivering government solutions.

  Every VITALIQ™ implementation starts from a standard core code base, then uses configuration settings to meet each state's unique requirements. Over the years, we've incorporated an extensive library of jurisdiction-specific enhancements into this core, enabling rapid customization without reinventing the wheel.

  Once deployed, each jurisdiction's code is maintained separately for stability while still benefiting from ongoing improvements. Our shared-cost model ensures enhancements funded by one customer can be made available to others in their as-designed state at no charge upon request. In addition, VitalChek delivers free core upgrades through regular releases. Requested features or enhancements are reviewed, prioritized, and incorporated into the product roadmap for inclusion in an upcoming planned release, based on overall resource availability and release scheduling.

  This business model, which is based on continual improvement, means that VITALIQ™ will meet your business needs for years to come.

  Due to the extremely flexible design behind the VITALIQ™ application, a significant portion of the JAD sessions will involve configuration tasks. VitalChek will gather the requirements for the State's unique system configuration during a week-long JAD session. VitalChek will also perform a GAP analysis of the current VITALIQ™ software and the system desired by the State. VitalChek will assist the State with completing "Attachment Spreadsheets." These spreadsheets serve to document configuration input specifications for the application, outlining elements such as field labels, dropdown values, edit rule settings, system preferences, printed forms, print rules, point of sale (POS) services, fees, account distribution, and POS business rules to mention a few. Once the State has signed off on the configuration specifications, the VitalChek development staff will begin the actual configuration of the system. The system will be delivered, fully configured, with no additional work necessary by the state. Ongoing updates and configurations are easily managed by state personnel.

- Data warehousing capabilities

VITALIQ™ provides database support utilizing two separate databases; one SQL database optimized for high volume, real-time transactions and one SQL database designed for reporting and extracting data. The reporting database is updated by a regularly scheduled job, typically nightly. Therefore, the reporting database is typically used for user queries, statistical reporting, and other activities where a one-day delay is acceptable. This design also eliminates any contention or performance impact to the transaction database when executing long running queries.

VITALIQ™ application data is never deleted; it can only be updated or end dated. This includes data entered for vital event registration or issuance as well as data stored in VITALIQ™ to maintain system functionality, such as system codes, validation rules, user, and facility information.

Registration record data can be updated through amendments. VITALIQ™ provides multiple amendment types, including the Administrative Correction amendment feature, that allows users with the appropriate security permissions to correct all registration data in a record. This feature is used to edit a record containing minor discrepancies or typographical errors between the record in VITALIQ™ and the information on the image/original paper certificate.

VITALIQ™ provides the ability for users, with the appropriate security privileges, to apply special status to records, such as Void, Abandoned, or Sealed. Additionally, users with the appropriate security privileges can remove the Void or Abandoned record status. The “Void” status is intended for registered cases, while the “Abandoned” status is intended for unregistered cases. Assigning a special status does not remove or delete the record from the database, but it does prevent the record from being issued. Access to cases that are sealed, voided, abandoned, or have other special statuses is controlled through security privileges. To mitigate fraud, our extensive audit logging capabilities meet the highest security standards. As entries are made, the event and issuance history logs the user, date, office, and reason when a case is voided or abandoned.

As well, the VITALIQ™ Administration module provides internal system administrators with the ability to manage the data that affects use of the system through table maintenance updates or end dates. In order to track historical codes or values linked to vital events, table maintenance data is never deleted but rather end dated.

For example, data values presented in VITALIQ™ as dropdown and checkbox lists are called system codes. System codes are stored in code tables and grouped into Code Types that are used to define groups of related data items such as education level, place of death, previous live births, etc. System codes are defined by the state and may easily be updated by state system administrators through table maintenance. The sort order of dropdown lists can be customized using the system code setup feature. This allows lists to be configured so that commonly used entries appear first.

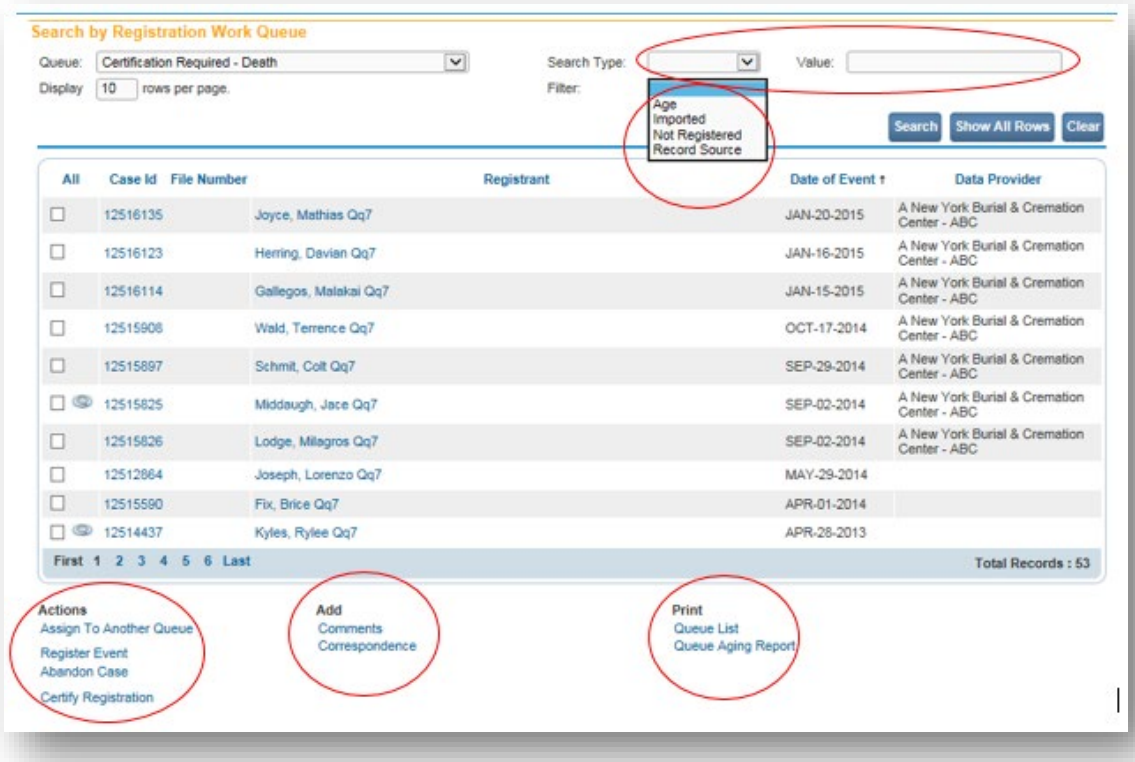
VITALIQ™ also provides the ability for system administrators to update or end date group properties by adding and end dating system users. Additionally, system administrators can add, modify, end date, and re-activate users using the VITALIQ™ User Setup feature in Table Maintenance.

- How workflow is integrated into your solution

  VITALIQ™ utilizes a work queue feature to facilitate workflow during the registration process for all event types, (Birth, Death, Fetal Death, etc.). Records are placed in work queues based on the assignment of statuses. Users can easily see when new cases have been added to their queues. Using the Death Module as an example, when a record is ready for electronic signature, it is assigned a Signature Required work queue status. Similarly, when a case is referred to the Medical Examiner, the case is assigned a work queue status and placed in the ME Review Required queue. Medical certifiers can view a list of all death registrations with a status of "Medical Pending." They can view the entire queue or search for and display only a single registration.

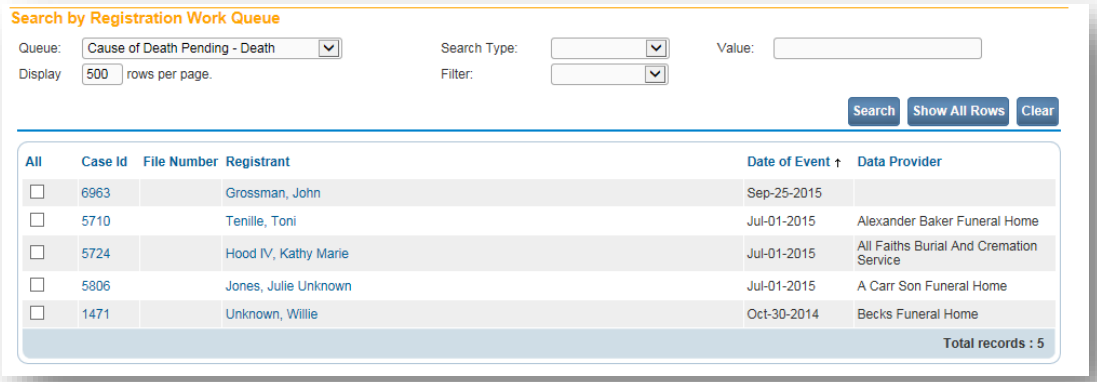
  In addition to workflow processing, work queues provide many other features such as assigning a case to another queue, registering, abandoning, or certifying a case, adding comments or correspondence, and printing reports. Queue reports include the Queue Aging Report which provides information about how long cases have been in the queue and a Queue List report which prints all information displayed in the queue. Work queues also provide search and filter features. You can search for a case in a queue by the last employee that updated the case, the State File Number (SFN), or the case ID. As shown below in Figure 6, queues may be filtered by age or days in queue, if imported, registered status, and record source.

Figure 6



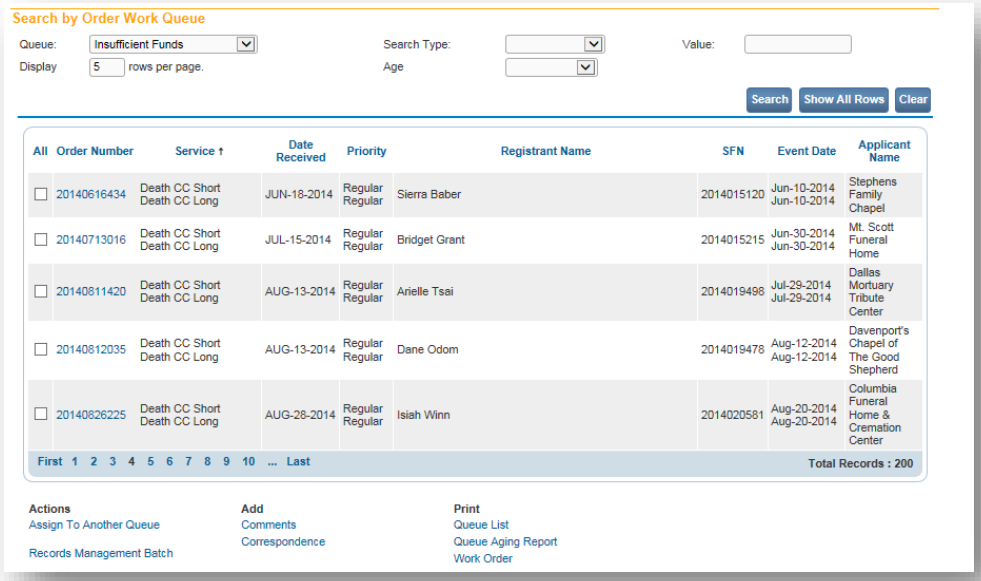
All work queues and search results lists may be sorted by column headings in either ascending or descending order. In Figure 7 below, the work queue is sorted by Date of Event in descending order. Selecting any of the column headings will re-sort the list. Note that work queues are generated dynamically. Once a case is moved from a queue, the queue list updates automatically without a manual refresh. Cases with no errors will appear in a queue of their own.

Figure 7



Order Processing Work Queues, as shown below in Figure 8, display information about the order such as the type of service, the date received, the priority of the order, registrant name, SFN, event date and applicant name. Order work queues may be filtered by delivery so that orders of each type (counter, mail, UPS) can be worked individually.

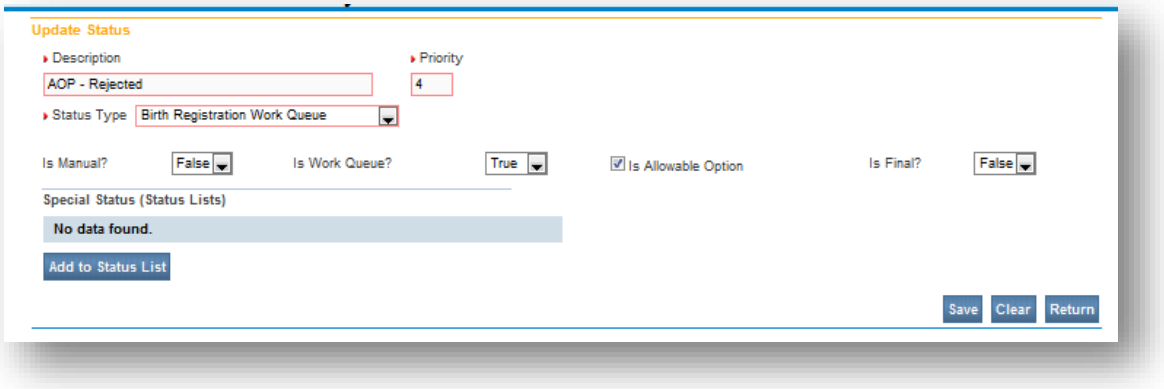
Figure 8



VITALIQ™ also includes a Work Queue Summary page that combines all work queues containing cases into a single list. The VITALIQ™ Work Queue Summary page can be used as a workload management dashboard by state supervisors for tracking statistics about the length of time records have been in a queue and the number of records in each. If the VITALIQ™ manual queue feature is used to configure temporary work queues for each staff member, the Work Queue Summary page can be used to see the staff member queues and which cases or orders are assigned to each staff member without opening the case or order. Clicking on the work queue link will take the user to the selected queue. Manual Queues may also be used to set priorities on outstanding work by assigning work that requires immediate attention to special high priority queues. The Assign to Another queue link is used to manually move a case from one queue to another.

The VITALIQ™ Table Maintenance Statuses feature is used to add, modify or delete work queues. Figure 9 below shows a birth registration queue used for tracking rejected Acknowledgment of Paternity (AOP) documents. While VITALIQ™ includes many pre-configured workflows and statuses, new workflows and statuses may be added easily using the status and status relation setup features.

Figure 9



All VITALIQ™ statuses/queues can be renamed as desired. Additionally, VITALIQ™'s Table Maintenance Statuses feature is used to add and modify statuses including work queues, record indicators, data quality, amendment, etc.

Each event contains its own status types. Below, in Figure 10, is a small sample of the statuses available for deaths.

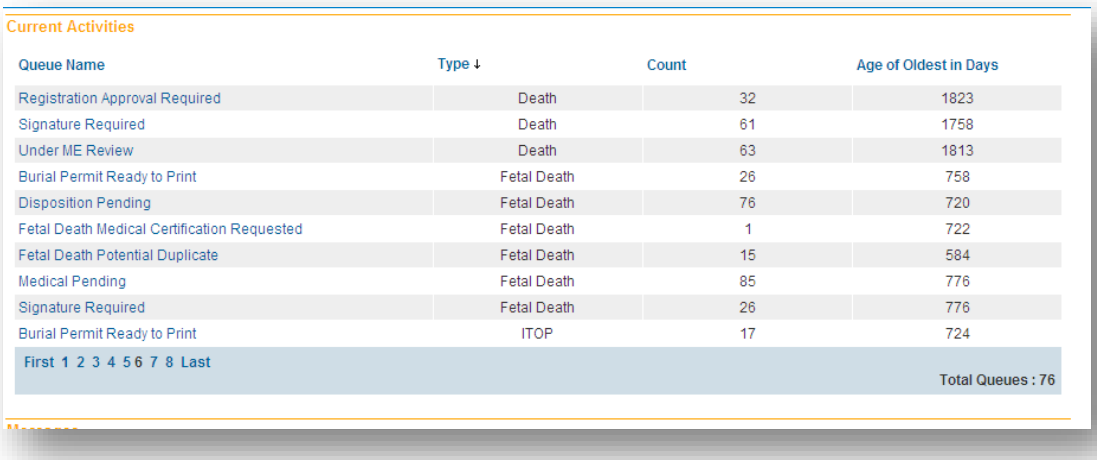
Figure 10

Cremation Affirmation Unaffirmed	Cremation Affirmation Status
Cremation Affirmation Affirmed	Cremation Affirmation Status
Not Approved	Cremation Clearance
Requested	Cremation Clearance
Pending	Cremation Clearance
Approved	Cremation Clearance
Plural Delivery Hospital Notification Required	Death Registration Work Queue
Registration Approval Required	Death Registration Work Queue
ME Review Required	Death Registration Work Queue
Personal Info Rejected	Death Registration Work Queue
Medical Info Rejected	Death Registration Work Queue
Personal Pending	Death Registration Work Queue
Medical Pending	Death Registration Work Queue
Medical Certification Requested	Death Registration Work Queue
Cremation Clearance Required	Death Registration Work Queue

Records are placed in work queues based on the assignment of a work queue status which gets assigned when a record is validated or when a specific action is performed by a user, such as selecting the 'Affirm' button on the 'Affirmation' page, or by referring a case to the ME. The standard statuses used in VITALIQ™ include personal pending, medical pending, registration approval required, medical valid with exceptions, and personal valid with exceptions. All status names/descriptions can be edited in Table Maintenance, along with the rules that trigger them.

Work queues for all modules are easily accessible either from the Queues menu link or via selection from the Current Activities list displayed on the Home page, as shown below in Figure 11.

Figure 11



Current Activities

Queue Name	Type ↓	Count	Age of Oldest in Days
Registration Approval Required	Death	32	1823
Signature Required	Death	61	1758
Under ME Review	Death	63	1813
Burial Permit Ready to Print	Fetal Death	26	758
Disposition Pending	Fetal Death	76	720
Fetal Death Medical Certification Requested	Fetal Death	1	722
Fetal Death Potential Duplicate	Fetal Death	15	584
Medical Pending	Fetal Death	85	776
Signature Required	Fetal Death	26	776
Burial Permit Ready to Print	ITOP	17	724

First 1 2 3 4 5 6 7 8 Last

Total Queues : 76

i. Establish Review and Acceptance Process

VitalChek will work with the State to develop a Deliverable Acceptance Plan that meets the State's specific requirements. The Deliverable Acceptance Plan shall identify the process and acceptance criteria to be used for each project deliverable. The purpose of this document is to ensure that the State and VitalChek both agree to the scope and content of all deliverables prior to delivery. The following is a deliverable process that VitalChek has used in a Delivery Acceptance Plan for a previous implementation:

All deliverables to the State will follow a formal acceptance and sign-off process as follows:

Deliverable Acceptance Plan

Definition & Agreement

- Both project managers collaborate to define each deliverable's content, format, acceptance criteria, and timeframe.
- Authorized representatives sign off on this definition, ensuring mutual understanding and accountability.

Preparation & Presentation

- VitalChek staff prepare the deliverable, including cost details if relevant.
- The deliverable is formally presented to the State Project Manager.

Review & Approval Cycle

- The State has 5 business days to approve or reject the deliverable, with written reasons required for rejection.
- If rejected, VitalChek has 5 business days to address issues and resubmit.
- The State reviews the resubmission within another 5 business days. This cycle repeats until approval.

Special Case: VITALIQ™ Application Changes

- For deliverables involving new or changed functionality in VITALIQ™, a demonstration is arranged before release.
- If requirements aren't met, corrections are made, and the demonstration is repeated.
- If the State requests scope or requirement changes, the process returns to the preparation step.

Final Acceptance & Billing

- Upon approval, the deliverable is provided as specified.
- The State must sign and submit the acceptance form within the agreed acceptance period.
- Billing and payment proceed as relevant.

ii. Develop a Requirements Traceability Matrix (RTM)

A GAP analysis will be conducted soon after the contract is awarded. During these sessions, current VITALIQ™ functionality will be assessed in relation to the State's desired functionality. The outcomes of these sessions include a GAP analysis document and a Requirements Traceability Matrix (RTM) document. The GAP analysis document specifies any additional functionality required, and the RTM links each functionality to its corresponding requirements.

iii. Coordinate and Facilitate On-Site Requirements Gathering Sessions

Upon contract award, VitalChek and the State project team will attend a Project Kick-Off Meeting. The Kick-Off Meeting generally covers staff introductions, project background, objectives, timelines, communication protocols, risk management, project assumptions, change control processes, and subsequent steps.

Following the Kick-Off Meeting, VitalChek will conduct joint application development (JAD) sessions to collect state-specific configuration requirements. VitalChek will also carry out a GAP analysis between the existing VITALIQ™ software and the system requirements outlined by the State. Prior to the JAD sessions, the VitalChek Project Manager will provide the State with necessary meeting materials and an agenda coordinated with the State staff's schedule. The outcome of the JAD sessions will be a Functional Specifications Document, which will include screen mock-ups, data entry field descriptions, labels, actions, navigation details, output form descriptions, and report definitions as relevant to the desired system.

iv. Develop and Submit an Application Configuration and Maintenance Plan

Upon completion of the Functional Specifications Document, VitalChek will work with the State to provide an Application Configuration Plan which will include:

- Approach to conducting design sessions or walkthroughs.
- Approach to conducting sprints or iterations.
- Configuration management.
- Schedule of major and minor releases.
- Tasks, timelines, and responsible parties for design and configure/build tasks.
- Approach to system enhancements

v. Establish and Utilize a Deliverable Review and Acceptance Process

As described previously in Section I, VitalChek will work with the State to develop a Deliverable Acceptance Plan that meets the State's specific requirements. The Deliverable Acceptance Plan shall identify the process and acceptance criteria to be used for each project deliverable. The purpose of this document is to ensure that the State and VitalChek both agree to the scope and content of all deliverables prior to delivery. The Deliverable Acceptance Plan includes provisions as follows:

- Definition & Agreement
- Preparation & Presentation
- Review & Approval Cycle
- Special Case: VITALIQ™ Application Changes
- Final Acceptance & Billing

vi. Configure Environments for Development, Testing, Training, and Production

VitalChek provides a securely hosted solution which meets the highest industry security standards and includes a full business continuity and disaster recovery plan to optimize system availability. VitalChek maintains responsibility for building, managing, and deploying to all the following environments:

- Development – Internal environment used for development unit testing, QA testing, pre-deployment release testing.
- Testing – Used for User Acceptance Testing by the State
- Training – Used for Training by the State
- Production – Nebraska Production environment

vii. Complete Standard System Configuration
viii. Assist the Unit with Configuration of System
ix. Assist the Unit with User Role Determination
x. Obtain Acceptance from the Unit on Designs and System Configuration

Response for vii. through x.

It is imperative for State resource availability as a substantial portion of the Joint Application Development (JAD) sessions will be devoted to configuration activities, requiring During these sessions, VitalChek will work collaboratively with the State to gather requirements specific to its system configuration needs. Additionally, VitalChek will conduct a GAP analysis of the current VITALIQ™ software relative to the State's desired system functionality.

VitalChek will provide support to the State in completing "Attachment Spreadsheets," which serve as configuration input documents for the application. These spreadsheets detail elements such as field labels, dropdown values, edit rule settings, system preferences, printed forms, print rules, fee structures, account distribution, among others. Upon the State's approval of these configuration specifications, VitalChek's development team will initiate the system configuration process. The final product will be delivered fully configured, requiring no further action from the State.

The VitalChek Project Manager and Business Analysts will partner with designated State personnel to facilitate adjustments to configurations and user roles as necessary. Formal acceptance of the configuration will occur concurrently with User Acceptance Testing sign-off.

e. Development and Testing

- Testing
- Quality Management
- Collaboration and acceptance process
- Release and known issue documentation
- Any tool(s) used for testing and defect tracking

i. Complete all Necessary Custom Development

After the conclusion of the JAD Sessions, a Functional Specifications Document will be submitted to the State for approval. Upon receiving sign-off, VitalChek will commence system development. During this phase, software review sessions will be conducted as necessary to showcase progress and facilitate State feedback. Following comprehensive unit and functional testing of each module, VitalChek will conduct a walk-through of the configured system. Should any corrections be required, VitalChek will address these issues and re-demonstrate the system until the State confirms readiness for user acceptance testing (UAT). If, at this stage, the State requests changes or enhancements not covered by the approved requirements, such modifications will be managed through the established Change Management Process.

ii. Complete all Necessary Reports

VITALIQ™ includes two different means of generating custom reports:

- Ad-Hoc - report generator can be utilized by authorized users for generating simple table type reports.
- Dynamic reports - created by users who are familiar with SQL coding practices. Dynamic reports can be added into the system and assigned to users to execute at will.

VITALIQ™ is delivered with over 200 standard reports. Any additional or customized reports will be defined during JAD Sessions. If these customized reports cannot be created with either of the two report generators, then VitalChek developers will create them on a time and materials basis using the defined work order process.

iii. Complete all Necessary Integrations

VITALIQ™ includes many standard extracts, imports, and a FHIR Based API, (VITALIQ™ Connect), for exchanging data with other systems and agencies. During GAP Analysis and JAD Sessions, it will be determined if any new or customized interfaces are needed. If needed, requirements shall be developed, and the new interfaces shall be incorporated into the project.

iv. Develop a Test Plan

The VitalChek Quality Assurance Team shall create and maintain a Master Test Plan document. The Test Plan documents all testing steps required for delivering VITALIQ™ to the State while meeting the acceptable defect levels as defined by the State. The purpose of the document is to outline the VITALIQ™ testing process on VitalChek's internal test site for the release of VITALIQ™ to the State. The intended use of this Test Plan is to guide the VitalChek team regarding the schedule, tasks, roles and responsibilities, and other key details surrounding the testing process to provide a quality release to the State.

v. Execute and Evaluate Testing
vi. Document Testing Results
vii. Assist the Unit with User Assistance Testing (UAT)
viii. Obtain Acceptance from the Unit on Testing Results

Response to Develop and Testing requirements v. through viii.

The environments and testing strategy is as follows:

Development Environment – This environment runs the latest trunk code and is used for testing bug fixes, work orders, enhancements, and for parallel testing.

QA Environment – This environment is set up with the code base that is being released to the State. The Quality Assurance team uses it extensively to perform Integration Testing, System Testing, Regression Testing, Performance and Load testing.

Preprod Environment – Once a release has been tested and passed in the QA environment, the release executable file and scripts are packaged, and test run/executed on preprod environment. User Acceptance testing is performed in this environment. This site will match the State's Test environment.

Testing Strategy

Planning and Preparation of Test Environment

- Internal test environments will mirror the production configuration.

Objectives and Testing Approach to Test Requirements

- Testing is primarily conducted by the VitalChek Quality Assurance Team on the internal QA site.
- After QA manager sign-off, the release moves to an Internal Preprod site for smoke testing.
- Upon successful smoke testing, the release is deployed to the External UAT site.
- The State performs its own testing on the UAT site.
- Issues reported by the State are reviewed, described, prioritized, and tracked by the VitalChek Project Manager using screen captures, detailed descriptions, and reproduction steps.
- Once all issues are resolved and the State signs off, the release is deployed to Production.

Access to Test Cases, Test Scripts, Test Results, and Test Matrices

- A catalog of test scripts and matrices for all functional specifications, work orders, and defects is provided to the State along with release notes during each implementation and release.

Mapping of Tests to Requirements and Design Documentation

- The Quality Assurance team ensures every requirement has a corresponding test case and that all mappings are complete.

Testing Schedule and Estimations for Each Test Level (Including Deadlines)

- A testing schedule is prepared to ensure adequate coverage.
- The schedule is initially provided as a draft in the Test Plan and refined as requirements evolve.

Defects Found, Resolved, and Known Defects Needing Triage

- Defects, including issue descriptions and types, are captured and tracked in Atlassian's web-based ticketing system, Jira, which serves as VitalChek's preferred platform for reporting issues and defects.
- The Project Manager reviews all reported defects daily.
- Defects are prioritized as High, Medium, or Low.
- The Development Team provides fixes for reported issues.
- The QA Team conducts a second round of testing to confirm corrections and ensure no negative impact on other system areas.

Entrance and Exit Criteria for Each Test Level

- Entrance Criteria: Testing begins when the Test Plan is approved, test scripts are documented, and the test environment is set up.
- Exit Criteria: Testing concludes when all test scripts are completed, all critical defects are resolved, and the QA Manager provides sign-off and approval to proceed.

Testing Resources – Roles and Responsibilities

- The roles and responsibilities of the Project Management, Development, and Quality Assurance Teams are defined and documented in the Test Plan.

Acceptance Criteria

- All test scripts in the Test Plan must be successfully completed.
- No critical or high-level defects should exist in the VITALIQ™ system.

f. Data/File Migration

i. Develop a Data/File Conversion and Migration Plan
ii. Develop a Conversion Mapping Guide
iii. Perform the Data/File Conversion and Migration
iv. Provide a Data/File Conversion and Migration Results Report
v. Obtain Acceptance from the Unit on Data/File Conversion and Migration Results

Response Data/File requirements i. through v.

VITALIQ™ personnel have extensive experience in navigating data quality and mapping issues, which are common with older record conversion. VITALIQ™ includes generic load programs that can be used to load every data field associated with a registration.

The process to load the data is as follows:

Data Load Process

Mapping & Formatting

- The State and/or legacy vendor, with help from VITALIQ™ staff, will map the data into the required format for loading.
- A conversion routine is created to ensure the file and field content match the new system's requirements.

Initial Validation

- VITALIQ™ provides a generic load job that checks the record format.
- Any records with formatting issues are flagged and cannot be loaded until corrected.

Field-Level Data Quality Checks

- The load program reviews individual field values for data quality problems.
- Example: If the “Gender” field should only have “Male,” “Female,” or “Not Yet Determined,” but contains “Mlae” or “Unknown,” these must be fixed.

Addressing Data Quality Issues

- The State is responsible for correcting any data quality issues found.
- Decisions must be made on how to handle invalid or unexpected values.

Uploading Data

- Once all issues are resolved, the data is uploaded into VITALIQ™ using the conversion routine and load program.

Review & Acceptance

- The State reviews the loaded records for accuracy.
- Tools are available to clear the test region and repeat the process as needed until all records are correctly converted and accepted.

g. Training

VitalChek recognizes that each customer requires a tailored approach to training. Our experienced training staff conduct every session with the objective of ensuring that trainees comprehend the presented material and can effectively apply their knowledge when utilizing the application. Training sessions are customized for specific user types, and we employ a "Train-the-Trainer" methodology to ensure participants become subject matter experts who can further instruct other users.

User engagement is essential for successful software implementation. Our training model is designed to prioritize user-friendliness, providing each trainee with ample hands-on opportunities to interact with the system while offering individual assistance as needed. Whether participants are experienced computer users or new to technology, our approach fosters a user base that adapts readily to the software.

VitalChek understands the impact that transitioning to a new system can have on departments and acknowledges that adaptation rates may vary among users. To address this, we conduct Train-the-Trainer sessions during training, enabling proficient users to subsequently guide their colleagues.

During the planning phase, the VitalChek Project Manager collaborates with the State’s Project Manager to develop a comprehensive Training Plan. When training commences, all clients

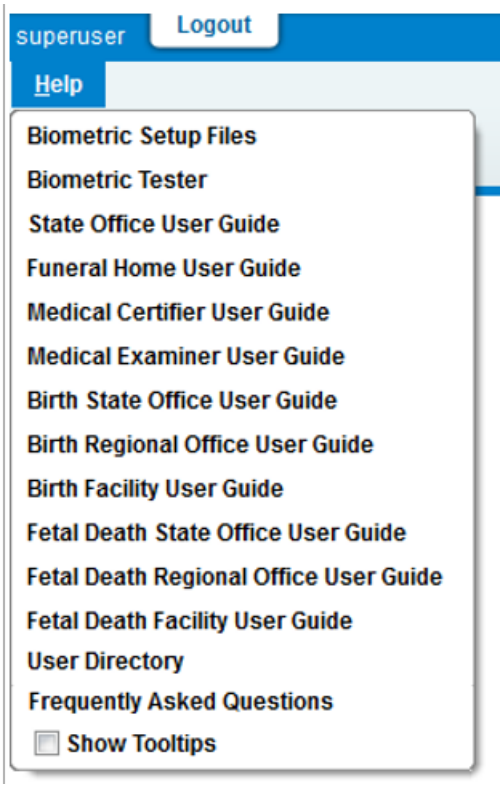
receive various types of training materials, along with instructor-led "Train-the-Trainer" sessions for each module.

Typically, end-user training comprises live remote sessions conducted via online conference, supported by self-paced videos and access to a training environment where users can practice their skills. Prior to live sessions, attendees receive role-specific training guides. Training involves reviewing workflows tailored to each role, followed by practical exercises that allow attendees to apply their learning before progressing. Additionally, on-site end-user training can be incorporated into the contract upon request.

Help and Training Documentation

VITALIQ™ provides an online help menu (pictured below is Figure 12) that is accessible from all screens with access to FAQ and other documentation. All information is searchable and context sensitive.

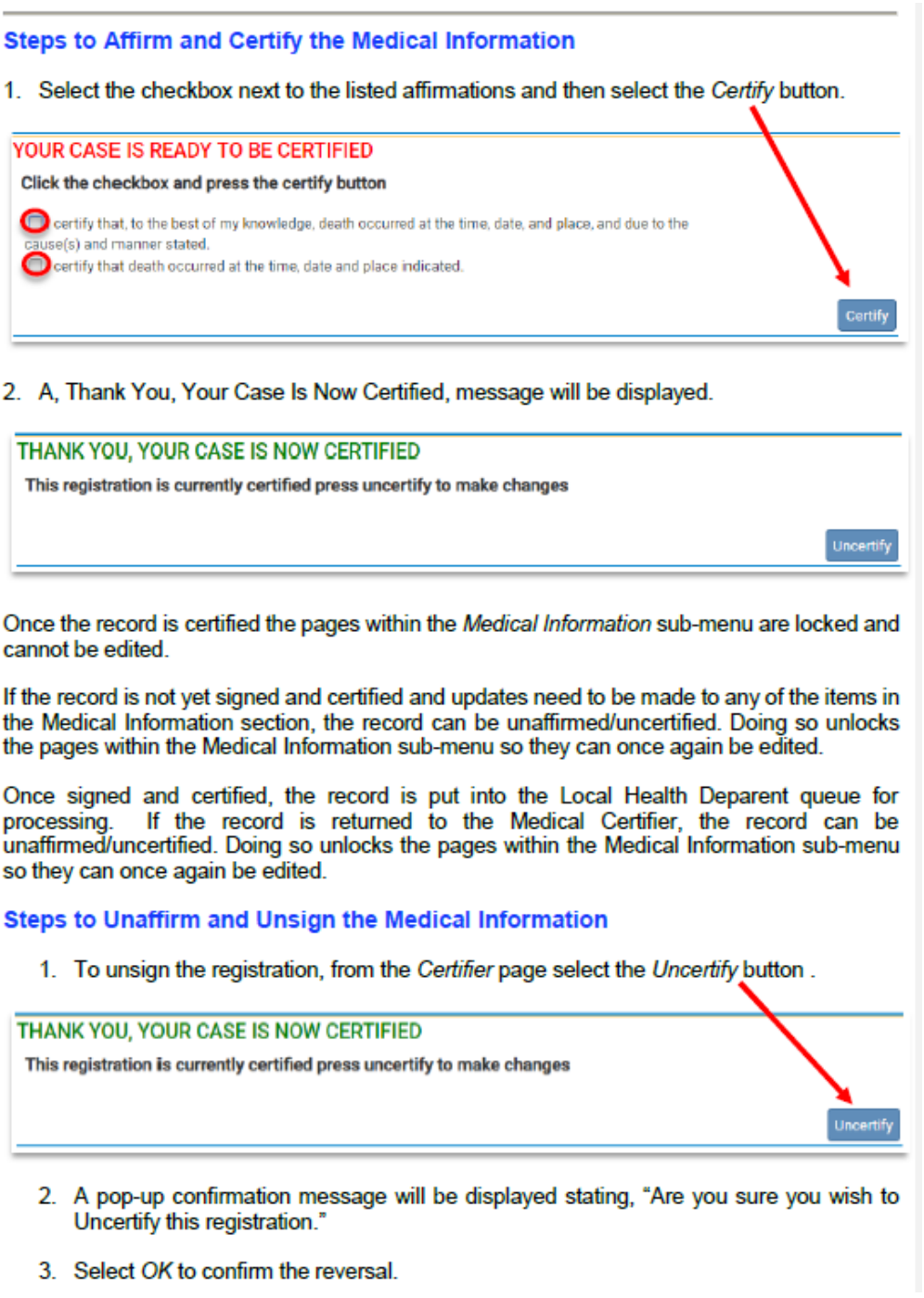
Figure 12



Built-in online help system and online training available

Help documents open in a new browser tab or window (depending on user-specific device settings) and will not interfere with regular vital records processing. Below, Figure 13 shows an example User Guide.

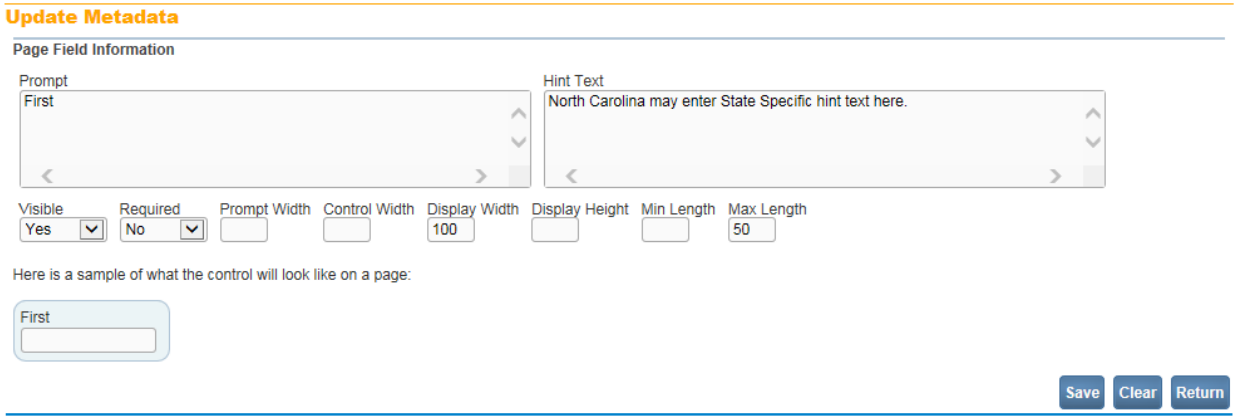
Figure 13



VITALIQ™ also provides field level help through the implementation of useful tooltips/hint text. The availability of tooltips is controlled by the user. Users can select or de-select the "Show Tooltips" checkbox underneath the Main Menu -> Help Menu. (Note that the online help available via the dropdown list is user specific)

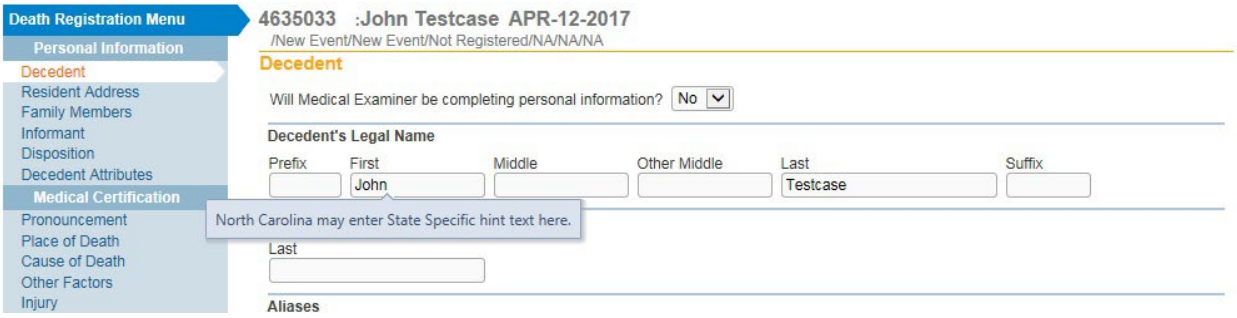
The wording of displayed tooltips is editable through the Table Maintenance Metadata feature (Figure 14) and can be made completely state specific.

Figure 14



The state specific tooltips will now appear over the modified control, as shown below in Figure 15. Tooltips are a core feature and included in pricing.

Figure 15



i. Coordinate and Facilitate On-Site Training Instruction

VitalChek's on-site end user training can be included in the contract upon request.

ii. Provide Online Reference Training Materials for Administrator and User Manuals

VITALIQ™ provides an online help menu that is accessible from all screens with access to FAQ and other documentation. All information is searchable and context sensitive. Additionally, documentation for new features and functionality is added to Requirements Documents and updated in Training Materials as they are designed and developed. Notes and Test Scripts are provided with the Release containing the feature/functionality. The VitalChek Project Manager will demonstrate any new features/functionality to State staff as needed.

iii. Obtain Acceptance from the Unit on Training Results

VitalChek treats Training as any other deliverable and requires acceptance and sign-off from the State.

h. Implementation

The sample project plan below (Figure 5) provides a framework for task, duration, and resource responsibilities. Project timelines assume a standard system configuration and require timely feedback, requirements and UAT deliverables from the State. Actual task timelines and projections are determined by the scope of services and requirements identified during project planning. Development planning will be based on the project plan with iterative sprints to review and refine requirements throughout the project. Review sessions are held throughout the process for stakeholder engagement and to ensure milestones are being met. The work plan dates are dependent on the contract start date and assumes that State resources will be available for requirements gathering, project documentation review and approvals, and user acceptance testing. Any delay will affect the projected implementation dates.

The following sections break down the management controls in response to items i. through v.

Figure 5 (repeated for clarity)

Task Name	Duration	Start	Finish	Predecessors	Resource Names
VitalIQ Implementation	**350 days**	**Mon 3/2/26**	**Fri 7/2/27**		
Project Initiation Phase	**8 days**	**Mon 3/2/26**	**Wed 3/11/26**		
Milestone 1: Kick-off Meeting	**8 days**	**Mon 3/2/26**	**Wed 3/11/26**		
Kick-Off Meeting	3 days	Mon 3/2/26	Wed 3/4/26		STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Create Kick-Off Meeting Report	5 days	Thu 3/5/26	Wed 3/11/26	4	VIQ-Proj Mgr
Planning Phase	**10 days**	**Thu 3/12/26**	**Wed 3/25/26**		
Project Schedule and Documentation	**10 days**	**Thu 3/12/26**	**Wed 3/25/26**		VIQ-Proj Mgr
Create High-Level Project Schedule (Key Milestones)	10 days	Thu 3/12/26	Wed 3/25/26	5	VIQ-Proj Mgr
Develop Communication Plan	10 days	Thu 3/12/26	Wed 3/25/26	5	VIQ-Proj Mgr
Develop Change Management Plan (if applicable)	5 days	Thu 3/12/26	Wed 3/18/26	5	VIQ-Proj Mgr
Develop Risk Management Plan (if applicable)	5 days	Thu 3/12/26	Wed 3/18/26	5	VIQ-Proj Mgr
Review and Sign-Off Project Documentation and Plan	5 days	Thu 3/19/26	Wed 3/25/26	11	STATE Leadership
Specification Documentation and Design Phase	**155 days**	**Thu 3/5/26**	**Wed 10/7/26**		
System Documentation and Updates	**155 days**	**Thu 3/5/26**	**Wed 10/7/26**		
Module 1 System Documentation Phase 1- Core	**45 days**	**Thu 3/5/26**	**Wed 5/6/26**		
Module 1 JAD	5 days	Thu 3/5/26	Wed 3/11/26	4	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Core Module 1 Functional Specifications (P1)	40 days	Thu 3/12/26	Wed 5/6/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Core Module 1 Screenshot Directory (P1)	40 days	Thu 3/12/26	Wed 5/6/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Module 1 System Documentation Phase 2- Customization	**110 days**	**Thu 5/7/26**	**Wed 10/7/26**		
Final Module 1 Functional Specifications (P2)	100 days	Thu 5/7/26	Wed 9/23/26	17	VIQ-BA,STATE-SME
Final Module 1 Screenshot Directory VISUAL S (P2)	100 days	Thu 5/7/26	Wed 9/23/26	18	VIQ-BA,STATE-SME
UAT Env updates within Administration (not Dev)	110 days	Thu 5/7/26	Wed 10/7/26	17	VIQ-BA,VIQ-PM
Order processing	**20 days**	**Mon 6/22/26**	**Fri 7/17/26**		
Review and Confirm Attach G and H	20 days	Mon 6/22/26	Fri 7/17/26		VIQ-BA,STATE-SME

Imaging System Documentation Phase 1 - Core	**11 days**	**Thu 3/12/26**	**Thu 3/26/26**		
Imaging Jad	1 day	Thu 3/12/26	Thu 3/12/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Imaging Functional Specifications	10 days	Fri 3/13/26	Thu 3/26/26	26	VIQ-BA,STATE-SME
Single Sign On Documentation (R1)	**45.38 days**	**Fri 3/13/26**	**Fri 5/15/26**		
SSO JAD	1 day	Fri 3/13/26	Fri 3/13/26	26	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
SSO Functional Specifications	44.38 days	Mon 3/16/26	Fri 5/15/26	29	VCN-BA
Environment Delivery Phase (estimates)	**320 days**	**Mon 4/13/26**	**Fri 7/2/27**		VIQ-BA,STATE-SME
QA	1 day	Mon 4/13/26	Mon 4/13/26		VIQ- Proj Mgr,VIQ-Dev
UAT	1 day	Mon 5/25/26	Mon 5/25/26		VIQ- Proj Mgr,VIQ-Dev
Replication	1 day	Mon 8/3/26	Mon 8/3/26		VIQ- Proj Mgr,VIQ-Dev
Conversion	1 day	Mon 10/19/26	Mon 10/19/26		VIQ- Proj Mgr,VIQ-Dev
Production	1 day	Fri 7/2/27	Fri 7/2/27	84	VIQ- Proj Mgr,VIQ-Dev
Data Phase	**185 days**	**Tue 4/14/26**	**Mon 12/28/26**		
Data Migration Plan/Requirements	**185 days**	**Tue 4/14/26**	**Mon 12/28/26**		
Core Data Migration	**1 day**	**Tue 4/14/26**	**Tue 4/14/26**		
Provide Initial Facility Information	1 day	Tue 4/14/26	Tue 4/14/26	32	VIQ-BA,STATE-Proj Mgr
Module 1 Migration	**155 days**	**Tue 5/26/26**	**Mon 12/28/26**		
UAT Module 1 Index flat files (sample records)	30 days	Tue 5/26/26	Mon 7/6/26	33	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Testing Sample records and updates	70 days	Tue 7/7/26	Mon 10/12/26	42	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Conversion Module 1 files and testing (real data)	50 days	Tue 10/20/26	Mon 12/28/26	35,43,22	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Set up STEVE	**15 days**	**Mon 10/26/26**	**Fri 11/13/26**		
Whitelist Ips	5 days	Mon 10/26/26	Fri 10/30/26		VIQ-PM,STATE DATA/TECH SME
Set up SFTP Folder,Path and Credentials	5 days	Mon 11/2/26	Fri 11/6/26	46	VIQ-PM,STATE DATA/TECH SME
Test Endpoints	5 days	Mon 11/9/26	Fri 11/13/26	47	VIQ-PM,STATE DATA/TECH SME

Database Replication	**43 days**	**Tue 8/4/26**	**Thu 10/1/26**		
"UAT" DB Replication Env and Testing	35 days	Tue 8/4/26	Mon 9/21/26	34	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Endpoint Setup	5 days	Tue 9/22/26	Mon 9/28/26	50	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Whitelist IPs	3 days	Tue 9/22/26	Thu 9/24/26	50	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Access Testing	5 days	Fri 9/25/26	Thu 10/1/26	52	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Testing Phase	**55 days**	**Thu 1/28/27**	**Wed 4/14/27**		
Final UAT Release (Before UAT Testing and Training) Target Date	1 day	Thu 1/28/27	Thu 1/28/27	33,30,27,22FS+8(	VIQ-PM,VIQ- BA,VIQ- Proj Mgr
UAT Testing Training	3 days	Fri 1/29/27	Tue 2/2/27	55	VIQ-PM,VIQ- BA,VIQ- Proj Mgr
UAT Testing and Acceptance	**51 days**	**Wed 2/3/27**	**Wed 4/14/27**		
Module 1 UAT	**45 days**	**Wed 2/3/27**	**Tue 4/6/27**		
UAT Testing (includes SSO and Imaging)- System Testing	25 days	Wed 2/3/27	Tue 3/9/27	56	STATE - PM,STATE - QA,STATE-SME
Final Updates & Testing	20 days	Wed 3/10/27	Tue 4/6/27	59	VIQ-PM,VIQ- BA,VIQ- Proj Mgr,STATE
Release 1 - UAT Review	**6 days**	**Wed 4/7/27**	**Wed 4/14/27**		
UAT Updates Review & Sign Off	5 days	Wed 4/7/27	Tue 4/13/27	60	STATE Leadership,STATE- Proj Mgr,ST
UAT Sign Off	1 day	Wed 4/14/27	Wed 4/14/27	62	STATE Leadership
Training Phase	**52 days**	**Thu 4/15/27**	**Fri 6/25/27**		
Train the Trainer (Performed by VIQ)	**14 days**	**Thu 4/15/27**	**Tue 5/4/27**		
Module 1 Training	7 days	Thu 4/15/27	Fri 4/23/27	63	STATE- Proj Mgr,STATE- SME,VIQ- BA,VIQ- PM,VIQ- Proj Mgr
Module 2 Training	7 days	Mon 4/26/27	Tue 5/4/27	66	STATE- Proj Mgr,STATE- SME,VIQ- BA,
Pilot User Training (Performed by State)	**15 days**	**Mon 4/26/27**	**Fri 5/14/27**		
Module 1 Training	15 days	Mon 4/26/27	Fri 5/14/27	66	PilotUsers,STATE- SME
State User Training (Performed By State)	**15 days**	**Mon 5/17/27**	**Fri 6/4/27**		
Module 1 Training	15 days	Mon 5/17/27	Fri 6/4/27	69	StateUsers,STATE- SME
External User Training (Performed by State)	**15 days**	**Mon 6/7/27**	**Fri 6/25/27**		
Module 1 Training	15 days	Mon 6/7/27	Fri 6/25/27	71	External Users,STATE- SME

Go Live Release 1 Phase	**49 days**	**Mon 4/26/27**	**Thu 7/1/27**		
Pilot Phase	**31 days**	**Mon 4/26/27**	**Mon 6/7/27**		
Pilot	30 days	Mon 4/26/27	Fri 6/4/27	66	PilotUsers
"Office Hours" assistance	30 days	Mon 4/26/27	Fri 6/4/27	66	VIQ- BA,VIQ- PM
Pilot Review & Sign Off	1 day	Mon 6/7/27	Mon 6/7/27	77	STATE Leadership
Final Incremental Data Load Release 1	**17 days**	**Tue 6/8/27**	**Wed 6/30/27**		
Module 1 Data Load	4 days	Tue 6/8/27	Fri 6/11/27	78	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Users, Facilities, Providers	4 days	Tue 6/8/27	Fri 6/11/27	78	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Data Load Review & Sign Off	4 days	Mon 6/14/27	Thu 6/17/27	80	STATE DATA/TECH SME,STATE Leadership
Project Release 1- Close Review & Sign Off	3 days	Mon 6/28/27	Wed 6/30/27	82,73	STATE Leadership
Rollout/Go Live - Release 1	1 day	Thu 7/1/27	Thu 7/1/27	83	External Users,PilotUsers

- Change Management

  A structured approach to change management increases efficiency and mitigates project delays by providing a framework for engaging project team members and stakeholders. Change control processes and communication plans are established during the initial phases of project planning. Whether the change pertains to project scope, schedule, or application functionality, all relevant parties participate in defining the nature and extent of the change. Decisions are made jointly by the VitalChek Project Manager, State Project Manager, and project sponsor, while any decision impasses are addressed by a Governance Committee consisting of key stakeholders from both VitalChek and the State.

  Any modifications or deviations from the approved project scope and schedule are subject to the change control process. The change control process may be initiated by VitalChek or the State to address perceived needs affecting cost, timeline, or scope. Requests for changes to existing functionality or additions not originally included in the project scope are initiated using a Work Order form submitted through Atlassian's web-based ticketing system, Jira, which serves as VitalChek's preferred platform for reporting changes. After initiation, the work order is reviewed for additional information if required. Once all necessary details are collected, the level of effort, impact on project schedule, and associated costs are evaluated and documented. The Work Order is then submitted to the State Project Manager for approval, signoff, or withdrawal.

  Upon receipt of an approved work order, work commences according to the agreed delivery date. After deployment, State staff are responsible for user acceptance testing and formal acceptance of the work order. The work order log is reviewed during progress meetings and included with monthly project status reports.

- Issue Management

  Issue and Defect Reporting

  Atlassian's web-based ticketing system, Jira, serves as VitalChek's preferred platform for reporting issues and defects. All customers are granted access to this tool. Designated staff members appointed by the State will receive comprehensive access instructions, user credentials, documentation, and necessary training. When UAT Staff identifies a defect, it is recommended that users submit a Jira Issue, ensuring that all relevant details and steps taken to reproduce the problem are thoroughly documented.

  Each Jira issue should specify the nature of the request, provide a detailed description of the business issue or service requirement, include the rationale behind the request, and indicate the desired completion timeframe. All submissions—whether defects or enhancement requests—are added to the issue backlog for review.

  Upon receiving a defect notification, the VitalChek Service Desk will assess the report to verify whether the technical issue qualifies as a defect. If the reported defect corresponds to a previously identified issue, the Jira ticket will be closed, and the State will be notified of the associated Jira issue number. The known defect record will supply information on its impact, available workarounds, and scheduled resolution date. Should the report concern a new defect,

the VitalChek Project Manager will assign a corrective release date and forward the issue to Development for remediation.

The following severity levels will align with contractual SLAs for categorization when an issue is deemed a defect. Standard severity level definitions include:

Severity 1 (Critical)

Production or mission-critical business operations cannot be performed. A mission-critical business operation represents a situation where any features or functions of the Licensed Software are unusable and no practical alternate mode of operation is available, or the System is down and not available for use. The Defect affecting the mission critical business operation has one or more of the following characteristics:

- Data corruption – all physical or logical data is unavailable or incorrect.
- Entire System crashes repeatedly – a required software process fails and continues to fail after a restart attempt.
- Critical functionality as described above is not available.
- System stops – This includes cases where the system stops indefinitely. This also includes severe performance degradation causing unreasonable waits for response. This would include time out errors.

Severity 2 (High)

Production system is not functioning according to specifications, impacting significant aspects of business operations or workload. No workaround is available within the system or work-around is causing severe interruption of production processing.

Severity 3 (Medium)

- System is not functioning according to specifications, but most business operations continue.
- System is not functioning according to specifications, but a known work-around exists and the State is able to implement the work-around without severe interruption of production processing.
- Customer requires information or assistance on software capabilities, installation, or configuration.
- Problems exist in the UAT environment preventing the State from completing testing for a release.

Severity 4 (Low)

- Issue not affecting the functionality of the current system.
- Cosmetic issue within the system such as but not limited to misspelled word, columns not lining up properly.
- Suggested change or addition to a current process that is already in place and is functioning properly within the system.

- Defect Management

VitalChek Defect Processing Workflow

Submission

Defects are entered into Atlassian's web-based ticketing system, Jira, which serves as VitalChek's preferred platform for reporting issues and defects.

Each issue includes:

- Expected functionality (with design references)
- Observed errors
- Steps to recreate the defect
- Customers can create issues and track their status, comments, and results directly in Jira.

Prioritization

- The VitalChek Project Manager and State Project Manager collaborate to prioritize each issue.
- All issues (defects and enhancements) are added to the product development backlog.
- The Product Manager manages the backlog and assigns issues to planned releases.
- The Project Manager directs issues to the appropriate personnel for action.

Execution

- The assigned person or team works on fixing the defect.
- Once fixed, the issue moves to the Business Analyst (BA) for review.

Business Analyst (BA) Review

- The BA reviews system changes, especially those involving code or business requirements.
- This is a preliminary test to ensure the fix matches the reported defect.

Quality Assurance (QA) Testing

- QA testers verify that the fix resolves the defect.
- QA also performs "negative" testing to ensure no other functionality is affected.

Customer Preliminary Approval

- After the fix is implemented in the test environment, the Project Manager schedules an online demo for the customer/stakeholders to review the resolution.

Release

- The change or new functionality is delivered via an application release.
- The release is deployed to the customer's test site for User Acceptance Testing (UAT).

Monitoring & Measurement

- Service Level Agreement (SLA) compliance, defect resolution timelines, testing results, rework, and customer satisfaction are tracked.
- These metrics are used to determine Key Performance Indicators (KPIs) for process success.

- Process for monitoring initial operation of the implemented system

Monitoring & Control Overview

This phase spans all stages of the project lifecycle and involves both VitalChek and the State. The main goal is to ensure the project stays on track, risks are managed, and issues are addressed promptly.

Key Tasks in Monitoring & Control

- Risk Monitoring & Mitigation- Identify, assess, and address risks early and continuously.
- Weekly Status Meetings- Regular check-ins to discuss progress, issues, and action items.
- Governance Meetings- Held as needed for high-level oversight and issue escalation.
- Time Management- Track and manage project timelines.
- Change Management- Handle changes to project scope or requirements.
- Quality Management- Ensure deliverables meet required standards.
- Issue Management- Identify and resolve project issues.
- Resource Management- Allocate and manage project resources.
- Customer Relationship Management- Maintain strong communication and relationships.
- Reporting- Prepare and deliver progress reports and formal status updates.

Reporting Responsibilities

- Weekly Progress Reports- Prepared by the VitalChek Project Manager for the State Project Manager. Includes:
  - Deliverables summary and approval status
  - Change Control Log
  - Issue Resolution Log
  - Action Items
- Formal Project Status Reports- Produced twice per month (or as agreed). Includes:
  - Summary of work performed in the last period
  - Summary of planned work for the next period
  - Major unresolved changes to project scope
  - New/unresolved issues affecting progress
  - Deliverables summary and approval status
  - Project risks and mitigation strategies

Risk Management Approach

- Continuous and Proactive- Risks are identified early and aggressively, involving all stakeholders.
- Comprehensive- Considers technical, cost, and schedule risks from both internal and external sources.
- Early Detection- Addressing risks early is less costly and disruptive.

Meeting Structure

- Weekly Status Meetings- Teleconference format, facilitated by the VitalChek Project Manager. Includes:
  - Discussion of issues and action items
  - Review of monthly status and Outstanding Issue Reports
  - Distribution of meeting minutes and updated action items to all team members
- Governance Committee Meetings- Recommended as needed with senior management and executive teams to:
  - Review overall project progress
  - Escalate and resolve issues before they impact the project

- Implementation

Implementation and Project Execution

Requirements Sign-Off

- All functional requirements are reviewed, accepted, and signed off by the State and VitalChek.

Development Phase

- VitalChek starts developing the customized solution for the State.
- Regular software review sessions are held to show progress and gather feedback from the State.

Testing & Review

- Each module undergoes thorough unit and functional testing.
- VitalChek demonstrates the configured system in the State's test environment.
- If corrections are needed, VitalChek fixes issues and re-demonstrates until the State is satisfied.

User Acceptance Testing (UAT)

- Once the State agrees the system is ready, UAT begins.
- If new changes or enhancements are requested (not in the original requirements), the Change Management Process is used.

Critical Success Factors

- Active Participation: All necessary personnel (including State IT and Vital Records staff) must attend JAD sessions.
- Open Communication: Discuss current system needs rather than sticking to outdated requirements.
- Timely Review: The State must promptly review and sign off on specifications and configuration documents. Changes after sign-off require a formal change request.

Project Execution Phase

- Weekly Status Meetings- VitalChek and State project teams meet weekly (via phone/teleconference) to discuss:
  - Project schedule
  - Action items (active and pending)
  - Status reports
  - Risk management
  - Outstanding issues
  - Issues and concerns
- Documentation- Meeting minutes and updated action items are shared with all team members.

Key Tasks in Execution Phase

- Weekly Status Meetings
- Status Reports
- Finalize Requirements
- Configuration
- Development (Customizations)
- Business Analyst Review
- Quality Assurance (Testing)
- Pilot Training
- Go-Live
- Pilot
- Go / No-Go Decision
- Roll-out

i. Post-Implementation

- Steady state
- System maintenance
- Proposed evolution, planned releases, on-going development
- Improvements, changes requests, bug fixes
- Support options
- Warranty provisions

i. Burn-In Period
ii. Coordinate and Facilitate a Post-Implementation Review Teleconference Meeting
iii. Provide a Plan for Enhancement Requests
iv. Provide a Transition Plan from Implementation to Support, Maintenance, and Operations
v. Obtain Final Sign-Off

Response to i. through v.

Project Closure

Closeout begins when the customer accepts the project deliverables and verifies that the project has met the stated goals and requirements. Project Closure tasks include:

- Pilot Review Teleconference
- Lessons Learned Documentation
- State Acceptance
- Contract Closeout
- Warranty Begins

Burn-In / Warranty

VitalChek shall warranty the VITALIQ™ Commercial Off the Shelf system (COTS) in accordance with the Service Level Agreements for Implementation and Maintenance as agreed upon in the contract. The State shall notify VitalChek in writing of any malfunctions and/or defects with the software. VitalChek shall then remedy the software via a service pack and/or script in accordance with the SLA's outlined during the contracting process. This process will be followed during the Implementation and Maintenance phases.

Support Options

VitalChek includes help-desk support for the State users between 8:00 AM to 5:00 PM Central Time, Monday through Friday, excluding Federal holidays during the warranty period. Extended hours and/or additional days can be made available. VitalChek will work with the State to develop a suitable Service Level Agreement (SLA) upon contract award. The SLA will include application availability metrics, typically 24/7/365 excluding scheduled maintenance windows, along with expected response times for performance and incident handling.

Transitions

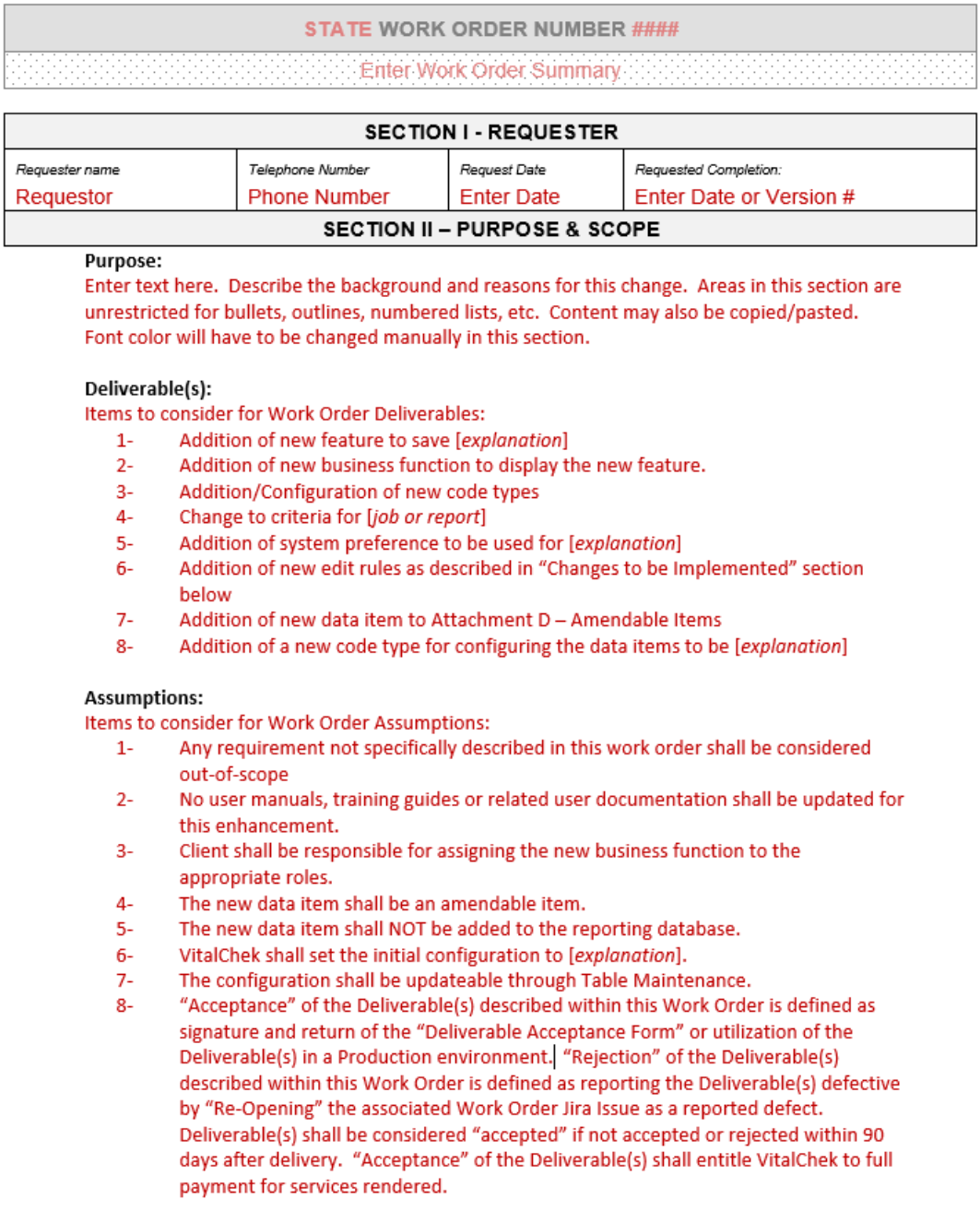
The VitalChek Project Manager collaborates with the State throughout the Implementation, Execution, Warranty, and Maintenance phases of the contract to facilitate transitions between phases. The State communicates directly with the VitalChek Project Manager regarding support services including inquiries about procedures, system configuration, change requests, and bug fixes. This process is followed during all phases of the contract.

Change Requests, Enhancements, Improvements

Requests for changes or new features outside the original project scope are made via a Work Order form (Figure 16). After submission, the request is reviewed for completeness,

effort required, scheduling impact, and costs before being sent to the State Team for approval. When approved, the task is added to the project schedule and entered into Atlassian's web-based ticketing system, Jira, which serves as VitalChek's preferred platform for reporting changes. Work begins based on the agreed delivery date, followed by user acceptance testing and formal approval from the State Team.

Figure 16



STATE WORK ORDER NUMBER ####

Enter Work Order Summary

SECTION I - REQUESTER			
Requester name	*Telephone Number*	*Request Date*	*Requested Completion:*
Requestor	Phone Number	Enter Date	Enter Date or Version #
SECTION II – PURPOSE & SCOPE			

Purpose:

Enter text here. Describe the background and reasons for this change. Areas in this section are unrestricted for bullets, outlines, numbered lists, etc. Content may also be copied/pasted. Font color will have to be changed manually in this section.

Deliverable(s):

Items to consider for Work Order Deliverables:

1- Addition of new feature to save [*explanation*]
2- Addition of new business function to display the new feature.
3- Addition/Configuration of new code types
4- Change to criteria for [*job or report*]
5- Addition of system preference to be used for [*explanation*]
6- Addition of new edit rules as described in "Changes to be Implemented" section below
7- Addition of new data item to Attachment D – Amendable Items
8- Addition of a new code type for configuring the data items to be [*explanation*]

Assumptions:

Items to consider for Work Order Assumptions:

1- Any requirement not specifically described in this work order shall be considered out-of-scope
2- No user manuals, training guides or related user documentation shall be updated for this enhancement.
3- Client shall be responsible for assigning the new business function to the appropriate roles.
4- The new data item shall be an amendable item.
5- The new data item shall NOT be added to the reporting database.
6- VitalChek shall set the initial configuration to [*explanation*].
7- The configuration shall be updateable through Table Maintenance.
8- "Acceptance" of the Deliverable(s) described within this Work Order is defined as signature and return of the "Deliverable Acceptance Form" or utilization of the Deliverable(s) in a Production environment. "Rejection" of the Deliverable(s) described within this Work Order is defined as reporting the Deliverable(s) defective by "Re-Opening" the associated Work Order Jira Issue as a reported defect. Deliverable(s) shall be considered "accepted" if not accepted or rejected within 90 days after delivery. "Acceptance" of the Deliverable(s) shall entitle VitalChek to full payment for services rendered.

STATE WORK ORDER NUMBER ####
Enter Work Order Summary

Requirements:
Enter details of changes here. Supporting documentation such as sample reports and screenshots may be referenced here and including at the end of the work order. Final requirements documentation should be included in documentation on SharePoint after customer approval.

SECTION III – TECHNICAL NOTES

Technical considerations and notes associated with the proposed changes (attach supporting documentation if necessary)

Click here to enter text. Enter N/A if not applicable

SECTION IV - TRACKING

Areas Affected (check all that apply - okay to leave blank)

- ☐ Birth Module
- ☐ Death Module
- ☐ Fetal Death Module
- ☐ ITOP Module
- ☐ Order Processing
- ☐ Table Maintenance
- ☐ Other (Specify Below)
- ☐ Database
- ☐ Report
- ☐ Screens/UI
- ☐ Bus. Rule
- ☐ Test Script
- ☐ Process
- ☐ Forms

8. Priority:
☐ High ☐ Medium ☐ Low

9. Target Date
Enter Date or N/A

10. Estimates or Final Price in (Dollars)
$0.00

SECTION V – DECISION / AUTHORIZATION

11. VitalChek Signatures

VitalChek Project Manager
Name: _____ Date: Date

VitalChek Project Sponsor
Name: _____ Date: Date

12. Client Decision & Signature

Nebraska Project Sponsor
Name: _____ Date: _____

- ☐ Approved
- ☐ Not Approved / Rejected / Denied
- ☐ Withdrawn / Cancelled
- ☐ Postpone / Hold Until: _____

Explanation:

j. Support, Maintenance, and Operations

i. UAT Sign Off

The VitalChek Project Manager will collaborate with the State Project Manager to create a comprehensive Functional Test Plan for User Acceptance Testing. This plan will cover areas such as test data considerations, entrance and exit criteria, configuration management, testing documentation, process steps, inputs and outputs for system testing, metrics, pass/fail criteria, suspension and resumption requirements, testing deliverables, testing activities, resources, roles and responsibilities, testing tools, and meetings and communication. The main objective is to verify that the application meets all functional specifications.

ii. Provide Timely Fixes

As detailed in Section h. Implementation, VitalChek uses the following workflow for processing and correcting defects:

- Submission
- Prioritization
- Execution
- Business Analyst (BA) Review
- Quality Assurance (QA) Testing
- Customer Preliminary Approval
- Release
- Monitoring & Measurement

iii. Regular Maintenance Schedule

Our approach and commitment is to offer all of our customers the best possible service. VITALIQ™ releases include State acceptance procedures, comprehensive documentation, and technical and customer support as described here.

Release & Support Commitment

- New Releases- VITALIQ™ updates include user-requested enhancements, federally mandated changes, performance improvements, and bug fixes.
- Support Provided- VitalChek supports customers during and after each release, as outlined in the Release Support Policy.

Customer Assurance

- Issue Resolution- The application is confirmed to work as described; any issues reported will be investigated.
- Expert Assistance- Technical and Customer Support teams are available for deployment, server, data, and business functionality questions.

Release Acceptance

- Customer Choice- Customers decide whether to accept new releases. However, accepting updates may be required for the latest fixes.
- Support Limits- Only limited support is available for releases older than one year.

Communication

- Impact Notification- VitalChek will inform clients of any changes that might affect existing functionality.

Supported Versions

- Version Support- Support is provided for the current and previous two releases. Service packs may not be available for releases older than one year or two prior releases.

Release Documentation

- Release Notes- Each update comes with detailed Release Notes explaining new features and fixes.
- Project Manager- Available to discuss release details before acceptance or installation.
- Test Scripts- Step-by-step instructions for testing all changes are included.

Technical Release Notes

- For Technical Staff- Notes are provided for installation in Test, Training, and Production environments.
- VitalChek Deployment- If hosted by VitalChek, deployment is handled by their staff.
- Detailed Information- Includes resolved issues, security changes, system preferences, business rule updates, and known issues (with workarounds and scheduled fixes).
- User Acceptance Testing- Test Scripts are provided for State user acceptance.

iv. Maintenance Down-Time Notifications

Production deployments are conducted only following User Acceptance Testing (UAT) approval by the State and at a date and time mutually agreed upon to allow sufficient notification of planned maintenance downtime. No automated changes are made to client-maintained configuration settings once the client environment is live. VitalChek implements a rigorous configuration change control process designed to prevent erroneous modifications to application settings. The primary objective of this process is to ensure that all system changes are necessary, thoroughly evaluated, properly authorized, comprehensively documented, and accurately verified. All configuration settings are maintained within an audit history log. After each release, a detailed report is distributed to the Project Manager as well as development and QA team leads. Additionally, Project Managers compile a list of client-required configuration changes in accompanying release notes for every deployment.

v. Ticketing System

Atlassian's web-based ticketing system, Jira, serves as VitalChek's preferred platform for reporting issues and defects. All customers are granted access to this tool. Designated staff members appointed by the State will receive comprehensive access instructions, user credentials, documentation, and necessary training. When UAT Staff identifies a defect, it is recommended that users submit a Jira Issue, ensuring that all relevant details and steps taken to reproduce the problem are thoroughly documented.

Each Jira issue should specify the nature of the request, provide a detailed description of the business issue or service requirement, include the rationale behind the request, and indicate the desired completion timeframe. All submissions—whether defects or enhancement requests—are added to the issue backlog for review.

Upon receiving a defect notification, the VitalChek Service Desk will assess the report to verify whether the technical issue qualifies as a defect. If the reported defect corresponds to a previously identified issue, the Jira ticket will be closed, and the State will be notified of the associated Jira issue number. The known defect record will supply information on its impact,

available workarounds, and scheduled resolution date. Should the report concern a new defect, the VitalChek Project Manager will assign a corrective release date and forward the issue to Development for remediation.

vi. Account Manager

A VitalChek Account Manager / Project Manager will be assigned as the State's single point of contact for the entire implementation of VITALIQ™.

vii. Help Desk Support

The VITALIQ™ Service Desk provides Tier 2 support to all clients. Each client is responsible for designating a single point of contact, a backup, and the State's Tier 1 support personnel. These individuals will be able to receive Help Desk support and log issues into Jira. The VITALIQ™ Support Services include unlimited phone and online support, defect fixes, regular system upgrades in the form of releases, release notes, and technical support. Phone support is available from 8:00 AM to 5:00 PM Central Time, Monday through Friday, and mutually agreed upon holidays for the State.

The VITALIQ™ Service Desk receives, troubleshoots, and responds to all problems or requests reported by our clients within the guidelines of the contract. The top priority of the VITALIQ™ Service Desk is to ensure a consistent, thorough, and timely response to every issue reported. Responses to all reported issues shall be carried out according to the service agreement level response times specified in the State Service Level Agreement, (SLA).

B. Proposed Development Approach

1. Proposed Resolution

With nearly 25 years of experience providing software solutions to vital record agencies similar in size and scope of the State, VitalChek is uniquely positioned to present VITALIQ™, a vendor-hosted comprehensive electronic vital events registration and issuance system aligned with the technology, security, and business requirements found in this RFP solicitation. VITALIQ™ was designed to conform to the National Center for Health Statistics (NCHS) 2003 edit specifications and National Model Law standards. Numerous jurisdictional implementations have proven that the core VITALIQ™ product meets 85% to 90% of any state's vital records processing needs without modification. With customization and system configuration options, an innovative approach to future enhancements, and seamless integration with VitalChek's full service, multi-channel vital records ordering platform, VITALIQ™ meets the current and future needs of State.

VitalChek's business model integrates specialized industry knowledge with advanced technology, leveraging VITALIQ™ personnel who bring substantial experience in the Vital Records sector and have successfully implemented multiple VITALIQ™ systems across various jurisdictions. Our comprehensive team of subject matter experts includes former industry leaders and essential contributors dedicated to advancing emerging industry initiatives. The technology, product development, and project management teams are exclusively focused on delivering government solutions.

Every VITALIQ™ implementation starts from a standard core code base, then uses configuration settings to meet each state's unique requirements. Over the years, we've incorporated an extensive library of jurisdiction-specific enhancements into this core, enabling rapid customization without reinventing the wheel.

Once deployed, each jurisdiction's code is maintained separately for stability while still benefiting from ongoing improvements. Our shared-cost model ensures enhancements funded by one customer can be made available to others in their as-designed state at no charge upon request. In addition, VitalChek delivers free core upgrades through regular releases. Requested features or enhancements are reviewed, prioritized, and incorporated into the product roadmap for inclusion in an upcoming planned release, based on overall resource availability and release scheduling.

This business model, which is based on continual improvement, means that VITALIQ™ will meet your business needs for years to come.

The State also benefits from participation in the VITALIQ™ National Users Group, which provides current users with an opportunity to actively contribute to the future development of VITALIQ™. The group convenes monthly via conference call; during the initial thirty minutes, VitalChek personnel seek feedback, present new features, facilitate roundtable discussions on potential enhancements, and conduct a question-and-answer segment. After this portion, VitalChek personnel exit the call, allowing users to independently discuss any relevant topics of interest.

VitalChek's successful methodology in implementing a system that adheres to Federal requirements, state specific needs, and provides an unparallelled level of efficiency in vital statistics data collection, management, and reporting is demonstrated by the 18 states who currently rely on VitalChek as their trusted partner.

2. Innovation and Creativity

VitalChek is a vital record industry innovator that offers products and solutions beyond vital record event registration and issuance software. With a customer centric focus on vital record agencies and their constituents, we have grown to become the largest provider of vital record processing services in the United States, serving more than 500 agencies in 47 states, the District of Columbia, Puerto Rico, and American Samoa.

Over the last 38 years, VitalChek has introduced innovations that have substantially improved the speed, efficiency, and security of processing vital records requests. Through our strategic vision and understanding of industry trends, we have anticipated both progressive agency solutions and consumer needs, leading to the implementation of new technologies and processes that have become standard across the sector. We are committed to continuously maintaining and enhancing our product suite to address evolving requirements. The ongoing development of our products, aligned with the direction of the industry, continues to shape both our current operations and future initiatives.

With an emphasis on security and technological advancement, VitalChek, together with our parent company LexisNexis® Risk Solutions, has effectively implemented several digital credential solutions.

- *Creating Authoritatively Issued Essential IDs*: Assisting agencies create and maintain mDocs implementing W3C Verifiable Credentials standards for privacy-preserving identity verification.
- *LexisNexis EssentialID™ Wallet*: Comprehensive digital wallet solution supporting multiple credential types with selective disclosure and privacy-preserving features.
- *Active Pilots*: Current implementations in multiple states providing real-world testing and refinement of digital credential workflows.
- *Core Identity Risk Defense*: LNRS is the national leader when it comes to securing access to critical government systems nationwide, from Federal agencies to state-level Medicaid, Unemployment benefits, and food assistance programs, our solutions to complete strong identity proofing at issuance meeting or exceeding NIST IAL2 standards, including document verification, biometric validation, and appropriate fraud prevention measures.

Pursuant to the State's initiative in this RFP, VitalChek offers the most flexible and secure ordering and payment processing solutions for vital record agencies. Our ecommerce solution, VitalChek Product Suite (VPS), includes a single system that can process all major debit and credit cards online (mobile, web, storefront, funeral home portal, amendments, premium rush), in-person (POS terminal, kiosk, QR code, will call), mail or over the phone (virtual terminal, Call Center). This system is a proven solution for all aspects of order processing and is seamlessly integrated into one back-office system. VPS integrates with the VITALIQ™ system to auto-match certificate order data to records in the registration system and perform batch issuance for order fulfillment. Product details are included.

The following products are currently in our active product suite and are available for State use. The fees assessed for these services vary depending upon volumes, equipment, services selected, etc. and are not included in this proposal. Like online ordering, many services can be self-funded through a fee charged to the consumer. To determine pricing, requirements are gathered and presented to the State to calculate a mutually agreeable pricing schedule.

Online Solutions

- VitalChek.com

  VitalChek offers a secure web-based remote order and payment acceptance service for vital record agencies for expedited issuance of certified copies of approved documents for customers who desire to pay by any major debit or credit card including American Express, Discover, Mastercard and Visa, as well as electronic checks. Customers will have the ability to access the VitalChek web application 24/7/365 by browsing directly to www.vitalchek.com (Figure 17) or by selecting a link on the Agency's website.

Figure 17

VitalChek's website is supported by standard web browsers and is optimized for mobile devices. VitalChek solutions are implemented with 256-bit TLS (Transaction Layer Security). The VitalChek Product Suite (VPS) administrative web application requires agency user authentication and provides multiple permission levels and user roles. All applications, modifications, file transfer protocol, data encryption standards, transaction processing, data transmission, and data storage are fully compliant. VitalChek meets the most stringent security requirements and has over a ten-year history as a PCI-DSS Level 1 Service Provider. Our solution ensures that the transaction process is secure from start to finish, as it meets all requirements of PCI-DSS Level 1V.4.0.1 certification.

VitalChek provides and maintains all necessary hardware and software at no cost to the Agency and warranties all services, software, and hardware for the duration of the contract. VitalChek currently integrates with hundreds of enterprise and custom vital records systems. VitalChek provides all necessary supplies for the processing of orders through its system including overnight carrier supplies, mailing labels, envelopes, and printing supplies at no additional cost to the Agency.

VitalChek is a certified Payment Facilitator (PayFac) and Third-Party Service Provider (TPSP) and utilizes our existing certified connections to process card transactions. VitalChek is fully PCI-DSS Level 1v4.0.1 compliant, eliminating the burden of PCI compliance for the Agency. Our data security model also eliminates the need for any sensitive cardholder data to reside on or traverse through Agency computers, servers, and networks.

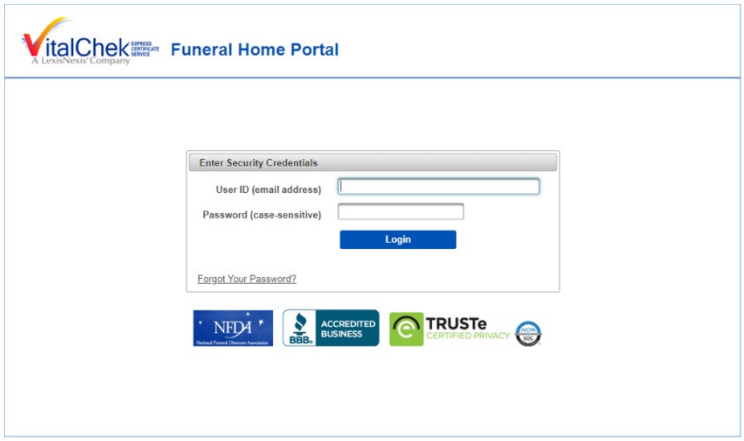
With a customer centric focus, the website provides applicants with an easy-to-follow order process and accessible information along the way to provide a comprehensive approach to order placement and optimize the customer experience. The vitalchek.com order flow is available in English and Spanish and guides the applicant step-by-step through the order process.

VitalChek provides a landing page displaying the Agency's name and information. Additional branding opportunities are available through VitalChek's Storefront product. The vitalchek.com order flow guides the applicant through the order process. The solution manages the order flow and payment process in a single web session.

- Funeral Home Portal

Death certificates are frequently ordered by funeral directors on behalf of the decedent's family. VitalChek offers a separate, secure, and cost-effective online portal for ordering death certificates and burial permits for funeral directors (Figure 18). Integrated with the funeral director's software, the solution makes ordering seamless and reduces data entry. This portal is not only beneficial to funeral directors, but also to Vital Records agency staff by reducing lines in their offices and allowing them to process orders more efficiently and on their own timeline.

Figure 18



The portal supports role-based access for security and stored profiles to populate name, address, payment, and shipping information. Orders delivered to the Agency through the portal are fully integrated with the Agency's back-office workflow for efficient processing, clear reporting, daily settlements, and automated correspondence templates.

In-Person Solutions

- Point of Sale

VitalChek Point of Sale (POS) terminals are Europay, Mastercard and VISA (EMV) and Near Field Communication (NFC) enabled. Payment options include pin-based debit cards, credit cards (American Express, Discover, Mastercard, Visa) and mobile wallets (Apple Pay, Google Pay, Samsung Pay).

The Verifone Engage V200c terminals with Verifone P200 pin pads utilize a direct Ethernet network connection to remotely process transactions in a PCI Level 1v4.0.1 environment. All card data from the pin pad is encrypted with a hardware injected encryption key and is transmitted directly to VitalChek to initiate the authorization process. At no time does card data reside or pass through any agency workstations, servers, or network.

VitalChek provides all hardware, software, and supplies to the Agency. VitalChek is responsible for the maintenance and repair of any supplied equipment and will facilitate any necessary returns or replacements. The VitalChek Technical Support Team can remotely access, diagnose and repair many hardware issues. After troubleshooting, any equipment failures that require replacement are sent via overnight carrier. 24/7/365 operational and technical support is available. VitalChek deploys new POS devices every 4-6 years to maintain security protocol, add new features and stay at the forefront of available technology.

The VPS administrative web application requires Agency user authentication and provides multiple permission levels and user roles. Administrators can add, edit, or inactivate users and restrict access to functionality, location, or device. Terminals are set up with unique terminal ids and require an “activation PIN” which allows terminals to be used by multiple employees while maintaining an audit of each employees’ specific transactions. This also allows a user to have a single user ID and password that can be used on multiple devices. Terminals have a timeout mechanism when idle. Additionally, 24/7/365 monitoring includes daily IDS deploys with daily intrusion and vulnerability scans.

- Kiosk

  In 2009, VitalChek introduced a pioneering solution within the vital records industry: the self-service kiosk. This kiosk integrates with an Agency's order management, cashiering, and queuing systems to submit orders in real time. It optimizes the in-person ordering process by enabling walk-in customers to efficiently and securely order and pay for their vital records requests, while seamlessly transmitting the order to the Agency through the VPS system.

  The touch screen pages and updated kiosk software help customers enter required information easily with prompts and a clear navigation flow. Applicant identities are authenticated, and entitlement verification follows Agency requirements. If an identity check fails or a credit card is declined, the customer will be directed to the Agency’s customer service counter.

The kiosks are equipped with Europay, Mastercard, VISA (EMV) and Near Field Communication (NFC) capabilities. Payment options available include PIN-based debit cards, credit cards (American Express, Discover, Mastercard, Visa), mobile wallets (Apple Pay, Google Pay, Samsung Pay), and electronic checks. All transactions are processed on an isolated network within a PCI Level 1 v4.0.1 compliant environment. Orders can be processed and transmitted in as little as three minutes, with an average time ranging from seven to ten minutes.

Our kiosk solution is designed to align with your lobby design and workflow. Implementing a standard kiosk usually takes between 3 to 6 months, due to the various tasks involved. The process starts with an initial onsite visit and assessment to determine the necessary equipment, electrical, and network requirements.

Following this, we order, receive, configure, and test the equipment before shipping it to your agency. Concurrently, any required electrical and network modifications at your site are completed. Upon delivery, the equipment is unpacked, set up, and tested for connectivity, software functionality, and integration. We recommend a User Acceptance Testing (UAT) phase before the official launch to provide ample time for hands-on training and thorough integration testing.

- QR Code

  QR codes turn any mobile device into a self-service kiosk. It provides customers with a simplified and convenient way to make in-office payments utilizing a debit card, credit card, or check without waiting in line. VitalChek provides signage with instructions and a QR code for customers to scan with their mobile device. Once a QR is scanned, a link to a dedicated Agency ordering page appears. Clicking the link takes the customer directly to a dynamically screen-scale web page to begin the order process. The customer follows the order flow, which mirrors an online order, by entering the required information and meeting the authentication and entitlement requirements. Once an order is completed and the payment is authorized, the order is transmitted to the Agency for processing.

Enhanced Solutions

- Identity Verification and Authentication Services – Instant ID

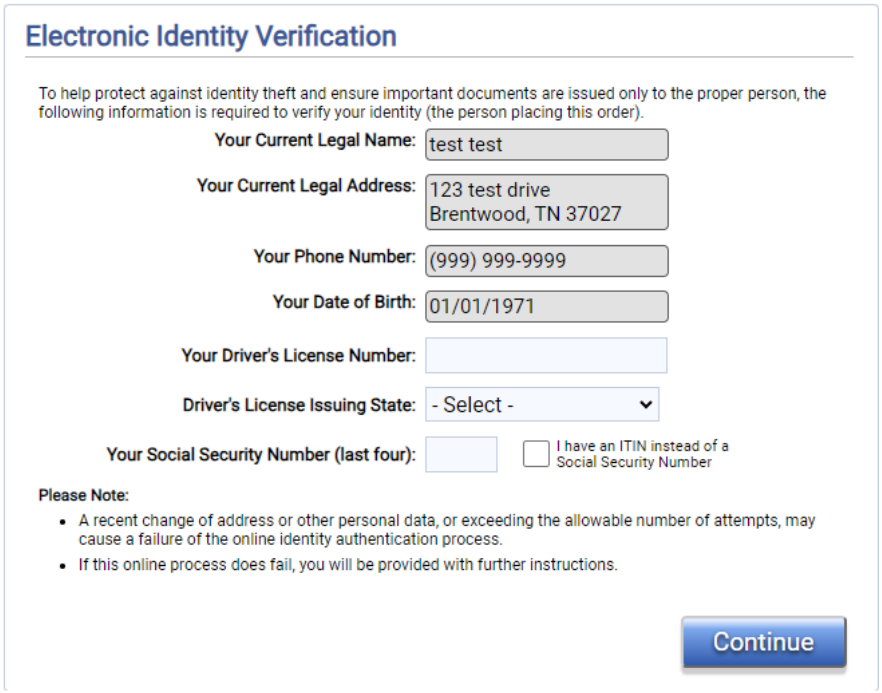
  The VitalChek applicant authentication processes are the most recognized authentication processes in the industry. These security products were developed to authenticate the identity of an applicant with industry leading reliability rates and are fully integrated into the VitalChek remote ordering process. They are the most frequently utilized method of identity verification by vital record agencies today. The objective of this enhanced authentication is to provide greater assurance that the applicant is who he or she claims to be and significantly reduces the risk of identity theft and fraud. These authentication products are used by our clients to help meet the requirements of the National Intelligence Reform Act of 2004, the USA Patriot Act, FCRA and the FACT Act. VitalChek provides these services at no cost to the Agency.

  The following describes our processes for validating that the individual ordering vital records exists, and the methods used to positively validate the individual:

  The applicant's identity is authenticated via a two-step process.

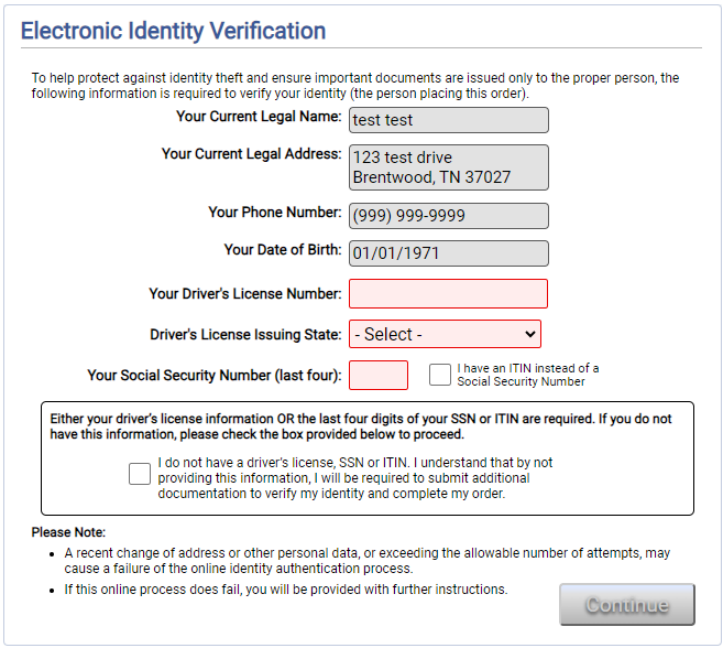
  Step 1: The applicant's name and address collected during the ordering process are auto populated on the Instant Verify screen of the VitalChek website, as shown below in Figure 19. The applicant is required to enter their DL/issuing state and/or the last four digits of their social security number and their date of birth. If the applicant is requesting a copy of their own certificate, the date of birth is auto populated with the event date that was provided during the order process.

Figure 19



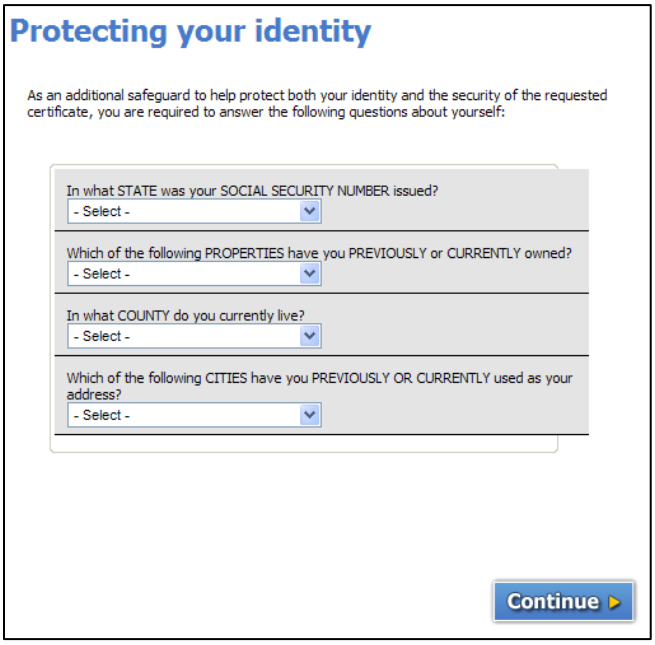
In the event the applicant continues prior to completion, an opt-out option is presented (Figure 20), and the applicant is automatically failed.

Figure 20



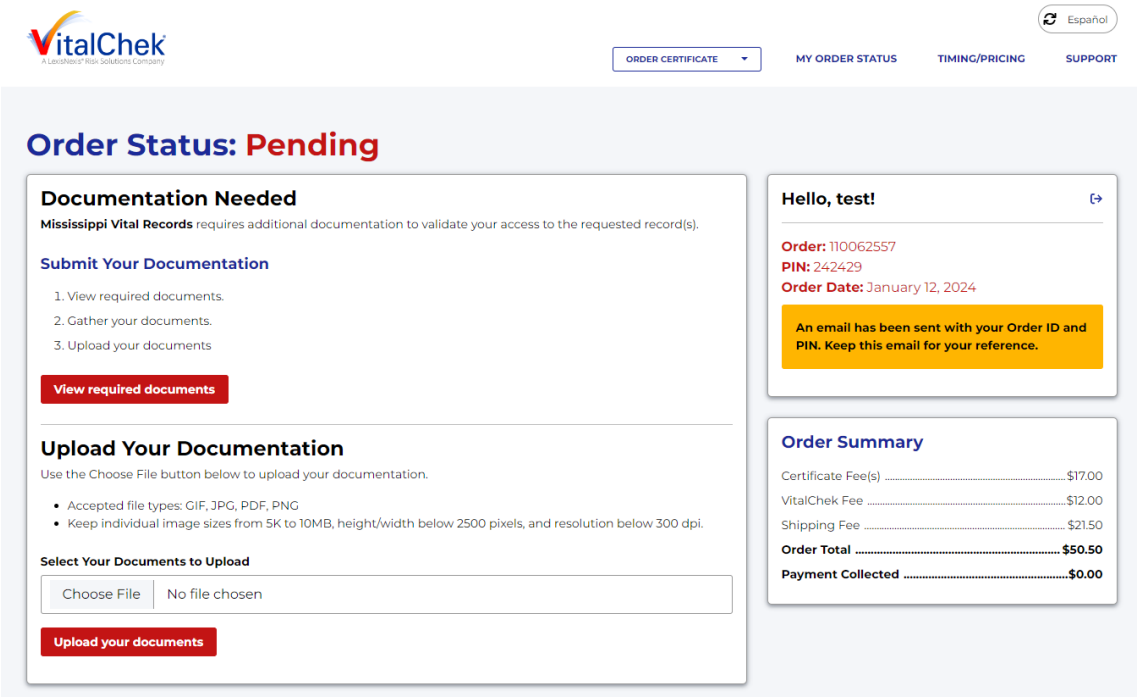
Step 2: The applicant is presented with a series of multiple-choice questions, as shown below in Figure 21, the answers to which are known only by the person identified. The number of questions presented, and the number of correct responses required to constitute a "pass" can be configured at the discretion of the Agency.

Figure 21



Once the order has been completed, the applicant then receives information on the required steps to complete, as shown in Figure 22 below.

Figure 22



Applicants who fail the authentication process, regardless of the order method, will be presented with an Identity Verification Form, which provides instructions for submitting documentation. These forms are dynamic, meaning the requirements presented to the customer are specific to the conditions of their order (relationship to certificate holder, etc.). Agency specific entitlement and identification requirements will be provided on the form.

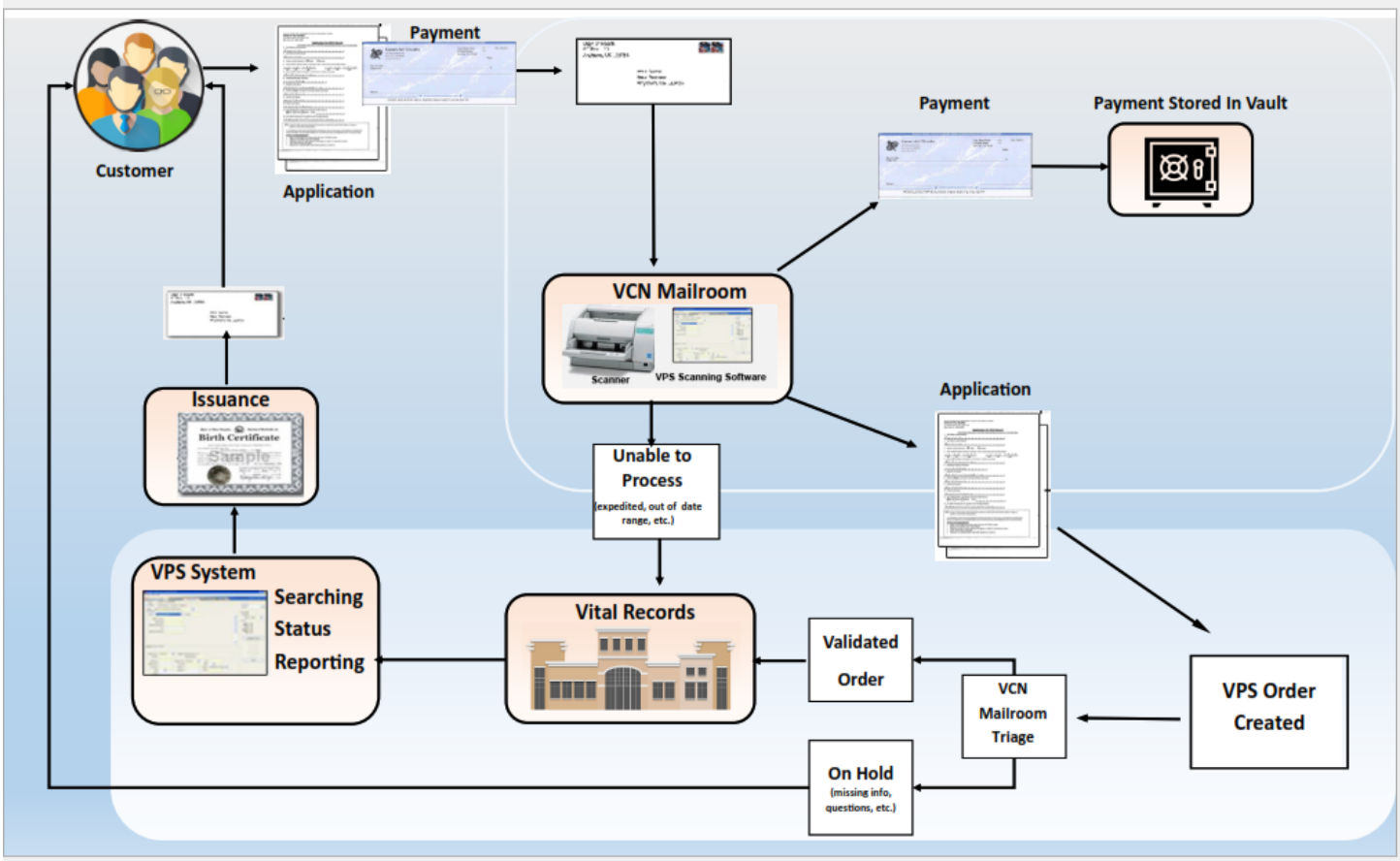
VitalChek employs a team of individuals, referred to as Credentialing, whose primary responsibility is to review and process identity/entitlement documentation and fax applications on behalf of vital record agencies. All documentation submitted by the applicant is reviewed for completeness to ensure it meets the Agency's entitlement requirements.

During the review process, if any additional information is needed from the applicant to complete an order, VitalChek contacts the customer and provides information regarding how the applicant can fulfill the request. This initial contact is made within twenty-four (24) hours of receiving the request. In addition, if the customer's documentation has not been received within a specified amount of time, reminder emails are automatically generated. Once documentation has been approved, the order and attached images are made available to the Agency for processing.

- Mailroom

Secure digital mailroom is an efficient way to process time consuming mail in requests. VitalChek staff manages opening, sorting, process payments, entering data, communicating with customers, and securely archiving data for easy storage. Once scanned and processed, a mailroom order is electronically transmitted to the Agency via VPS for a seamless process in a format mirroring an online records request.

Figure 22 -- Sample Mailroom Order Flow



Mailroom Process

1. *VitalChek receives incoming mail*

- VitalChek provides a dedicated post office box for Agency constituents.
- All vital record applications and payments are sent directly to this address.
- This eliminates the need for Agency staff to handle paper applications.

2. *Opening & Sorting Applications*

- VitalChek agents manually open and sort incoming applications.
  - Applications that cannot be processed, expedited requests sent in error, or those outside available date ranges are removed.
  - Unprocessable applications are sent to the Agency via UPS.

- Remaining applications and documents are scanned into the VPS system.
  - An order and order number are created for each.
  - Completed orders are marked as Approved, Paid in Full and payment is processed.
  - Incomplete orders are put on hold pending verification.

3. Customer Communication

- Agents send correspondence to the customer's email or physical address as listed on the application.
- Once missing documentation is received, agents confirm completion and update the order status to Approved, Paid in Full for processing.

4. Handling Consumer Calls

- VitalChek provides a toll-free number for customers.
- Customers can call for assistance with mail-in requests.

5. Secure Data Handling

- All application data and paperwork are securely stored at VitalChek facilities.
- Access is restricted to authorized personnel only.

- Premium Rush Service

Through the Premium Rush service, the Agency can process online requests for expedited service submitted via the VitalChek website within 24 hours of receipt. Certificates will be shipped to applicants using UPS overnight delivery. To achieve these service standards, VitalChek will assign a dedicated employee to prioritize and process such requests on a daily basis.

A dedicated work queue escalates Premium Rush orders to be fulfilled and shipped within twenty-four hours. This rapid response service ensures customers' needs are met within a critical time frame. The additional staff person's main responsibility would be to process the Premium Rush orders received through VitalChek.com. Once VitalChek orders have been fulfilled, VitalChek-provided staff will be free to work on orders received by any other means or other tasks as assigned.

The premium rush service is completely optional and transparent to consumers. The higher VitalChek Processing fee allows us to fund an additional staff person at no cost to the Agency.

Figure 23 -- Sample Premium Rush Order Option

- Phone Orders

  Phone orders follow the same steps as online orders: agents gather necessary details, verify applicants, confirm entitlement, and enter information into the VPS system. Orders are transmitted directly to agency systems for a streamlined process. Agents can handle multiple records, add service fees without extra transaction charges, assist customers with declined cards, and offer Saturday UPS delivery when available.

  VitalChek representatives are available 24/7/365 to help with new orders, order issues, status checks, shipping or billing errors, complaints, and general information at no cost to applicants or the agency. VitalChek agents can track an order from placement to delivery. English and Spanish speaking agents are available.

  VitalChek's IVR is available 24/7/365 to provide order status information. Professional voice actors and speech recognition technology deliver custom scripts and messages for easy navigation.

- Will Call

  VitalChek enables agencies to offer "will call" same-day pick up for vital records. Customers order online and receive a notification with their pick-up time, reducing lobby congestion and walk-in traffic. VitalChek collaborates with agencies to streamline processes and provides website messaging. Customers must still be authenticated, meet agency requirements, and

complete the order process as directed. Order confirmation and pick-up notifications are sent upon order fulfillment.

- Ancillary Services – Customer Operations Department

The VitalChek Customer Operations Department is a full-service center featuring over 250 specially trained agents located throughout the United States providing services in English and Spanish. Over fifty experienced managers, trainers and analysts are employed to support all operational functions. All agents are thoroughly trained, background checked and regularly monitored for performance. Security guidelines and HIPAA requirements are enforced for the protection of customer data. Business continuity is ensured utilizing cloud redundancy to maximize efficiency and uptime.

In 2024, this department answered over 2.5M phone calls, responded to over 178k emails, and participated in nearly 70k customer chats. Agents placed over 323k vital record orders and matched over 1.7M documents for vital record agencies.

In addition to standard phone orders, VitalChek has a proven record of accomplishment of offering many specialty services to vitals record agencies throughout the country. VitalChek personnel are thoroughly trained to assist in a variety of Agency-related services.

Toll-Free Call Center

For an Agency who needs assistance managing incoming phone orders, triaging customer requests, providing order status updates, general information questions, registration process guidance, or overseeing all telephony activity, a designated toll-free number which connects to our call center agents is available. Customers may dial direct or be transferred by Agency staff for assistance or support in both English and Spanish. VitalChek provides Agency dedicated representatives who are experienced in government relations and can access agency specific scripts and manuals to best aide customers. VitalChek telephony services can streamline call routing, decrease call abandonment rates, and dramatically decrease average speed of answer time for busy agencies.

Onsite Agency Support

VitalChek offers onsite staff to assist vital record agencies with the day-to-day fulfillment of VitalChek orders. Personnel are available to manage and fulfill VitalChek orders, assist consumers with order issues or questions, and help with other agency tasks upon completion of daily workloads. Additional support is available for one-time projects to help overcome backlogs, manage work overflow, or alleviate staffing challenges.

Credentialing and Research

Specialized credentialing agents are available to review documentation to be submitted to an Agency. Agents approve or deny documentation based on specific Agency requirements and manage all customer correspondence regarding submittals. Documents are quality controlled to ensure complete and correct information is received and meets all Agency requirements for processing. Agents are responsible for research, customer communication, and supplying

completed documentation to the Agency. Agents are also available to perform agency or market research and analysis to assist Agencies with various projects.

Business to Business (B2B) Services

To best assist Agency business constituents who order death certificates in bulk, VitalChek offers a B2B service model to streamline the ordering process. VitalChek onboards B2B customers with an expedited credentialing process to authenticate users and simplify payment options while offering enhanced support throughout the ordering process. This provides a quick and efficient way for businesses to obtain bulk death certificate orders while streamlining the Agency fulfillment process.

C. Technical Considerations

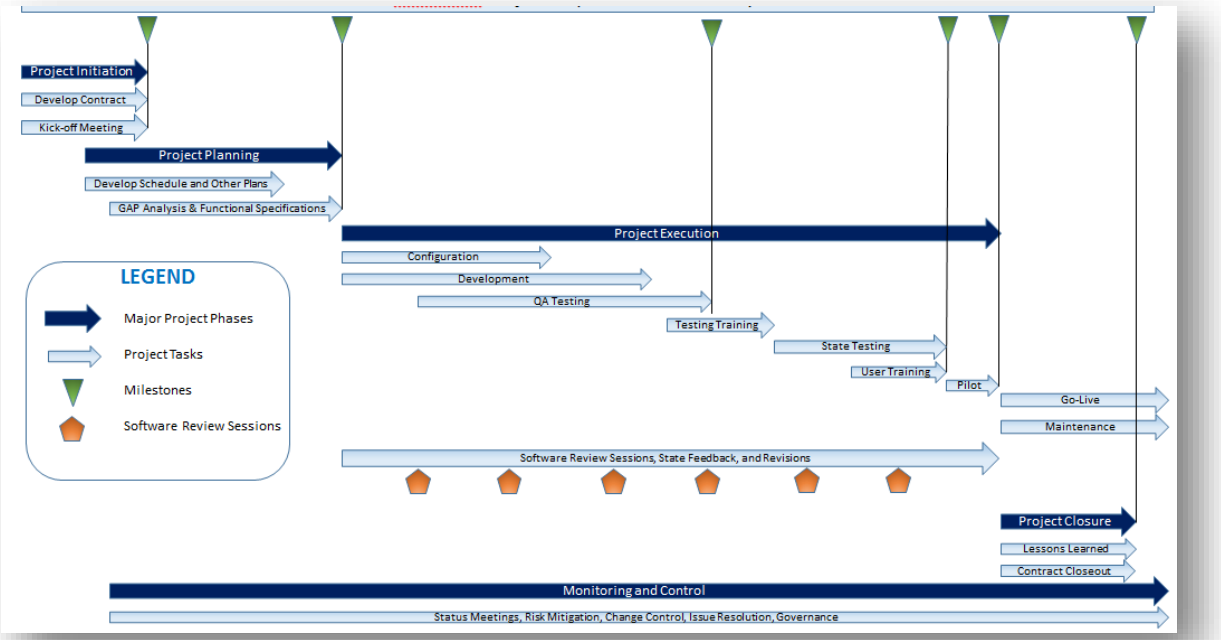
VitalChek has no additional Technical Considerations at this time.

D. Project Work Plan, Management, and Implementation

1. Work Plan

VitalChek utilizes a five-phase project implementation approach, as shown below in Figure 24, that draws heavily from the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK).

Figure 24



Following the award of the contract, VitalChek will designate a Project Manager to oversee the Nebraska DHHS VITALIQ™ Implementation. The Project Manager will serve as the primary liaison between the State and VitalChek for most communications. After the development of the Project Schedule, Work Plan, and Staffing Plan, responsibilities and tasks will be distributed among designated VitalChek Teams for execution. The project management approach, as detailed in Section 3. Project Management below, provides the methodology and plans to ensure a timely and successful implementation.

2. Project Timeline

It has been VitalChek's experience that to develop a full-scope detailed Project Plan, a certain amount of Discovery must take place. Project planning sessions will be conducted to determine initial requirements to develop a project plan complete with milestones and timelines. VitalChek shall develop and maintain a Project Management Plan following initial project planning sessions. The approach to this project and accompanying milestones would be similar to the current methodology used for implementing our VITALIQ™ software solution.

The sample project plan below (Figure 5) provides a framework for task, duration, and resource responsibilities for a module implementation. Project timelines assume a standard system configuration and require timely feedback, requirements and UAT deliverables from the State. Actual task timelines and projections are determined by the scope of services and requirements identified during project planning. Development planning will be based on the project plan with iterative sprints to review and refine requirements throughout the project. Review sessions are held throughout the process for stakeholder engagement and to ensure milestones are being met. The work plan dates are dependent on the contract start date and assumes that State resources will be available for requirements gathering, project documentation review and approvals, and user acceptance testing. Any delay will affect the projected implementation dates.

Figure 5 (repeated for clarity)

Task Name	Duration	Start	Finish	Predecessors	Resource Names
VitalIQ Implementation	**350 days**	**Mon 3/2/26**	**Fri 7/2/27**		
Project Initiation Phase	**8 days**	**Mon 3/2/26**	**Wed 3/11/26**		
Milestone 1: Kick-off Meeting	**8 days**	**Mon 3/2/26**	**Wed 3/11/26**		
Kick-Off Meeting	3 days	Mon 3/2/26	Wed 3/4/26		STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Create Kick-Off Meeting Report	5 days	Thu 3/5/26	Wed 3/11/26	4	VIQ-Proj Mgr
Planning Phase	**10 days**	**Thu 3/12/26**	**Wed 3/25/26**		
Project Schedule and Documentation	**10 days**	**Thu 3/12/26**	**Wed 3/25/26**		VIQ-Proj Mgr
Create High-Level Project Schedule (Key Milestones)	10 days	Thu 3/12/26	Wed 3/25/26	5	VIQ-Proj Mgr
Develop Communication Plan	10 days	Thu 3/12/26	Wed 3/25/26	5	VIQ-Proj Mgr
Develop Change Management Plan (if applicable)	5 days	Thu 3/12/26	Wed 3/18/26	5	VIQ-Proj Mgr
Develop Risk Management Plan (if applicable)	5 days	Thu 3/12/26	Wed 3/18/26	5	VIQ-Proj Mgr
Review and Sign-Off Project Documentation and Plan	5 days	Thu 3/19/26	Wed 3/25/26	11	STATE Leadership
Specification Documentation and Design Phase	**155 days**	**Thu 3/5/26**	**Wed 10/7/26**		
System Documentation and Updates	**155 days**	**Thu 3/5/26**	**Wed 10/7/26**		
Module 1 System Documentation Phase 1- Core	**45 days**	**Thu 3/5/26**	**Wed 5/6/26**		
Module 1 JAD	5 days	Thu 3/5/26	Wed 3/11/26	4	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Core Module 1 Functional Specifications (P1)	40 days	Thu 3/12/26	Wed 5/6/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Core Module 1 Screenshot Directory (P1)	40 days	Thu 3/12/26	Wed 5/6/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Module 1 System Documentation Phase 2- Customization	**110 days**	**Thu 5/7/26**	**Wed 10/7/26**		
Final Module 1 Functional Specifications (P2)	100 days	Thu 5/7/26	Wed 9/23/26	17	VIQ-BA,STATE-SME
Final Module 1 Screenshot Directory VISUAL S (P2)	100 days	Thu 5/7/26	Wed 9/23/26	18	VIQ-BA,STATE-SME
UAT Env updates within Administration (not Dev)	110 days	Thu 5/7/26	Wed 10/7/26	17	VIQ-BA,VIQ-PM
Order processing	**20 days**	**Mon 6/22/26**	**Fri 7/17/26**		
Review and Confirm Attach G and H	20 days	Mon 6/22/26	Fri 7/17/26		VIQ-BA,STATE-SME

Imaging System Documentation Phase 1 - Core	**11 days**	**Thu 3/12/26**	**Thu 3/26/26**		
Imaging Jad	1 day	Thu 3/12/26	Thu 3/12/26	16	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
Review and Receive Comments from State- Imaging Functional Specifications	10 days	Fri 3/13/26	Thu 3/26/26	26	VIQ-BA,STATE-SME
Single Sign On Documentation (R1)	**45.38 days**	**Fri 3/13/26**	**Fri 5/15/26**		
SSO JAD	1 day	Fri 3/13/26	Fri 3/13/26	26	STATE-BA,STATE- Proj Mgr,STATE-SME,VIQ- PM,VIQ-BA,VIQ- Proj Mgr
SSO Functional Specifications	44.38 days	Mon 3/16/26	Fri 5/15/26	29	VCN-BA
Environment Delivery Phase (estimates)	**320 days**	**Mon 4/13/26**	**Fri 7/2/27**		VIQ-BA,STATE-SME
QA	1 day	Mon 4/13/26	Mon 4/13/26		VIQ- Proj Mgr,VIQ-Dev
UAT	1 day	Mon 5/25/26	Mon 5/25/26		VIQ- Proj Mgr,VIQ-Dev
Replication	1 day	Mon 8/3/26	Mon 8/3/26		VIQ- Proj Mgr,VIQ-Dev
Conversion	1 day	Mon 10/19/26	Mon 10/19/26		VIQ- Proj Mgr,VIQ-Dev
Production	1 day	Fri 7/2/27	Fri 7/2/27	84	VIQ- Proj Mgr,VIQ-Dev
Data Phase	**185 days**	**Tue 4/14/26**	**Mon 12/28/26**		
Data Migration Plan/Requirements	**185 days**	**Tue 4/14/26**	**Mon 12/28/26**		
Core Data Migration	**1 day**	**Tue 4/14/26**	**Tue 4/14/26**		
Provide Initial Facility Information	1 day	Tue 4/14/26	Tue 4/14/26	32	VIQ-BA,STATE-Proj Mgr
Module 1 Migration	**155 days**	**Tue 5/26/26**	**Mon 12/28/26**		
UAT Module 1 Index flat files (sample records)	30 days	Tue 5/26/26	Mon 7/6/26	33	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Testing Sample records and updates	70 days	Tue 7/7/26	Mon 10/12/26	42	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Conversion Module 1 files and testing (real data)	50 days	Tue 10/20/26	Mon 12/28/26	35,43,22	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Set up STEVE	**15 days**	**Mon 10/26/26**	**Fri 11/13/26**		
Whitelist Ips	5 days	Mon 10/26/26	Fri 10/30/26		VIQ-PM,STATE DATA/TECH SME
Set up SFTP Folder,Path and Credentials	5 days	Mon 11/2/26	Fri 11/6/26	46	VIQ-PM,STATE DATA/TECH SME
Test Endpoints	5 days	Mon 11/9/26	Fri 11/13/26	47	VIQ-PM,STATE DATA/TECH SME

Database Replication	**43 days**	**Tue 8/4/26**	**Thu 10/1/26**		
"UAT" DB Replication Env and Testing	35 days	Tue 8/4/26	Mon 9/21/26	34	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Endpoint Setup	5 days	Tue 9/22/26	Mon 9/28/26	50	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Whitelist IPs	3 days	Tue 9/22/26	Thu 9/24/26	50	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Access Testing	5 days	Fri 9/25/26	Thu 10/1/26	52	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Testing Phase	**55 days**	**Thu 1/28/27**	**Wed 4/14/27**		
Final UAT Release (Before UAT Testing and Training) Target Date	1 day	Thu 1/28/27	Thu 1/28/27	33,30,27,22FS+8(	VIQ-PM,VIQ- BA,VIQ- Proj Mgr
UAT Testing Training	3 days	Fri 1/29/27	Tue 2/2/27	55	VIQ-PM,VIQ- BA,VIQ- Proj Mgr
UAT Testing and Acceptance	**51 days**	**Wed 2/3/27**	**Wed 4/14/27**		
Module 1 UAT	**45 days**	**Wed 2/3/27**	**Tue 4/6/27**		
UAT Testing (includes SSO and Imaging)- System Testing	25 days	Wed 2/3/27	Tue 3/9/27	56	STATE - PM,STATE - QA,STATE-SME
Final Updates & Testing	20 days	Wed 3/10/27	Tue 4/6/27	59	VIQ-PM,VIQ- BA,VIQ- Proj Mgr,STATE
Release 1 - UAT Review	**6 days**	**Wed 4/7/27**	**Wed 4/14/27**		
UAT Updates Review & Sign Off	5 days	Wed 4/7/27	Tue 4/13/27	60	STATE Leadership,STATE- Proj Mgr,ST
UAT Sign Off	1 day	Wed 4/14/27	Wed 4/14/27	62	STATE Leadership
Training Phase	**52 days**	**Thu 4/15/27**	**Fri 6/25/27**		
Train the Trainer (Performed by VIQ)	**14 days**	**Thu 4/15/27**	**Tue 5/4/27**		
Module 1 Training	7 days	Thu 4/15/27	Fri 4/23/27	63	STATE- Proj Mgr,STATE- SME,VIQ-BA,VIQ- PM,VIQ- Proj Mgr
Module 2 Training	7 days	Mon 4/26/27	Tue 5/4/27	66	STATE- Proj Mgr,STATE- SME,VIQ- BA,
Pilot User Training (Performed by State)	**15 days**	**Mon 4/26/27**	**Fri 5/14/27**		
Module 1 Training	15 days	Mon 4/26/27	Fri 5/14/27	66	PilotUsers,STATE- SME
State User Training (Performed By State)	**15 days**	**Mon 5/17/27**	**Fri 6/4/27**		
Module 1 Training	15 days	Mon 5/17/27	Fri 6/4/27	69	StateUsers,STATE- SME
External User Training (Performed by State)	**15 days**	**Mon 6/7/27**	**Fri 6/25/27**		
Module 1 Training	15 days	Mon 6/7/27	Fri 6/25/27	71	External Users,STATE- SME

Go Live Release 1 Phase	**49 days**	**Mon 4/26/27**	**Thu 7/1/27**		
Pilot Phase	**31 days**	**Mon 4/26/27**	**Mon 6/7/27**		
Pilot	30 days	Mon 4/26/27	Fri 6/4/27	66	PilotUsers
"Office Hours" assistance	30 days	Mon 4/26/27	Fri 6/4/27	66	VIQ- BA,VIQ- PM
Pilot Review & Sign Off	1 day	Mon 6/7/27	Mon 6/7/27	77	STATE Leadership
Final Incremental Data Load Release 1	**17 days**	**Tue 6/8/27**	**Wed 6/30/27**		
Module 1 Data Load	4 days	Tue 6/8/27	Fri 6/11/27	78	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Users, Facilities, Providers	4 days	Tue 6/8/27	Fri 6/11/27	78	VIQ-PM,VIQ- DBA,STATE DATA/TECH SME
Data Load Review & Sign Off	4 days	Mon 6/14/27	Thu 6/17/27	80	STATE DATA/TECH SME,STATE Leadership
Project Release 1- Close Review & Sign Off	3 days	Mon 6/28/27	Wed 6/30/27	82,73	STATE Leadership
Rollout/Go Live - Release 1	1 day	Thu 7/1/27	Thu 7/1/27	83	External Users,PilotUsers

3. Project Management

Project Management Methodology

Tasks a.- e. are addressed throughout the Project Management response.

- Phase One - Project Initiation

  From VitalChek's perspective, this RFP response begins the Initiation phase. Other initiation tasks included are shown below in Table 3.

Table 3

VitalChek Responsibilities	Client Responsibilities
• Identify Stakeholders • Develop Contract, Project Charter, and Initial Communications Plan • Kick-Off Meeting	• Provide information needed to develop Contract, Charter, and Communications Plan. • Review and sign-off on Contract, Charter, and Communications Plan.

- Phase Two - Project Planning

  Key tasks included in the Project Planning phase are shown below in Table 4.

Table 4

Task	Description
Develop Project Schedule and Resource Planning	The Project Schedule uses an MS Project Plan to outline major milestones and serves as a baseline for all tasks. It functions as both a management reporting and implementation tool to keep work on track. The schedule includes task durations, dependencies, and constraints to highlight conflicts and bottlenecks, ultimately ensuring a realistic and achievable project timeline.
Develop Deliverable Acceptance Plan	The Deliverable Acceptance Plan specifies the acceptance criteria for each project deliverable. This document is intended to establish mutual agreement between the state and the vendor regarding the scope and content of all deliverables before delivery.
Perform GAP Analysis	This task includes onsite sessions to compare current and desired functionality. Deliverables are a GAP analysis and a Requirements Traceability Matrix. The goal is to identify all requirements for the new system.
Develop Functional Specifications (Customizations)	This document outlines the comprehensive specifications for all system customizations. Its objective is to furnish the VitalChek Development team with precise details regarding each required customization.
Develop Communication Plan	The Communication Plan includes methods of communication, frequency, participants, and feedback mechanisms. Its purpose is to provide stakeholders with accurate information as needed. The plan outlines which parties are responsible for each type of communication and specifies the update or distribution schedule.
Develop Software Quality Assurance Plan	The Software Quality Assurance Plan outlines the testing approach, goals, scope, and test scripts to verify that the application meets its functional specifications.
Develop Performance and Load Testing Plan	The Performance and Load Testing Plan describes the method for assessing whether the system operates as intended under the workload conditions outlined in the RFP. Load Testing involves simulating a typical user load and measuring system performance to determine if specified requirements are achieved.
Develop Risk Management Plan	This Risk Management Plan outlines how to address specific risks and actions to minimize threats to project activities and outcomes. Its purpose

Task	Description
	is to guide the project team and governance committee in identifying, analyzing, and responding to risks within and surrounding the project.
Develop Pilot Plan	The Pilot Plan will set clear goals, outline scope—such as duration, participants, and training—and define support. It will specify outcomes and evaluation methods to ensure objectives are achieved and lessons learned inform system implementation.
Develop Project Training Plan	The Training Plan outlines the trainer, schedule, location, methodology, and evaluation process, providing a clear overview of training scope and assessment.
Develop Deployment/Roll-Out Plan	This Deployment/Roll-Out Plan outlines both the strategy and schedule for implementing VITALIQ™ EVRS. It details the deployment approach, timeline, and required technical and support resources.
Develop Change Management Plan	The Change Management Plan describes the processes, tools, and stakeholders involved in managing changes to the project scope and schedule. Its purpose is to ensure that changes are handled in a controlled manner that minimizes disruption to the overall project while accommodating necessary adjustments.
Develop Project Security Plan	Security is an ongoing process that requires continuous assessment and management of risks, vulnerabilities, and controls across each phase of the system's life cycle. The Security Plan will detail the personnel and procedures designated to safeguard the system and its data. Its primary objective is to establish the methodology and processes by which all State Security Requirements for the final solution will be met.
Develop Data Migration Plan	The Data Migration plan sets the scope of the data migration project, evaluates the current environment, and identifies risks, constraints, dependencies, and assumptions. The Data Migration Plan aims to reduce disruption, allocate resources and time efficiently, and establish processes for quality assurance and risk mitigation during the data migration phase of the project.
Develop Disaster Recovery Plan	The Disaster Recovery Plan outlines steps to restore and safeguard the system during unexpected events, aiming to reduce downtime and data loss so the state can continue or promptly resume essential operations.

- Phase Three - Project Execution

  Throughout the Project Execution phase status meetings will be held on a weekly basis between the implementation VitalChek staff and the State's project team members. These meetings will include a review of project schedule, active and pending action items, status reports, risk management, and outstanding issue reports, and any other issues or concerns. To minimize travel, these meetings will be conducted via phone or teleconference. Minutes of the weekly status meetings and an updated action items list will be distributed to all project team members.

Key tasks included in the Execution phase are shown below in Table 5:

Table 5

VitalChek Responsibilities	Client Responsibilities
• Weekly Status Meetings • Status Reports • Finalize Requirements • Configuration • Development (Customizations) • Business Analyst Review • Quality Assurance (Testing) • Pilot Training • Go-Live • Pilot • Statewide Implementation Train the Trainer	• Data Migration • Review and sign-off on Requirements. • Participate in Configuration of the Application. • Participate in Training, Pilot Preparation, and Go-Live. • Statewide Rollout

- Phase Four - Project Go-Live

  The Pilot phase is essential to Project Execution, offering practical testing of production features in a real-world setting. VitalChek will collaborate with the State to create a Pilot Plan, which will align with project controls such as change management and communication protocols. The Pilot includes stakeholder identification, training development, criteria for entry and exit, success metrics, and a back-out plan. Each phase will be evaluated to inform training, workflow adjustments, and final deployment. If system changes are needed, VitalChek and the State will address them to optimize results.

- Phase Five - Project Closure

  Closeout begins when the customer accepts the project deliverables and verifies that the project has met the stated goals and requirements.

  Project Closure tasks included are shown below in Table 6.

Table 6

VitalChek Responsibilities	Client Responsibilities
• Pilot Review • Lessons learned documentation • Contract close-out • Warranty Begins	• Provide sign-off on Deliverable Acceptance forms. • Participate in Pilot Review and Lessons Learned discussions.

- Phase 6 - Monitoring & Control

  This phase spans all stages of the project lifecycle and involves both VitalChek and the State. The main goal is to ensure the project stays on track, risks are managed, and issues are addressed promptly.

Key Tasks in Monitoring & Control

- Risk Monitoring & Mitigation- Identify, assess, and address risks early and continuously.
- Weekly Status Meetings- Regular check-ins to discuss progress, issues, and action items.
- Governance Meetings- Held as needed for high-level oversight and issue escalation.
- Time Management- Track and manage project timelines.
- Change Management- Handle changes to project scope or requirements.
- Quality Management- Ensure deliverables meet required standards.
- Issue Management- Identify and resolve project issues.
- Resource Management- Allocate and manage project resources.
- Customer Relationship Management- Maintain strong communication and relationships.
- Reporting- Prepare and deliver progress reports and formal status updates.

Risk Management

Risk Management activities follow a communication and reporting process to provide status updates, risk reviews, and maintain transparent communication. Risk registers identify all risks, assessments, mitigation plans, and outcomes to ensure stakeholders are informed and risks are addressed during project milestones. VitalChek uses this approach to Risk Management:

- Continuous and Proactive- Risks are identified early and aggressively, involving all stakeholders.
- Comprehensive- Considers technical, cost, and schedule risks from both internal and external sources.
- Early Detection- Addressing risks early is less costly and disruptive.

The Table of Contents shown below in Figure 24, is from a Risk Management Plan used in a recent implementation.

Figure 24

Communication Management

VitalChek will establish communication protocols including a Communication Plan which details the process for sharing information through various channels such as email, reports, and meetings, enabling regular feedback collection, progress reporting, and requirements refinement throughout the project. It specifies communication methods, frequency, participants, and feedback mechanisms. The plan is intended to keep stakeholders informed with accurate information as necessary. Responsibilities for each type of communication and schedules for updates or distribution are outlined within the plan.

Staffing Plan

VitalChek will collaborate with the State to develop a comprehensive Staffing Plan. The plan will address the following key components:

Roles and Responsibilities

- Define roles and responsibilities by resource type for all contract phases.
- Identify both key and non-key personnel.
- Assign and allocate adequate resources.

Staffing Levels

- Estimate staffing levels by resource type and by project phase.
- Report these estimates in the Resource Allocation Matrix.

Service Consistency

- Detail how staffing levels will ensure consistent and dependable service.
- Address strategies to maintain service quality despite fluctuations in work volume.

Total Hours Allocation

- Identify total hours to be expended per phase or effort.
- Break down hours for both VitalChek staff and State project staff.
- Provide totals for the entire project.

Staff Screening and Selection

- Outline tools and processes used to screen available staff.
- Describe procedures for filling open positions.

Vacancy Management

- Detail the process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions.
- Ensure compliance with staffing Service Level Agreements (SLAs).

Background Checks

VitalChek performs background checks, including criminal history, on all newly hired employees and every periodically thereafter. VitalChek respects the privacy of its employees and does not share any criminal history of its employees outside those internal employees with a need to know.

Tools

VitalChek uses the following tools for managing implementations:

- Microsoft Project
- Microsoft Word
- Microsoft Teams
- Microsoft Outlook
- Microsoft Excel
- Jira Ticketing System
- SharePoint

4. Perform Implementation

Based on past implementations, the Core VITALIQ™ system together with the initial module (such as Birth or Death) usually requires nine months to one year for completion. Each additional module typically takes six to nine months. Completing six VITALIQ™ modules along with Order Processing and Data Migration, with readiness for UAT in twelve months and go-live in fifteen months, is considered a challenging timeline. However, this schedule can be met if adequate resources are allocated, agency commitment is maintained, and project timelines are followed.

E. Deliverables and Due Dates

1. Deliverables

VitalChek confirms the requirement of Unit stakeholder review and approval for every assigned project section and subtask below and will prepare thorough documentation during project planning sessions to address each deliverable. The requirements, completion dates, and relevant details for each deliverable will be presented at designated intervals for signature.

a. Functional Specifications

Successfully execute or comply with each Functional Specification as indicated in Attachment 2 – Functional Specifications.

b. Technical Specifications

Successfully execute and comply with the Capabilities and/or Requirements as indicated in Attachment 3 – Technical Specifications.

c. Project Initiation

i. Kick-off Event, Documentation, Review, and Approval;

ii. Develop a Detailed Project Plan;

iii. Develop a Risk Management Plan;

iv. Develop a Communication Plan;

v. Develop a Staffing Management Plan;

vi. Develop a Change Management Plan; and

vii. Develop an Issue Management Plan.

d. Design and Configuration

i. Establish Review and Acceptance Process;

ii. Develop a Requirements Traceability Matrix (RTM);

iii. Coordinate and Facilitate On-Site Requirements Gathering Session(s);

iv. Develop and Submit an Application Configuration and Maintenance Plan;

v. Establish and Utilize a Deliverable Review and Acceptance Process;

vi. Configure Environments for Development, Testing, Training and Production;

vii. Complete Standard System Configuration;

viii. Assist the Unit with Configuration of System;

ix. Assist the Unit with User Role Determination; and

x. Obtain Acceptance from the Unit on Design and System Configuration.

e. Development and Testing

i. Complete all Necessary Custom Development;

ii. Complete all Necessary Reports;

iii. Complete all Necessary Integrations (Interfaces, Imports, and Exports);

iv. Develop a Testing Plan;

v. Execute and Evaluate Testing;

vi. Document Testing Results;

vii. Assist the Unit with User Acceptance Testing (UAT); and

viii. Obtain Acceptance from the Unit on Testing Results.

f. Data/File Migration

i. Develop a Data/File Conversion and Migration Plan;

ii. Develop a Conversion Mapping Guide;

iii. Perform the Data/File Conversion and Migration;

iv. Provide a Data/File Conversion and Migration Results Report; and

v. Obtain Acceptance from the Unit on Data/File Conversion and Migration Results.

g. Training

i. Coordinate and Facilitate On-Site Training Instruction;

ii. Provide Online Reference Training Materials for Administrator and User Manuals; and

iii. Obtain Acceptance from the Unit on Training Results.

h. Implementation

i. Perform and Complete all Aspects of the Implementation;

ii. Go-live;

iii. Assist the Unit with On-site Implementation Assistance for Go-live Week; and

iv. Obtain Acceptance from the Unit on Implementation Results.

i. Post-Implementation

i. Burn-in Period;

ii. Coordinate and Facilitate Post-Implementation Review Teleconference Meeting;

iii. Provide a Plan for Enhancement Requests;

iv. Provide a Transition Plan from Implementation to Support, Maintenance, and Operations; and

v. Obtain Final Sign-off.

j. Support, Maintenance, and Operations

i. Provide new versions;

ii. Provide timely system fixes and resolution;

iii. Establish and perform regular maintenance schedule in collaboration with the Unit;

iv. Provide proper notification and details regarding when the system is or will be unavailable to users;

v. Provide the process for the Unit to identify and improve the system based on defects, feature enhancements, or needed adjustments;

vi. Designate an account manager for the life of the contract whose role is to ensure business requirements are being fulfilled and be an escalation point for questions and support; and

vii. Help Desk Support.

2. Due Dates and/or Completion

VitalChek understands and will meet the required timeframes as indicated, however, project timelines assume a standard system configuration and require timely feedback, requirements and UAT deliverables from the State. During project planning sessions, deliverables and timelines will be established to ensure compliance.

a. Kick-Off - via teleconference meeting to occur no later than two (2) weeks after contract execution.

b. UAT - User Acceptance Testing Environment shall be completed and fully accessible to users no later than twelve (12) consecutive months after the Kick-Off meeting.

c. Go-live - Vendor shall perform and complete all tasks as outlined Section (VI) and the related attachments to deliver a system that has a production environment completed and fully accessible to users no later than fifteen (15) consecutive months after the Kick-Off meeting. The State highly desires completion to occur within twelve (12) consecutive months after the Kick-Off meeting but will consider a project timeline that is no longer than fifteen (15) consecutive months.

d. Go-live support - on-site support.

e. Burn-in period - 90 Consecutive days without a critical incident

f. Post-implementation Review - teleconference meeting to occur within two (2) weeks following the acceptance of the Burn-in Period; and

g. Post-Implementation Plans - as outlined in Section (VI)(4)(i) to be provided within four (4) weeks following the teleconference meeting.

Support, Maintenance, and Operations - shall begin upon sign-off of the burn-in period and shall continue throughout the duration of the contract and any subsequent optional renewals and any extension.

APPENDIX

Contractual Agreement Form

CONTRACTUAL AGREEMENT FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Contractual Agreement Form, the bidder guarantees compliance with the provisions stated in this solicitation and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder is not owned by the Chinese Communist Party.

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 Vendors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA VENDOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Vendor. "Nebraska Vendor" 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 Solicitation. All vendors who are not a Nebraska Vendor are considered Foreign Vendors under Neb. Rev Stat § 73-603 (c).

_____ 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.

THIS FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

COMPANY:	LexisNexis VitalCheck Network Inc.
ADDRESS:	840 Crescent Centre Drive Suite 300 Franklin, TN 37067
PHONE:	800-869-0751
EMAIL:	Jeff.Beall@lexisnexisrisk.com
BIDDER NAME & TITLE:	Korinne Pace- Senior Propsoal Writer
SIGNATURE:	Korinne Pace
DATE:	12/4/2025

VENDOR COMMUNICATION WITH THE STATE CONTACT INFORMATION (IF DIFFERENT FROM ABOVE)	
NAME:	Jeff Beall
TITLE:	Account Manager
PHONE:	937-212-8567
EMAIL:	Jeff.Beall@lexisnexisrisk.com

Page 52

SPB Form 22 | RFP Template | Effective 07192024

Acknowledgement of Sections II through IV with Exceptions

II. TERMS AND CONDITIONS

Accept All Terms and Conditions Within Section as Written (Initial)	Exceptions Taken to Terms and Conditions Within Section as Written (Initial)	Exceptions: (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
	Kmp	**I. NOTICE OF POTENTIAL VENDOR BREACH** If Vendor breaches the contract or anticipates breaching the contract, the Vendor shall as soon as commercially practical, promptly ~~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~~ reasonable notice, however, may be grounds for denial of any request for a waiver of a breach.
	Kmp	**M. INDEMNIFICATION** **1. GENERAL** The Vendor 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 reasonable attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or tangible property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Vendor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Vendor liability is attenuated by any action of the State which directly and proximately contributed to the claims.
	Kmp	**2. INTELLECTUAL PROPERTY** The Vendor 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 U.S. patent or U.S. registered ~~, copyright, trade secret, trademark, or confidential information~~ of any third party by the Vendor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Vendor prompt notice in writing of the claim. ~~The Vendor 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.~~ The Vendor has the right to control the defense or settlement of the claim; provided, however, that the State shall have the right to participate in, but not control, any litigation for which indemnification is sought with counsel of its own choosing, at its own expense.

Exceptions to section II. TERMS AND CONDITIONS are continued on the following page.

	Knp	**N. ATTORNEY'S FEES** 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 ordered by the court, including reasonable attorney's fees and costs, if the other Party prevails.

III. VENDOR DUTIES

Accept All Vendor Duties Within Section as Written (Initial)	Exceptions Taken to Vendor Duties Within Section as Written (Initial)	Exceptions: (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
	Kmp	I. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES 1.1. ~~The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Vendor on behalf of the State pursuant to this contract.~~ Vendor retains ownership of all Vendor intellectual property that Vendor delivers to State pursuant to the services performed under this contract. Vendor grants State a perpetual, non-exclusive, irrevocable, royalty-free license to use, copy, display, and distribute Vendor intellectual property that the Vendor delivers to State pursuant to this contract, and to authorize others to do the same on State's behalf. ~~The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Vendor 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.~~
	Kmp	Q. DISASTER RECOVERY/BACK UP PLAN The Vendor shall have a disaster recovery and back-up plan, of which a copy should be provided on an annual basis upon reasonable written request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.
	Kmp	U. BUSINESS ASSOCIATE PROVISIONS 6. THE VENDOR shall do the following: 6.8. Report to DHHS within fifteen (15) days of when Vendor becomes aware, any unauthorized use or disclosure of Protected Health Information made in violation of the Contract or the HIPAA Rules, including any security incident that may put electronic Protected Health Information at risk. Vendor shall, ~~as instructed by DHHS, take immediate steps to~~ mitigate any harmful effect of such unauthorized disclosure of Protected Health Information pursuant to the conditions of the Contract through the preparation and completion of a written Corrective Action Plan that is subject to review and approval by DHHS. Vendor shall be responsible for all breach notifications in accordance with HIPAA rules and regulations, and all costs associated with security incident investigations and breach notification procedures.

Exceptions to section III. VENDOR DUTIES are continued on the following page.

	Kmp	7. TERMINATION FOR VIOLATION OF BUSINESS ASSOCIATE PROVISIONS. 7.2 Within thirty (30) days of expiration or termination of the Contract, or as agreed, unless Vendor requests and DHHS authorizes a longer period of time, Vendor shall return, or at the written direction of DHHS, destroy all Protected Health Information received from DHHS (or created or received by Vendor on behalf of DHHS) that Vendor still maintains in any form, and shall retain no copies of such Protected Health Information, except that Protected Health Information required for Vendor legal or regulatory compliance purposes. Vendor shall provide a written certification to DHHS that all such Protected Health Information has been returned or destroyed (if so instructed), whichever is deemed appropriate. If such return or destruction is determined by DHHS to be infeasible, Vendor shall use such Protected Health Information only for purposes that makes such return or destruction infeasible, and the provisions of the Contract shall survive with respect to such Protected Health Information.

IV. PAYMENT

Accept All Payment Clauses Within Section as Written (Initial)	Exceptions Taken to Payment Clauses Within Section as Written (Initial)	**Exceptions:** (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
Kmp		

Bidder license, user agreement, service level agreement, or similar documents

Service Level Agreement

The purpose of a Service Level Agreement (SLA) is to ensure that all parties involved have a clear understanding of, and a useful reference to, the support services and service levels required and provided for the Agency. VitalChek will adhere to the agreed upon SLAs as defined in the final contract. VitalChek will provide dedicated Technical Help Desk resources to support the Agency. VitalChek offers the following standard SLAs for agency support.

- **Production Support** – VitalChek will accept and respond to questions and issues associated with using the product features and services. These include requests for assistance with functionality questions, daily monitoring of product or system availabeling and Data Center environmental conditions and System Administration issues.
- **Technical Support** – Technical Support staff will accept and respond to questions and issues related to technical support including, but not limited to hardware/server, operating systems, network and data communication issues, and data center facility and environmental issues. The team will determine the cause of the problem and coordinate the resolution with the appropriate technology resource within VitalChek. Any outages will be tracked and recorded.
- Production and Technical Support is available 24/7/365 and is accessible via a toll-free number.
- **System Access and Availability** - System Access and Availability refers to the amount of time, excluding Scheduled Downtime that the VitalChek products are available and capable of receiving, processing, and responding to requests.
    - The percentage of System Availability within a month is calculated using the following formula:

$$\begin{matrix} Percentage\ system\ availability \\ number\ of\ minutes\ system\ is\ available\ in\ month \end{matrix} = \frac{}{[(number\ of\ minutes\ in\ month) - (number\ of\ scheduled\ downtime\ minutes)]}$$

- The solution will be available 99.9 percent of the time each month (average).

- **Infrastructure Scheduled Maintenance Window** - the planned time periods in which system maintenance might be performed. During a Scheduled Maintenance Window, system availability and operations are *not* typically impacted. Users may experience intermittent interruptions or delays, but the system is available and operational. If a significant outage is anticipated, appropriate notice will be arranged in advance and communicated to the designated parties.
    - The Scheduled Maintenance Window occurs every Sunday, between 12:01 AM and 6:00 AM Eastern Time (ET).
- **Scheduled Downtime** - the planned time periods outside of the normal maintenance windows in which system tests, redundancy tests and facilities-related maintenance and repairs are performed. Scheduled Downtime will be arranged in advance and notification will be provided to the Agency. Scheduled Downtime is calculated as the elapsed time between when the

system becomes unavailable to perform operations to when the system becomes available to perform operations as defined in the project contract.

- **Unscheduled Downtime** - the amount of time—excluding Scheduled Downtime—that the Product is unavailable and incapable of receiving, processing, and responding to requests. Delays or other impacts on service levels caused by any outside source to which VitalChek has no controlling authority shall not be considered for the purposes of this SLA. VitalChek shall (a) make best efforts to obtain the required information from the source and (b) provide notice of such delays to the Agency no later than 1 hour after the start of the problem. A notification will be submitted to the Agency when unscheduled production issues have been resolved.
- **Service Monitoring –** monitoring of service levels and transactions to ensure that the performance criteria specified in this SLA is achieved. VitalChek uses industry-standard technologies and internal processes to monitor and track service levels and transactions.
- **Service Reporting-** Upon request, VitalChek will provide a quarterly Service Level Agreement (SLA) Report that includes the detailing of all system downtimes that affected the Agency.
- **Problem Management -** VitalChek will evaluate each reported problem and assign a severity based upon its evaluation. The following problem definitions provided below in Table 7 apply and include internal system monitoring and external customer notifications.

Table 7

Severity	Description	Resolution	Measurement
1 (High)	Critical issues that halt or significantly disrupt VitalChek system and/or product operations or prevent use of the VitalChek system and/or product. Impacting revenue.	One or more of the following: • Server Down. No access to the VitalChek system or product • Business operations halted	Acknowledge receipt, communicate within one hour (via phone to designated parties) VitalChek will attempt to resolve a Severity 1 problem as quickly as possible
2 (Medium)	Important issues that disrupt or interrupt VitalChek system and/or product operations or prevent use of some system and/or product functions or features. Functionality impaired.	One or more of the following: • Corrupt Logical Volume • Reduced performance due to service interruptions or inability to access terminal server. • Business operations interrupted	Acknowledge receipt, communicate within one hour (via email to designated parties) VitalChek will provide follow-up status within 4 hours of receiving notification.
3 (Low)	Minor issues unrelated to system operations that may or may not impact use of non-essential VitalChek product functions or features. The product still performs its primary functions.	One or more of the following: • User needs assistance or clarification • Minor (functional) or cosmetic (not functional) problem	Acknowledge receipt, communicate within one business day (via email to designated parties) VitalChek will attempt to resolve a Severity 3 problem within 5 business days.

  - VitalChek staff will determine the cause of the problem and coordinate the resolution with the appropriate technology staff within VitalChek and the Agency.

- **Problem Response and Action** - VitalChek Technical Support will have a two-track path for problem notification. The first is from notifications received from the systems and the second is support calls from the Agency staff. The determined response and appropriate action are based on the severity of the issue, as shown below in Table 8.

Table 8

Severity	Response	Action
1 (High)	VitalChek will acknowledge receipt of a reported problem within 1 hour of receiving notification. VitalChek will provide follow-up status within 1 hour of receiving notification. VitalChek will provide hourly updates throughout the problem's lifecycle, until all issues are resolved.	VitalChek management will be notified of a Severity 1 problem within 1 hour after the problem is identified. VitalChek will attempt to resolve a Severity 1 problem as quickly as possible.
2 (Medium)	VitalChek will acknowledge receipt of a reported problem within 1 hour of receiving notification. VitalChek will provide follow-up status within 4 hours of receiving notification. VitalChek will provide periodic updates throughout the problem's lifecycle, until all issues are resolved.	VitalChek second-level support will be notified of a Severity 2 problem within 1 hour after the problem is identified. After second-level support is notified, management is also notified. VitalChek will attempt to resolve a Severity 2 problem within 72 hours.
3 (Low)	VitalChek will respond within 1 business day of receiving notification and identifying the problem.	VitalChek will attempt to resolve a Severity 3 problem within 5 business days.

- In all cases, VitalChek will assign sufficient resources and provide the services needed to resolve the problems as quickly as possible with the goal of maintaining the agreed upon Service Levels.

CONTRACTUAL AGREEMENT FORM

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THIS FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

COMPANY:	LexisNexis VitalCheck Network Inc.
ADDRESS:	840 Crescent Centre Drive Suite 300 Franklin, TN 37067
PHONE:	800-869-0751
EMAIL:	Jeff.Beall@lexisnexisrisk.com
BIDDER NAME & TITLE:	Korinne Pace- Senior Propsoal Writer
SIGNATURE:	Korinne Pace
DATE:	12/4/2025

VENDOR COMMUNICATION WITH THE STATE CONTACT INFORMATION (IF DIFFERENT FROM ABOVE)	
NAME:	Jeff Beall
TITLE:	Account Manager
PHONE:	937-212-8567
EMAIL:	Jeff.Beall@lexisnexisrisk.com

II. TERMS AND CONDITIONS

Bidder should read the Terms and Conditions within this section and must initial either "Accept All Terms and Conditions Within Section as Written" or "Exceptions Taken to Terms and Conditions Within Section as Written" in the table below. The state will only consider exceptions that are expressly noted. Any exceptions not taken to a provision shall be deemed accepted as stated. If the bidder takes any exceptions, they must provide the following within the "Exceptions" field of the table below (Bidder may provide responses in separate attachment if multiple exceptions are taken):

1. The specific clause, including section reference, to which an exception has been taken;
2. An explanation of why the bidder took exception to the clause; and
3. Provide alternative language to the specific clause within the solicitation response.

By signing the solicitation, bidder agrees to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the solicitation response. 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 solicitation response. The State reserves the right to reject solicitation responses that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Accept All Terms and Conditions Within Section as Written (Initial)	Exceptions Taken to Terms and Conditions Within Section as Written (Initial)	**Exceptions:** (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
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	Kmp	**M. INDEMNIFICATION** **1. GENERAL** The Vendor 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 reasonable attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or tangible property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Vendor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Vendor liability is attenuated by any action of the State which directly and proximately contributed to the claims.
	Kmp	**2. INTELLECTUAL PROPERTY** The Vendor 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 U.S. patent or U.S. registered~~,~~ copyright~~, trade secret, trademark, or confidential information~~ of any third party by the Vendor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Vendor prompt notice in writing of the claim. ~~The Vendor 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.~~The Vendor has the right to control the defense or settlement of the claim; provided, however, that the State shall have the right to participate in, but not control, any litigation for which indemnification is sought with counsel of its own choosing, at its own expense.

	Kmp	**N. ATTORNEY'S FEES** 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 ordered by the court, including reasonable attorney's fees and costs, if the other Party prevails.

The bidders should submit with their solicitation response 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 solicitation response 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 has been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one (1) Party has a particular clause, then that clause shall control,
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together,
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

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

- **a.** Solicitation, including any attachments and addenda;
- **b.** Questions and Answers;
- **c.** Bidder's properly submitted solicitation response, including any terms and conditions or agreements submitted by the bidder;
- **d.** Addendum to Contract Award (if applicable); and
- **e.** Amendments to the Contract. (if applicable).

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) Addendums to the solicitation and any Questions and Answers, 4) the original solicitation document and any Addenda or attachments, and 5) the Vendor's submitted solicitation response, including any terms and conditions or agreements that are accepted by the State.

III. VENDOR DUTIES

Bidder should read the Terms and Conditions within this section and must initial either "Accept All Terms and Conditions Within Section as Written" or "Exceptions Taken to Terms and Conditions Within Section as Written" in the table below. The state will only consider exceptions that are expressly noted. Any exceptions not taken to a provision shall be deemed accepted as stated. If the bidder takes any exceptions, they must provide the following within the "Exceptions" field of the table below (Bidder may provide responses in separate attachment if multiple exceptions are taken):

1. The specific clause, including section reference, to which an exception has been taken;
2. An explanation of why the bidder took exception to the clause; and
3. Provide alternative language to the specific clause within the solicitation response.

By signing the solicitation, bidder agrees to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the solicitation response. 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 solicitation response. The State reserves the right to reject solicitation responses that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Accept All Vendor Duties Within Section as Written (Initial)	Exceptions Taken to Vendor Duties Within Section as Written (Initial)	**Exceptions:** (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
	Kmp	I. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES 1.1. ~~The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Vendor on behalf of the State pursuant to this contract.~~ Vendor retains ownership of all Vendor intellectual property that Vendor delivers to State pursuant to the services performed under this contract. Vendor grants State a perpetual, non-exclusive, irrevocable, royalty-free license to use, copy, display, and distribute Vendor intellectual property that the Vendor delivers to State pursuant to this contract, and to authorize others to do the same on State's behalf. ~~The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Vendor 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.~~
	Kmp	Q. DISASTER RECOVERY/BACK UP PLAN The Vendor shall have a disaster recovery and back-up plan, of which a copy should be provided on an annual basis upon reasonable written request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.
	Kmp	U. BUSINESS ASSOCIATE PROVISIONS 6. THE VENDOR shall do the following: 6.8. Report to DHHS within fifteen (15) days of when Vendor becomes aware, any unauthorized use or disclosure of Protected Health Information made in violation of the Contract or the HIPAA Rules, including any security incident that may put electronic Protected Health Information at risk. Vendor shall, ~~as instructed by DHHS, take immediate steps to~~ mitigate any harmful effect of such unauthorized disclosure of Protected Health Information pursuant to the conditions of the Contract through the preparation and completion of a written Corrective Action Plan that is subject to review and approval by DHHS. Vendor shall be responsible for all breach notifications in accordance with HIPAA rules and regulations, and all costs associated with security incident investigations and breach notification procedures.

	Kmp	7. TERMINATION FOR VIOLATION OF BUSINESS ASSOCIATE PROVISIONS. 7.2 Within thirty (30) days of expiration or termination of the Contract, or as agreed, unless Vendor requests and DHHS authorizes a longer period of time, Vendor shall return. or at the written direction of DHHS, destroy all Protected Health Information received from DHHS (or created or received by Vendor on behalf of DHHS) that Vendor still maintains in any form, and shall retain no copies of such Protected Health Information, except that Protected Health Information required for Vendor legal or regulatory compliance purposes. Vendor shall provide a written certification to DHHS that all such Protected Health Information has been returned or destroyed (if so instructed), whichever is deemed appropriate. If such return or destruction is determined by DHHS to be infeasible, Vendor shall use such Protected Health Information only for purposes that makes such return or destruction infeasible, and the provisions of the Contract shall survive with respect to such Protected Health Information.

A. INDEPENDENT VENDOR / OBLIGATIONS

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

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

The Vendor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Vendor 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 bidder's solicitation response 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 Vendor to the contract shall be employees of the Vendor or a subcontractor and shall be fully qualified to perform the work required herein. Personnel employed by the Vendor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Vendor or the subcontractor respectively.

With respect to its employees, the Vendor 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 the Vendor's employees, including all insurance required by state law,
3. Damages incurred by Vendor'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,
5. Determining the hours to be worked and the duties to be performed by the Vendor's employees; and,

IV. PAYMENT

Bidder should read the Terms and Conditions within this section and must initial either "Accept All Terms and Conditions Within Section as Written" or "Exceptions Taken to Terms and Conditions Within Section as Written" in the table below. The state will only consider exceptions that are expressly noted. Any exceptions not taken to a provision shall be deemed accepted as stated. If the bidder takes any exceptions, they must provide the following within the "Exceptions" field of the table below (Bidder may provide responses in separate attachment if multiple exceptions are taken):

1. The specific clause, including section reference, to which an exception has been taken;
2. An explanation of why the bidder took exception to the clause; and
3. Provide alternative language to the specific clause within the solicitation response.

By signing the solicitation, bidder agrees to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the solicitation response. 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 solicitation response. The State reserves the right to reject solicitation responses that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Accept All Payment Clauses Within Section as Written (Initial)	Exceptions Taken to Payment Clauses Within Section as Written (Initial)	**Exceptions:** (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
Kmp		

A. PROHIBITION AGAINST ADVANCE PAYMENT (Nonnegotiable)

Pursuant to Neb. Rev. Stat. § 81-2403, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."

B. TAXES (Nonnegotiable)

The State is not required to pay taxes and assumes no such liability as a result of this Solicitation. The Vendor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Vendor's equipment which may be installed in a state-owned facility is the responsibility of the Vendor.

C. INVOICES

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

The Vendor shall submit invoices as follows:

- Upon completion and sign-off of each respective project deliverable category as outlined in the Cost Sheet. At a minimum, invoices must clearly indicate charges broken down by project deliverable category as outlined in the Cost Sheet, the contract number, and date of invoice.

- Support, Maintenance, and Operations shall be billed quarterly, following the final sign-off of the post-implementation period, throughout the duration of the contract.

The terms and conditions included in the Vendor'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. **The State shall have forty-five (45) calendar days to pay after a valid and accurate invoice is received by the State.**

Attachment 1 - Functional Specifications
RFP#: 120277 O3
Vital Records Management System
State of Nebraska, Department of Health and Human Services

Important Scoring Dynamic

Attachment 1 - Functional Specifications shall be subject to a "Pass" or "Fail" assessment. Bidder to review Section (I)(P)(2) of the Request for Proposal (RFP) document for understanding the methodology that will be applied. The Items hig hlighted in with an asterisk GOLD* *ocument represent the capability and/or requirement that will be subject to the "Pass" or "Fail" assessment, as these are "must" requirements.*

No Additional Costs - All related Costs are to be captured in the Cost Sheet (In the prescribed format)

Please note: All associated costs must be captured in the Cost Sheet in the prescribed format and NOT within Attachment 2. Failure to adhere to these instructions shall result in the bidder's proposal as being deemed a "Non-Responsive Solicitation Response".

General Instructions

To accurately complete this document, the bidder is to respond to each functional specification listed on the "Functional Specifications" tab. All functional specifications are listed within the "Functional Specifications" tab; each functional specification has a corresponding business set in Section (VI)(A)(3) of the RFP document.

The bidder must complete this document, "Attachment 2 - Functional Specifications," and submit as a part of the bidder's Solicitation Response in an Excel format only - See Section (VII)(A)(2) of the RFP for submittal instructions.
DO NOT ALTER THE FORMAT OF THIS DOCUMENT OR ANY OF THE EXISTING CONTENT WITHIN THE TABS (ROWS, COLUMNS, SPECIFICATIONS, ETC.). Bidder may expand the row heights within the "Functional Specifications" tab to enter entire Vendor Response.
The only content that the bidder may enter in this Excel spreadsheet is within the "Functional Specifications" tab. Do not add information to the "Instructions" tab or add any additional tabs.

Specific instructions to complete Functional Specifications tab:

Bidders must complete both Column D and Column E for every item listed under System Modules and Functional Specifications using the instructions below.

Column D - Vendor Selection. The bidder to use the dropdown box in "Vendor Selection" to confirm how their solution proposes to meet each specification.
Drop-down options:

- *YES = Met and supported*
- *CONFIG = Met with configuration (activate, arrange, or adjust functionality without changing the system's core code in order to meet the Specifications)*
- *CUS = Met with customization (change the system's core code in order to meet the Specifications)*
- *TPS = Met via third-party software*
- *NA = Not available*

Column E - Vendor Response. For each respective System Module and Functional Specification and depending on which dropdown option is chosen from Column D - Vendor Selection, the bidder will provide the corresponding response to include the information listed as shown below.

If YES is selected, the bidder should describe how their system will address the specification.

If CONFIG is selected, the bidder should describe how they will address the specification, the level of effort, the target time frame of delivery, and how much input from the Unit will be needed in order to satisfy the specification prior to go-live.

If CUS is selected, the bidder should describe how they will address the specification, the level of effort, the target time frame of delivery, and how much input from the Unit will be needed in order to satisfy the specification prior to go-live.

If TPS is selected, the bidder should:
•Provide the vendor's name and name of the third-party software;
•Describe how they will address the specification;
•Describe how the third-party would handle licensing, maintenance, and first-time installation;
•Describe how the third-party software would get stored (e.g.: At the state level or would individual users need to download?).

REVISED Attachment 1 - Functional Specifications
RFP: 120277 O3 REBID
Vital Records Management System

State of Nebraska, Department of Health and Human Services *Bidders are to follow Instructions given on the first tab. "Instructions" for directions regarding how to respond.*

The items highlighted in gold and notated with an asterisk (*) within this document represent the capability and/or requirement that will be subject to the "Pass" or "Fail" assessment, as these are "must" requirements.

Bidder Name: *LexisNexis VitalCheck Network Inc.*

	Ref	System Modules and Specifications	Vendor Selection	Vendor Response
	1	GENERAL		
	1.1	**COMPONENT**		
	1.1.1	*The system must include the following modules:*		
	1.1.1.1*	Birth;	YES	Fully supported
	1.1.1.2*	Death;	YES	Fully supported
	1.1.1.3*	Marriage;	YES	Fully supported
	1.1.1.4*	Dissolution of Marriage;	YES	Fully supported
	1.1.1.5*	Fetal Death;	YES	Fully supported
	1.1.1.6*	Induced Termination of Pregnancy (ITOP);	YES	Fully supported
	1.1.1.7*	Order Management.	YES	Fully supported
	1.1.2*	The system must contain a report builder tool or associated utility.	YES	Ad-hoc and Dynamic reporting included.
	1.2	**SYSTEM**		
	1.2.1*	The system must not require the purchase of any additional proprietary applications.	YES	None required
	1.2.2*	The system must support multiple environments, specifically, System Integration Testing (SIT), User Acceptance Testing (UAT), Training, Development, and Production.	YES	DEV, QA, Future, and Pre-Prod internal environments. UAT, Training, and Production external hosted environments.
	1.2.3	The system should be configurable to present module fields in the order listed on its corresponding form.	CUS	Fields are ordered per NCHS recommendations. Pages can be customized via development.
	1.2.4*	The system must have images be seamlessly accessible within the application.	YES	Navigation links provide image access.
	1.2.5	The system should provide functionality to disallow any other screen shot tool, such as the "Snipping Tool" or the like.	NA	
	1.2.6	The system should provide a managed print function.	NA	
	1.2.7	The system should capture an audit log when the print function is used.	YES	Printing and issuance of forms is logged.
	1.2.8*	The system's implementation and functionality must adhere to the technical specifications outlined in the accompanying Technical Specifications-Attachment 3.	YES	Fully Supported
	1.2.9*	The system must support a minimum of 5,000 internal and external users.	YES	Currently in production in other locations.
	1.2.10*	The system must support a minimum of 1,000 concurrent users regardless of user role and/or location.	YES	Currently in production in other locations.
	1.2.11	The system should provide online help connected to the relevant routine, field, or report being used.	YES	Context sensitive help
	1.2.12*	The system must have the ability to connect to local or network printers.	YES	The system supports any local or network printers that are supported by the device the user is logged with.
	1.2.13*	The system must have the ability to connect to local or network scanners.	YES	The system supports any local or network scanners that are supported by the device the user is logged with.
	1.3	**DATA**		
	1.3.1*	The system must have the ability to complete a data conversion of all existing data, including images and files.	YES	Import tools and jobs are included for all data types.
	1.3.2*	The system must have configurable data retention rules.	YES	Data is "end dated" but never deleted.
	1.3.3*	The system must provide immediate validation and error messaging needed for data interfaces.	YES	Interfaces provide real-time errors and acknowledgements.
	1.3.4*	The system must have the ability to use field-level data integrity checks and data validation (e.g., numeric fields, verify a number is entered, date fields, verify a date is entered, etc.).	YES	Data integrity checks are fully supported with immediate pop-up messages and validation rule failures.
	1.3.5*	The system must provide an integrated full-featured word processing function (including superscript, subscript, and scientific notations, cut and paste, and word wrap) to allow a user to enter data into large text fields.	YES	Fully Supported
	1.3.6*	The system must validate against an integrated medical dictionary for medical related fields.	YES	Fully Supported
	1.3.7*	The system must have real-time processing of data.	YES	All data processing occurs real-time.

1.3.8*	The system must align with State of Nebraska and Federal guidelines to collect vital statistic data and other data points needed for federal reporting and evaluation purposes.	YES	Fully Supported
1.3.9*	The system must have graphical control elements to assist with data entry (e.g., checkbox, drop-down box, etc.).	YES	VITALIQ supports graphical controls such as checkboxes, drop-downs, calendar lookup, etc.
1.4	**FUNCTIONALITY**		
1.4.1*	The system must have the ability to scan directly into the system.	CUS	Direct scanning will require customized code to support specific hardware drivers.
1.4.2*	The system must have the ability to attach a file with a minimum of the following file types (.pdf, .doc, .jpeg, .png, .tiff).	YES	Files of these file types can be uploaded to VITALIQ as attachments.
1.5	**CONFIGURATION**		
1.5.1*	The system must have configurable field level warning notifications.	YES	Field level warnings and/or hard stops can be created and managed for any data field.
1.5.2	The system should auto advance a user from process start through process completion.	YES	VITALIQ provides guidance to assist workflows by way of a "Next" and "Return" button on most every data page.
1.5.3	The system should have task list or work queue functionality.	YES	Work Queues are provided for Registration, Issuance, Amendments, Orders, and Issuance.
1.5.4*	The system must have the ability to configure workflows.	YES	Fully Supported by VitalIQ Administration features.
2	**USERS**		
2.1	**GENERAL**		
2.1.1*	The system must allow a user with necessary access to create a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.2*	The system must allow a user with necessary access to view a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.3*	The system must allow a user with necessary access to search a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.4*	The system must allow a user with necessary access to update a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.5*	The system must allow a user with necessary access to save a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.6*	The system must allow a user with necessary access to delete or purge a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.7*	The system must allow a user with necessary access to deactivate a record, image, or attachment.	YES	Fully supported through VitalIQ Imaging Component.
2.1.8*	The system must have the ability to register a user for system access based on role and location.	YES	Fully supported through VitalIQ Imaging Component.
2.2	**ACCESS**		
2.2.1*	The system must allow access to both internal (State of Nebraska employees) and external users (e.g., funeral directors, hospital staff, and county clerks).	YES	Fully supported through VitalIQ User Management feature.
2.2.2*	The system must have role-based security for application and administrative functions including views for all user roles across all modules.	YES	Fully supported through VitalIQ User Management feature.
2.2.3*	The system must provide a location selection prompt for users who have access to multiple locations.	YES	Fully supported through VitalIQ User Management feature.
2.2.5	The system should have the ability for a new user to complete a registration form.	YES	Fully supported through VitalIQ User Management feature.
2.2.6*	The system must have the ability for a user to complete self-service password changes and/or resets.	YES	Fully supported through VitalIQ User Management feature.
2.2.7*	The system must have the ability for a user to update their own user profile demographics once logged in (non-system security).	YES	Fully supported through VitalIQ User Management feature.
2.2.8*	The system must provide a warning message after user login based on a configurable time period when a password is expiring.	YES	Fully supported through VitalIQ User Management feature.
2.2.9*	The system must perform an automatic logoff for session inactivity based on a configurable length of time.	YES	Fully supported through VitalIQ User Management feature.
2.2.10*	The system must provide a warning message prior to automatic logoff for session inactivity based on a configurable length of time.	YES	Fully supported through VitalIQ User Management feature.
2.3	**SEARCH**		
2.3.1*	The system must allow a user with necessary access the ability to use a real-time search and filter function whereas all vital event records, requests, orders, payments, and invoices can be viewed, searched, and filtered by one or more data fields or variables in each record, and wildcards or partial entry of a field can be used.	YES	VitalIQ provides real-time search and filter functions for all vital events. Partial entries with % as a wildcard is supported.
2.3.2*	The system must allow a user with necessary access to export search results.	CUS	Depending on specific data elements this feature is supported.

2.3.3*	The system must allow a user with necessary access to print search results.	YES	VitalIQ provides real-time search and filter functions for all vital events. Partial entries with % as a wildcard is supported.
2.3.4*	The system must have the ability to limit the number search result count by user.	YES	VitalIQ provides real-time search and filter functions for all vital events. Partial entries with % as a wildcard is supported.
2.4	**FUNCTIONALITY**		
2.4.1*	The system must have the ability for a user with the necessary access to create a new user and associate that user to specific user role(s).	YES	Fully supported through VitalIQ User Management feature.
2.4.2*	The system must have the ability for a user with the necessary access to delete a user.	YES	Fully supported through VitalIQ User Management feature.
2.4.3*	The system must have the ability to search the system for a user, including a filter to search for an expired user.	YES	Fully supported through VitalIQ User Management feature.
2.4.4*	The system must have the ability for a user with the necessary access to deactivate a user.	YES	Fully supported through VitalIQ User Management feature.
2.4.5*	The system must allow a user with necessary access to bypass security and update any entry when needed.	YES	Fully supported through VitalIQ User Management feature.
2.4.6	The system should allow a user with necessary access the ability to view more detailed information on any field when appropriate.	YES	Fully supported through VitalIQ User Management feature.
2.4.7*	The system must allow a user with necessary access to attach, link, and view any supporting document of any file format to a record or order.	YES	Fully supported through VitalIQ User Management feature.
2.5	**CONFIGURATION**		
2.5.1*	The system must have the ability to edit validation data through a front-end utility.	YES	Fully supported
3	**SYSTEM ADMIN**		
3.1	**ACCESS**		
3.1.1*	The system must have a user role with elevated security access to the system (e.g., System Administrator).	YES	Fully supported through VitalIQ Administration features.
3.1.2	The system should have system-level access to exports (create, configure).	YES	Fully supported through VitalIQ Administration features.
3.1.3	The system should have system-level access to imports (create, configure).	YES	Fully supported through VitalIQ Administration features.
3.1.4	The system should have system-level access to reports (create, configure).	YES	Fully supported through VitalIQ Administration features.
3.1.5	The system should have system-level access to documents (create, configure).	YES	Fully supported through VitalIQ Administration features.
3.2	**DATA**		
3.2.1*	The system must use a centralized data dictionary that fully describes table structure and appropriate levels of metadata.	YES	Fully supported
3.2.2*	The system must allow a user with necessary access to have read-only access to the system's database(s).	NA	For non -hosted customers, data will be published in real-time to the customers site.
3.2.3	The system should allow a user with necessary access to have full access to the system's database(s).	NA	For non -hosted customers, data will be published in real-time to the customers site.
3.3	**FUNCTIONALITY**		
3.3.1	The system should have the ability to edit (e.g., checkbox, drop-down box, etc.).	YES	Fully supported through VitalIQ Administration features.
3.3.2	The system should have the ability for the system administrators to create user roles.	YES	Fully supported through VitalIQ Administration features.
3.3.3	The system should have the ability for the system administrators to modify user roles.	YES	Fully supported through VitalIQ Administration features.
3.3.4	The system should have the ability for the system administrators to delete user roles.	YES	Fully supported through VitalIQ Administration features.
3.3.5	The system should have the ability for system administrators to terminate a user connection and/or session remotely.	YES	Fully supported through VitalIQ Administration features.
3.3.6	The system should have the ability to maintain a directory of all personnel currently active in the system.	YES	Fully supported through VitalIQ Administration features.
3.3.7*	The system must have the ability to produce a system access log (in/out history) by user with time stamp in seconds.	YES	Fully supported through VitalIQ Administration features.
3.3.8	The system should allow the system administrator to make batch updates to data on admin-specified criteria (i.e., system-wide find/change functionality).	YES	Fully supported through VitalIQ Administration features.
3.3.9	The system should allow the system administrator to schedule batch updates to data on admin-specified criteria (i.e., system-wide find/change functionality).	YES	Fully supported through VitalIQ Administration features.
4	**AUDIT LOGS**		
4.1	**GENERAL**		
4.1.1	*The system must have action history logs to view modifications, deletions, data loading actions, reports, printing, and user log-ins/outs. At a minimum the log must contain the following:*		
4.1.1.1*	User;	YES	Fully supported through VitalIQ Administration features.
4.1.1.2*	Date;	YES	Fully supported through VitalIQ Administration features.
4.1.1.3*	Time;	YES	Fully supported through VitalIQ Administration features.
4.1.1.4*	Data Prior to Edit;	YES	Fully supported through VitalIQ Administration features.

4.1.1.5*	Data After Edit.	YES	Fully supported through VitalIQ Administration features.
4.1.2	*The system must have audit history logs to view user activities, such as logging in and out of the system. At a minimum the log must contain the following:*		
4.1.2.1*	User;	YES	Fully supported through VitalIQ Administration features.
4.1.2.2*	Date;	YES	Fully supported through VitalIQ Administration features.
4.1.2.3*	Time.	YES	Fully supported through VitalIQ Administration features.
4.1.3*	The system must track changes made to all data, keeping the integrity of the original document, data, and image with associated changes.	YES	Fully supported through VitalIQ Administration features.
4.1.4*	The system must provide the ability to create, save, and export an audit log of the tracked changes made throughout the system.	YES	Fully supported through VitalIQ Administration features.
4.1.5*	The system must maintain a history of all data.	YES	Fully supported through VitalIQ Administration features.
4.2	**ORDER MANAGEMENT**		
4.2.1*	The system must track the data associated with serialized forms used within each order.	YES	Fully supported through VitalIQ Order Processing features.
4.2.2*	The system must be able to store a user-defined, customizable volume of sales transactions, categorized by transaction date, for a minimum of five years.	YES	Fully supported through VitalIQ Order Processing features.
4.2.3*	The system must contain reporting capabilities to assist with audit of document control number/certificate paper to the associated receipt and order, including by registrar and date.	YES	Fully supported through VitalIQ Order Processing features.
4.3	**CERTIFIED PAPER**		
4.3.1*	The system must track the number of certificates printed by vital event record and certificate type.	YES	Fully supported through VitalIQ Order Processing features.
4.3.2*	The system must track the serial number of issuance in chronological order within a print log.	YES	Fully supported through VitalIQ Order Processing features.
4.4	**FUNCTIONALITY**		
4.4.1*	The system must capture an audit of all imports.	YES	Fully supported through VitalIQ Event & Issuance History features.
4.4.2*	The system must capture an audit of all exports.	YES	Fully supported through VitalIQ Event & Issuance History features.
4.4.3*	The system must allow a user with necessary access to search the audit log.	YES	Fully supported through VitalIQ Event & Issuance History features.
4.4.4*	The system must track the creating, viewing, printing, and deleting of attachments.	YES	Fully supported through VitalIQ Event & Issuance History features.
4.5	**CONFIGURATION**		
4.5.1*	The system must track and maintain an audit log of when configuration changes are made (e.g., changes to fees for certification types).	YES	Fully supported through VitalIQ Event & Issuance History features.
5	**ALL MODULES**		
5.1	**GENERAL**		
5.1.1*	The system must contain all existing and future records or orders with any associated images and/or attachments synchronously.	YES	Fully supported through VitalIQ Order Processing features.
5.1.2*	The system must incorporate all previously available records or orders with any associated data or attachments from the current system.	YES	Fully supported through VitalIQ Order Processing features.
5.1.3*	The system must allow a user with necessary access the ability to print an attachment.	YES	Fully supported through VitalIQ Order Processing features.
5.1.4*	The system must allow input of a partial record or order without forcing a user to complete a process.	YES	Fully supported through VitalIQ Order Processing features.
5.1.5*	The system must validate and issue vital event records.	YES	Fully supported through VitalIQ Order Processing features.
5.1.6*	The system must allow a user with necessary access to view, change, and submit a record or order.	YES	Fully supported through VitalIQ Order Processing features.
5.1.7*	The system must allow a user with necessary access to view, print, store, attach and scan documents or images into a record or order.	YES	Fully supported through VitalIQ Order Processing features.
5.1.8*	The system must allow a user to save a record or order regardless of completed data except for fields that are flagged as required by the State of Nebraska.	YES	Fully supported through VitalIQ Order Processing features.
5.1.9*	The system must have administrative tools to be customizable to meet specific user needs.	YES	Fully supported through VitalIQ Order Processing features.
5.1.10	The system should save user data entry progress automatically upon moving to the next field on the form.	YES	Fully supported through VitalIQ Order Processing features.

5.1.11	The system should allow the saving and pausing activity on one record or order and moving to a different record or order for processing.	YES	Fully supported through VitalIQ Order Processing features.
5.2	**SEARCH**		
5.2.1*	The system must allow a user the ability to group, sort and count search result data.	YES	Fully supported through VitalIQ search features.
5.2.2*	The system must allow a user with necessary access to search for a record or order using various metadata fields.	YES	Fully supported through VitalIQ search features.
5.2.3*	The system must provide a real-time search and filter function whereas all vital event records, requests, orders, payments, and invoices can be electronically viewed, searched, and filtered by one or more data fields or variables in each record, and wildcards or partial entry of a field can be used.	YES	Fully supported through VitalIQ search features.
5.2.4*	The system must allow a user with necessary access to manipulate search parameters.	YES	Fully supported through VitalIQ search features.
5.2.5*	The system must allow a user with necessary access to save search parameters individually or to a group.	YES	Fully supported through VitalIQ search features.
5.2.6*	The system must allow a user with necessary access to export (to Excel) search results.	YES	Fully supported through VitalIQ search features.
5.2.7*	The system must allow a user with necessary access to print search results.	YES	Fully supported through VitalIQ search features.
5.2.8*	The search feature must have the ability to manipulate the number of records captured in a search by the user.	YES	Fully supported through VitalIQ search features.
5.2.9*	The system must allow a user to render searches of over 1,000 vital events at a time.	YES	Fully supported through VitalIQ search features.
5.3	**CORRESPONDENCE**		
5.3.1*	The system must have the ability to generate letters for customer correspondence.	YES	Fully supported through Correspondence features.
5.3.2*	The system must have the ability to view previously generated and/or sent customer correspondence.	YES	Fully supported through Correspondence features.
5.3.3*	The system must have the ability to edit and send customer correspondence.	YES	Fully supported through Correspondence features.
5.3.4*	The system must have the ability to resend previously sent customer correspondence.	YES	Fully supported through Correspondence features.
5.4	**DOCUMENTATION**		
5.4.1*	The system must have standard forms, permits, and worksheets that are accessible for a user with necessary access.	YES	Fully supported through Correspondence features.
5.4.2*	The system must have the ability to propagate data onto documents, forms, permits, and worksheets.	YES	Fully supported through Correspondence features.
5.4.3*	The system must have document management storage to house all certificates and associated supporting documents to be tied to the original records (e.g., adoptions).	YES	Fully supported through Correspondence features.
5.5	**FIELDS**		
5.5.1	The system should provide real-time validation for an entered address and prompt if not valid.	YES	Fully supported through VitalIQ Core controls.
5.5.2	The system should be able to populate validated country, state, county, city, and zip code based on selected address.	YES	Fully supported through VitalIQ Core controls.
5.5.3	The system should prompt if a suite number is appropriate.	YES	Fully supported through VitalIQ Core controls.
5.5.4	The system should prompt with any suggested address alternative.	YES	Fully supported through VitalIQ Core controls.
5.5.5*	The system must have a consistent data input and display format for time across all modules.	YES	Fully supported through VitalIQ Core controls.
5.5.6*	The system must have a consistent data input and display format for phone numbers across all modules.	YES	Fully supported through VitalIQ Core controls.
5.5.7*	The system must have a consistent data input and display format for zip codes across all modules.	YES	Fully supported through VitalIQ Core controls.
5.5.8*	The system must have a consistent data input and display format for dates across all modules.	YES	Fully supported through VitalIQ Core controls.
5.5.9*	The system must have a consistent data input and display format for whole numbers, decimals, and amounts across all modules.	YES	Fully supported through VitalIQ Core controls.
5.5.10*	The system must have the proper data input and display format for social security numbers "000-00-0000" across all modules.	YES	Fully supported through VitalIQ Core controls.
5.5.11*	The system must provide spell check functionality for freeform text entry fields as designated by the State of Nebraska.	YES	Fully supported through VitalIQ Core controls.
5.5.12*	The system must have the ability for a user to accept or ignore spell check suggestions.	YES	Fully supported through VitalIQ Core controls.
5.5.13*	The system must have the ability to customize (e.g., add to dictionary) the spell check functionality by user with necessary access.	YES	Fully supported through VitalIQ Core controls.
5.5.14*	The system must have the ability to configure any data field (user-defined and standard) to be "required" during data entry.	YES	Fully supported through VitalIQ Core controls.
5.5.15*	The system must populate data entered into a field throughout the record or order if data is associated.	YES	Fully supported through VitalIQ Core controls.
5.5.16*	The system must ensure that a record is not complete until all required fields pass validity checks.	YES	Fully supported through VitalIQ Core controls.
5.6	**ALERTS**		
5.6.1*	The system must have prompts tied to various data fields to alert the user of questionable or incorrect data.	YES	Fully supported through VitalIQ Validation engine.
5.6.2*	The system must, at a minimum, follow the requirements for collecting and editing data as specified by National Vital Statistics System (NVSS), provided here: https://www.cdc.gov/nchs/nvss/revisions-of-the-us-standard-certificates-and-reports.htm	YES	Fully supported through VitalIQ Validation engine.
5.6.3*	The system must have configurable alerts which notifies the user of the status of the record they are accessing (e.g., OVS return status, child is deceased).	YES	Fully supported through VitalIQ Validation engine.
5.7	**QUEUE**		
5.7.1*	The system must provide a user with a view that highlights important information, notifications, and warnings (e.g., incomplete vital event records sorted by queue).	YES	Fully supported through VitalIQ Queue Management features.
5.7.2*	The system must queue an incomplete record or order.	YES	Fully supported through VitalIQ Queue Management features.
5.8	**WORKFLOW**		
5.8.1*	The system must have configurable workflows.	YES	Fully supported through VitalIQ Administration features.
5.8.2*	The system must have automated workflow process for the electronic signature or completion of a record or order.	YES	Fully supported through VitalIQ Administration features.

5.8.3*	The system must have the ability to automatically route a record or order to different users involved in the completion, registration and certification process of the record or order.	YES	Fully supported through VitalIQ Administration features.
5.8.4*	The system must have the ability to automatically transfer a record or order to different users involved in the completion, registration and certification process of the record or order.	YES	Fully supported through VitalIQ Administration features.
5.9	**FUNCTIONALITY**		
5.9.1*	The system must allow a user with necessary access the ability to query, override, or bypass defined fields.	YES	Fully supported through VitalIQ Administration features.
5.9.2	The system should have the ability to send secure messages to any user within the respective module.	YES	Fully supported through VitalIQ Administration features.
5.9.3	The system should have the ability to create and track timelines based on actual calendar or business days.	YES	Fully supported through VitalIQ Administration features.
5.9.4*	The system must ensure that when a record or order is completed by an end user the record or order can no longer be manipulated by end user.	YES	Fully supported through VitalIQ Administration features.
5.9.5*	The system must have the ability to place or remove a record from an administrative hold or alert, which is only put in place by a user with necessary access. This hold would disallow the printing of legal certified copies of a certificate.	YES	Fully supported through VitalIQ Administration features.
5.9.6*	The system must allow a user with necessary access to view, print, crop, rotate and resize a vital event certificate image.	YES	Fully supported through VitalIQ Administration features.
5.9.7*	The system must allow a user with the necessary access the ability to print attachments.	YES	Fully supported through VitalIQ Administration features.
5.9.8*	The system must provide the ability to print a blank form.	YES	Fully supported through VitalIQ Administration features.
6	**ALL VITAL EVENT REGISTRATION MODULES**		
6.1	**GENERAL**		
6.1.1*	The system must be able to accommodate rejected vital event records, including queues for viewing the rejected records.	YES	Fully supported through VitalIQ Administration features.
6.1.2*	The system must have the ability to manipulate and retain the original vital event record in the case of processing an amendment.	YES	Fully supported through VitalIQ Administration features.
6.2	**REGISTER**		
6.2.1	*The system must encompass the end-to-end process of registering the following vital events:*		
6.2.1.1*	Birth;	YES	VITALIQ supports fully electronic end-to-end processing of a Birth record including Registration.
6.2.1.2*	Death;	YES	VITALIQ supports fully electronic end-to-end processing of a Death record including Registration.
6.2.1.3*	Marriage;	YES	VITALIQ supports fully electronic end-to-end processing of a Marriage record including Registration.
6.2.1.4*	Dissolution of Marriage;	YES	VITALIQ supports fully electronic end-to-end processing of a Dissolution of Marriage record including Registration.
6.2.1.5*	Fetal Death;	YES	VITALIQ supports fully electronic end-to-end processing of a Fetal Death record including Registration.
6.2.1.6*	Induced Termination of Pregnancy (ITOP).	YES	VITALIQ supports fully electronic end-to-end processing of a ITOP record including Registration.
6.3	**FUNCTIONALITY**		
6.3.1*	The system must allow the collection of all vital record data with both data rules and field validations, based on the NCHS (National Center for Health Statistics) Standard Record layout or the Inter-Jurisdictional Exchange (IJE) file layout.	YES	Fully supported by VitalIQ.
6.3.2*	The system must have a process to void a vital event record.	YES	Fully supported through VitalIQ Administration features.
6.3.3*	The system must automatically route a vital event record through the predefined workflow, advancing it from one user to the next in the appropriate sequence until the record is completed and finalized.	YES	Fully supported through VitalIQ Administration features.
6.3.4*	The system must generate and assign a unique and sequential State File Number for each vital event record.	YES	Fully supported through VitalIQ Administration features.
6.3.5*	The system must allow a user with necessary access the ability to change a State File Number.	YES	Fully supported through VitalIQ Administration features.
6.3.6*	The system must automatically search for duplicate vital event records and, if found, alert user.	YES	Fully supported through VitalIQ Administration features.
6.3.7*	The system must be designed so that no duplicate vital event record can be entered. The system must use fields designated by the State of Nebraska for duplicate checks.	YES	Fully supported through VitalIQ's Validation engine.
6.3.8*	The system must allow a vital event record to be corrected with the assignment of correction indicators (e.g., affidavit/correction number, “amendment” notation, and amended date).	YES	Fully supported through VitalIQ Correction features.
7	**COMBINED MODULES**		
7.1	**BIRTH & DEATH**		
7.1.1*	The system must have the ability to identify records where birth and death record data does not match (e.g., when a death record does not have a corresponding birth record).	YES	Fully supported by VitalIQ Registries.
7.1.2*	The system must have the ability to match and link birth and death records together.	YES	Fully supported by VitalIQ Registries.
7.2	**DEATH & FETAL DEATH**		

7.2.1*	The system must provide spell check functionality for the cause of death or medically related fields.	YES	Fully supported by VitalIQ Registries.
7.2.2*	The system must allow for querying a medical certifier after a vital event record has been filed with a State File Number.	YES	Fully supported by VitalIQ Registries.
7.3	**BIRTH, DEATH, & FETAL DEATH**		
7.3.1*	The system must validate based on the Inter-Jurisdictional Exchange (IJE) standard.	YES	Fully supported by VitalIQ Registries.
7.3.2*	The system must allow for local registration by counties as specified by the State of Nebraska before registration at the state-level.	YES	Fully supported by VitalIQ Registries.
7.4	**BIRTH, DEATH, FETAL DEATH, MARRIAGE, & DISSOLUTION OF MARRIAGE**		
7.4.1*	The system must have the ability to print non-certified copies of certificates from the Birth, Death, Fetal Death, Marriage, and Dissolution of Marriage Modules.	YES	Fully supported by VitalIQ Registries.
7.4.2*	The system must store the State and Local Registrar's information that is to be added based on the file date on validated state vital event records.	YES	Fully supported by VitalIQ Registries.
7.5	**MARRIAGE & DISSOLUTION OF MARRIAGE**		
7.5.1*	The system must have document forms, licenses, and worksheets that are accessible to a user with necessary access.	YES	Fully supported by VitalIQ Registries.
8	**BIRTH MODULE**		
8.1	**BIRTH MODULE**		
8.1.1*	The system must have the ability to enter a delayed birth record, new adoption record, and a foreign-born birth record.	YES	Fully supported through VitalIQ's Birth Module.
8.1.2*	The system must have the ability to flag and unflag a birth record as deceased.	YES	Fully supported through VitalIQ's Birth Module.
8.1.3*	The system must pre-load data flagged by the State of Nebraska for multiples birth records (e.g., twins, triplets).	YES	Fully supported through VitalIQ's Birth Module.
8.1.4	The system should auto-fill stored birth attendant information maintained by the facility.	YES	Fully supported through VitalIQ's Birth Module.
9	**DEATH MODULE**		
9.1	**DEATH MODULE**		
9.1.1*	The system must allow a user with necessary access the ability to save a death record without the cause of death indicated, as a pending investigation record.	YES	Fully supported through VitalIQ's Death Module.
9.1.2*	The system must provide a connection to Validations and Interactive Edits Web Service (VIEWS) to review medically related fields.	YES	Fully supported through VitalIQ's Death Module.
9.1.3*	The system must allow a user with necessary access to sign permits.	YES	Fully supported through VitalIQ's Death Module.
10	**MARRIAGE MODULE**		
10.1	**MARRIAGE MODULE**		
10.1.1*	The system must automatically file a marriage record that has fulfilled State of Nebraska specific criteria.	YES	Fully supported through VitalIQ's Marriage Module.
10.1.2*	The system must auto-fill county clerk and fee information.	YES	Fully supported through VitalIQ's Marriage Module.
11	**DISSOLUTION OF MARRIAGE MODULE**		
11.1	**DISSOLUTION OF MARRIAGE MODULE**		
11.1.1*	The system must automatically file a dissolution of marriage record that has fulfilled State of Nebraska specific criteria.	YES	Fully supported through VitalIQ's Divorce Module.
12	**FETAL DEATH MODULE**		
12.1	**FETAL DEATH MODULE**		
12.1.1*	The system must automatically search for associated birth events upon record entry, in the event a fetal death occurs, an error message must display for the affected user.	YES	Fully supported through VitalIQ's Fetal Death Module.
13	**ORDER MANAGEMENT MODULE**		
13.1	**GENERAL**		
13.1.1*	The system must allow a user with necessary access to issue certified copies of an individual certificate.	YES	Fully supported through VitalIQ's Order Processing features.
13.1.2*	The system must support the ordering and purchase of a commemorative certificate for a nonviable birth event.	YES	Fully supported through VitalIQ's Order Processing features.
13.1.3*	The system must provide a user with necessary access the ability to manage all transactions.	YES	Fully supported through VitalIQ's Order Processing features.
13.1.4*	The system must link the order to vital event record.	YES	Fully supported through VitalIQ's Order Processing features.
13.1.5*	The system must link the order to an invoice and payment.	YES	Fully supported through VitalIQ's Order Processing features.
13.1.6	The system should connect all issued controlled documents (serialized certificate paper) to a receipt and to an order.	YES	Fully supported through VitalIQ's Order Processing features.
13.1.7	*The system must support the ordering, purchase, and printing of legal certified copies of certificates on security paper for the following vital events:*		
13.1.7.1*	Birth;	YES	Fully supported through VitalIQ's Order Processing features.
13.1.7.2*	Death;	YES	Fully supported through VitalIQ's Order Processing features.
13.1.7.3*	Marriage;	YES	Fully supported through VitalIQ's Order Processing features.
13.1.7.4*	Dissolution of Marriage;	YES	Fully supported through VitalIQ's Order Processing features.

13.1.7.5*	Fetal Death;	YES	Fully supported through VitalIQ's Order Processing features.
13.1.7.6*	Birth Resulting in Stillbirth.	YES	Fully supported through VitalIQ's Order Processing features.
13.2	**SYSTEM**		
13.2.1*	The system must generate and assign a unique and sequential transaction number for each sales transaction.	YES	Fully supported through VitalIQ's Order Processing features.
13.2.2*	The system must generate and assign a unique and sequential invoice number for each invoice.	YES	Fully supported through VitalIQ's Order Processing features.
13.2.3*	The system must allow a user with necessary access to flag returned certificates on the order.	YES	Fully supported through VitalIQ's Order Processing features.
13.2.4*	The system must generate and assign a unique and sequential number for each print transaction of a legal certified copy a of certificate.	YES	Fully supported through VitalIQ's Order Processing features.
13.2.5*	The system must allow a user with necessary access to print a legal certified copy of a certificate from an altered (cropped, rotated, resized) vital event certificate image.	YES	Fully supported through VitalIQ's Order Processing features.
13.2.6*	The system must have a process to link, safeguard, and store serialized security paper identifiers.	YES	Fully supported through VitalIQ's Order Processing features.
13.3	**ORDERS**		
13.3.1*	The system must have the ability to process regular mail orders.	YES	Fully supported through VitalIQ's Order Processing features.
13.3.2*	The system must have the ability to add internal notes to an order without restricting the length.	YES	Fully supported through VitalIQ's Order Processing features.
13.3.3*	The system must enter and save shipping information, including shipping method and address.	YES	Fully supported through VitalIQ's Order Processing features.
13.3.4*	The system must have the ability to post by line item and fee.	YES	Fully supported through VitalIQ's Order Processing features.
13.3.5*	The system must have the ability to calculate accurate charges based on quantity of documents requested.	YES	Fully supported through VitalIQ's Order Processing features.
13.3.6*	The system must have the ability to set up a fee schedule by vital record document type, including effective and termination dates to the fees.	YES	Fully supported through VitalIQ's Order Processing features.
13.3.7*	The system must have the ability to set multiple fees for each vital record document type.	YES	Fully supported through VitalIQ's Order Processing features.
13.4	**DATA**		
13.4.1*	The system must be able to track the certificate type.	YES	Fully supported through VitalIQ's Order Processing features.
13.4.2*	The system must be able to track the method of certificate delivery.	YES	Fully supported through VitalIQ's Order Processing features.
13.5	**DOCUMENTS**		
13.5.1*	The system must maintain a record of all printed certificates that are destroyed, including method and reason for destruction.	YES	Fully supported through VitalIQ's Order Processing features.
13.5.2*	The system must have the ability to attach files with a minimum of the following file types (PDF, .doc, .jpeg, .png, .tiff) to an order.	YES	Fully supported through VitalIQ's Order Processing features.
13.5.3*	The system must have the ability to mark a document control number as "destroyed" with a reason for discarding (e.g., poor print quality, printing error, etc.).	YES	Fully supported through VitalIQ's Order Processing features.
13.6	**QUEUE**		
13.6.1*	The system must have the ability to queue orders based on status.	YES	Fully supported through VitalIQ's Order Processing features.
13.7	**PAYMENTS**		
13.7.1	*The system must have the ability to support the following payment types:*		
13.7.1.1*	Debit Card;	YES	Fully supported through VitalIQ's Order Processing features.
13.7.1.2*	Credit Card;	YES	Fully supported through VitalIQ's Order Processing features.
13.7.1.3*	Money order;	YES	Fully supported through VitalIQ's Order Processing features.

13.7.1.4*	Check;	YES	Fully supported through VitalIQ's Order Processing features.
13.7.1.5*	Cash.	YES	Fully supported through VitalIQ's Order Processing features.
13.7.2*	The system must enforce mandatory field validation to prevent payment processing before all required fields are populated, as mandated by the State of Nebraska.	YES	Fully supported through VitalIQ's Order Processing features.
13.7.3*	The system must have the ability to track payment status (i.e., refund, payment, discounted/free, or no payment).	YES	Fully supported through VitalIQ's Order Processing features.
13.7.4*	The system must have cash handling capabilities for each cashier station.	YES	Fully supported through VitalIQ's Order Processing features.
13.8	**PRINT**		
13.8.1*	The print queue must list pending document print jobs, including approval status. Document Control Numbers must be assigned at print time and recorded in the database.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.2*	The system must allow a user with necessary access the ability to print a replacement of a legal certified copy of a certificate.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.3*	The system must provide the ability to print a certificate with amendments.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.4	The system should print labels of various sizes, as needed for mailings, etc.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.5*	The system must have the ability to print a batch of documents.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.6*	The system must have the ability to reprint a batch of documents.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.7	The system should have the ability to print common correspondence letters.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.8*	The system must not allow a record with a specific status to be printed.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.9*	The system must have the ability to print and reprint an invoice.	YES	Fully supported through VitalIQ's Order Processing features.
13.8.10*	The system must have the ability to print and reprint a receipt.	YES	Fully supported through VitalIQ's Order Processing features.
13.9	**SHIP**		
13.9.1	The system should have the ability to ship orders via UPS or USPS.	YES	Fully supported through VitalIQ's Order Processing features.
13.9.2	The system should have the ability to generate shipping labels to be printed, or blank labels that need to be handwritten.	YES	Fully supported through VitalIQ's Order Processing features.
13.9.3	The system should have the ability to void a shipping label.	YES	Fully supported through VitalIQ's Order Processing features.
13.9.4	The system should have the ability to view and access shipping functions.	YES	Fully supported through VitalIQ's Order Processing features.
13.9.5	The system should have the ability to generate a detailed report with an existing or previous shipping vendor manifest (e.g., when a manifest is created, an email is sent, notifying the customer their order has been shipped).	YES	Fully supported through VitalIQ's Order Processing features.
13.10	**FUNCTIONALITY**		
13.10.1	The system should provide a kiosk provided and maintained by the Vendor for the processing of vital record order requests and process payments for customers.	YES	Fully supported through VitalIQ's Order Processing features. Kiosk hardware and processing costs are not included.
~~13.10.2~~	~~The system should provide credit card machines provided and maintained by the Vendor for the processing of payments for customers.~~		
13.10.3*	The system must track requests and accept payment for all transactions.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.4*	The system must have the ability to calculate order fees automatically.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.5*	The system must allow manual processing of checks, money orders, or cash payments for orders including the requestor, request reason, amount, and request type.	YES	Fully supported through VitalIQ's Order Processing features.

13.10.6*	The system must have the ability to close orders.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.7*	The system must allow a user with necessary access to void an order that has been paid in full.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.8*	The system must allow a user with necessary access to void an order before it is closed.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.9*	The system must allow a user with necessary access to make updates to a completed order.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.10*	The system must allow a user with necessary access to cancel an unpaid order.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.11*	The system must allow a user with necessary access to process individual orders.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.12*	The system must have a specific status for certificates that are waiting on verification.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.13*	The system must have an automated workflow to assign a specific status to certificates waiting on verification, this status would disallow the issuance of the certificate.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.14*	The system must have the ability to process refunds.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.15*	The system must have the ability to generate order slips.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.16*	The system must be able to track how staff validated identity and eligibility of the person requesting the certificate.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.17*	The system must produce a receipt for each order transaction based on fields that are stipulated by the State of Nebraska.	YES	Fully supported through VitalIQ's Order Processing features.
13.10.18*	The State maintains its own credit card processor. The vendor must ensure compatibility with this system. The vendor is not responsible for payment processing.	YES	The system will integrate with current payment provider and is also to provide full service payment processing if needed.
13.11	**CONFIGURATION**		
13.11.1*	The system must have the ability to add, update, or configure custom fees with a date parameter.	YES	Fully supported through VitalIQ's Order Processing features.
13.11.2*	The system must allow a user with necessary access to configure the invoice template.	YES	Fully supported through VitalIQ's Order Processing features.
13.11.3*	The system must allow a user with necessary access to configure the order slip template.	YES	Fully supported through VitalIQ's Order Processing features.
14	**REPORTS**		
14.1	**GENERAL**		
14.1.1*	The system must have the ability to create or modify reports.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2	**FUNCTIONALITY**		
14.2.1*	The system must allow a user with necessary access to generate a report of detailed and/or summary financial reports by user, terminal, or submission source and current status.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.2*	The system must allow a user with necessary access to view custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.3*	The system must allow a user with necessary access to create custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.4*	The system must allow a user with necessary access to copy custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.5*	The system must allow a user with necessary access to update custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.6*	The system must allow a user with necessary access to delete custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.7*	The system must allow a user with necessary access to schedule and deliver custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.8	The system should allow a user with necessary access to export or download custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.
14.2.9*	The system must allow a user with necessary access to print or reprint custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	YES	Fully supported through VitalIQ's Ad-Hoc Report features.

14.3	**CONFIGURATION**		
14.3.1	The system should allow a user with necessary access to configure letter templates.	YES	Fully supported through VitalIQ's Correspondence features.
14.3.2	The system should have the ability to customize template letterhead.	YES	Fully supported through VitalIQ's Correspondence features.
15	**INTEGRATION**		
15.1	**INTERFACE**		
15.1.1*	The system must integrate with the State and Territorial Electronic Vital Event (STEVE), Social Security Administration (SSA), Electronic Verification of Vital Events (EVVE), and internal state agencies for data collection and reporting purposes.	YES	Fully supported through VitalIQ's Job Schedular.
15.1.2*	The system must securely integrate with various state agency systems for sharing HIPAA related data.	YES	Fully supported through VitalIQ's Job Schedular.
15.1.3*	The system must integrate with the State of Nebraska's Vital Records unit's online order management application.	YES	Fully supported through VitalIQ's Job Schedular.
15.1.4	The system should integrate with the State of Nebraska's financial system for all collected revenue.	YES	Fully supported through VitalIQ's Job Schedular.
15.2	**IMPORT**		
15.2.1*	The system must provide the ability to import files including but not limited to the Inter-Jurisdictional Exchange (IJE) standard.	YES	Fully supported through VitalIQ's Job Schedular.
15.2.2*	The system must generate error files identifying import failures.	YES	Fully supported through VitalIQ's Job Schedular.
15.2.3*	The system must generate error prompt boxes identifying any manual import failures.	YES	Fully supported through VitalIQ's Job Schedular.
15.2.4*	The system must have the ability to electronically schedule imports.	YES	Fully supported through VitalIQ's Job Schedular.
15.2.5*	The system must have the ability to cancel or reverse a data import which would automatically remove the imported record and/or associated data.	YES	Fully supported through VitalIQ's Job Schedular.
15.2.6*	The system must have an import process; as the data file is imported, values on the file should be able to be validated or decoded.	YES	Fully supported through VitalIQ's Job Schedular.
15.2.7*	The system must have the ability to decode or populate import data based on missing or incomplete values (e.g., table validation, stored procedure, or default values).	YES	Fully supported through VitalIQ's Job Schedular.
15.2.8*	The system must import dissolution of marriage events from the State of Nebraska's Justice System data daily (format fixed width).	YES	Fully supported through VitalIQ's Job Schedular.
15.2.9*	The system must provide the ability to import or lookup coded files from the National Center for Health Statistics (NCHS) in accordance with their reporting requirements, and once uploaded have the ability to insert these imported files (codes) and place them in to the appropriate fields attached to the applicable records. This includes International Classification of Diseases (ICD)-10 codes and bridge-race codes. See www.cdc.gov/nchs/nvss/revisions-of-the-us-standard-certificates-and-reports.htm	YES	Fully supported through VitalIQ's Job Schedular.
15.3	**EXPORT**		
15.3.1*	The system must provide the functionality to transmit from all death records the decedent's data to the Social Security Administration (SSA). This functionality meets the terms and conditions under which SSA will verify SSN's (social security numbers) for the State of Nebraska.	YES	Fully supported through VitalIQ's Job Schedular.
15.3.2*	The system must generate error files identifying export failures.	YES	Fully supported through VitalIQ's Job Schedular.
15.3.3*	The system must generate error prompt boxes identifying any manual export failures.	YES	Fully supported through VitalIQ's Job Schedular.
15.3.4*	The system must have the ability to electronically schedule exports.	YES	Fully supported through VitalIQ's Job Schedular.
15.3.5*	The system must have an export process; as the data file is produced, values on the file should be able to be validated or decoded.	YES	Fully supported through VitalIQ's Job Schedular.
15.3.6*	The system must have the ability to produce standard or ad hoc data exports with a file type (.xlsx, .csv, .txt, .pdf) of complete or partial information and/or records.	YES	Fully supported through VitalIQ's Job Schedular.
15.3.7*	The system must have a way for the State of Nebraska to automate control of when a record needs to be sent or resent.	YES	Fully supported through VitalIQ's Job Schedular.
16	**ANALYTICS TOOL**		
16.1	**ANALYTICS TOOL**		
16.1.1	The system should have an analytics tool within the system to identify data duplication, discrepancies, and outliers.	CUS	During the JAD sessions, detailed specifications will be gathered then based on those specifications a timeline will be developed.
16.1.2	The system should have the ability to apply data visualizations such as charts, graphs, and dashboards, which can be drilled into for more granular information.	CUS	During the JAD sessions, detailed specifications will be gathered then based on those specifications a timeline will be developed.
17	**HELP**		
17.1	**HELP**		
17.1.1*	The system must provide online help connected to the relevant workflow, field, or report being used.	YES	Fully supported through VitalIQ's Help features.
17.1.2	The system should provide an overall up-to-date online tutorial to assist users learning the software as well as online help tool with glossary, index, and search capabilities.	YES	Fully supported through VitalIQ's Help features.
17.1.3	The system should provide online documentation for all modules.	YES	Fully supported through VitalIQ's Help features.

ATTACHMENT 2
Technical Specifications
Vital Records Management System
Request for Proposal Number 120277 O3 REBID

Bidder Name: LexisNexis VitalChek Network Inc.

Important Scoring Dynamic: Attachment 2 – Technical Specifications shall be subject to a "Pass" or "Fail" assessment. Bidder to review Section (I)(P)(2) of the Request for Proposal (RFP) document for understanding the methodology that will be applied. The items highlighted in gold and notated with an asterisk (*) within this document represent the capability and/or requirement that will be subject to the "Pass" or "Fail" assessment, as these are "must" requirements.

Instructions: Bidders shall review the tables below to understand the structure of this document and how to effectively complete this attachment for inclusion with the RFP submission. Use the format provided to complete this attachment in its entirety. DO NOT ALTER THE COLOR CODING, CONTENT, OR FORMAT OF THIS ATTACHMENT.

Failure to include this completed attachment shall result in the bidder's Solicitation Response being deemed "Non-Responsive." Bidder may increase the size of the response box to provide the necessary information. If the response includes other attachments, bidder must indicate that information in the response box. Such attachments must be included with the completed "Attachment 2 – Technical Specifications".

This document is comprised of four (4) separate categories that are expressed in the table directly below. Each category is identified by the following initial characters:

Category	Description
ARCH	Architecture Capabilities and/or Requirements
SPC	Security and Compliance Capabilities and/or Requirements
DM	Database/Data Management Capabilities and/or Requirements
OM	Operations Management Capabilities and/or Requirements

Each category above contains multiple sub-categories. The table directly below describes the functionality of each column:

Column Description	Bidder Responsibility
Req #	The unique identifier for the item as assigned by the State of Nebraska.
Capability and/or Requirement	The description of the item to which the Bidder shall respond.

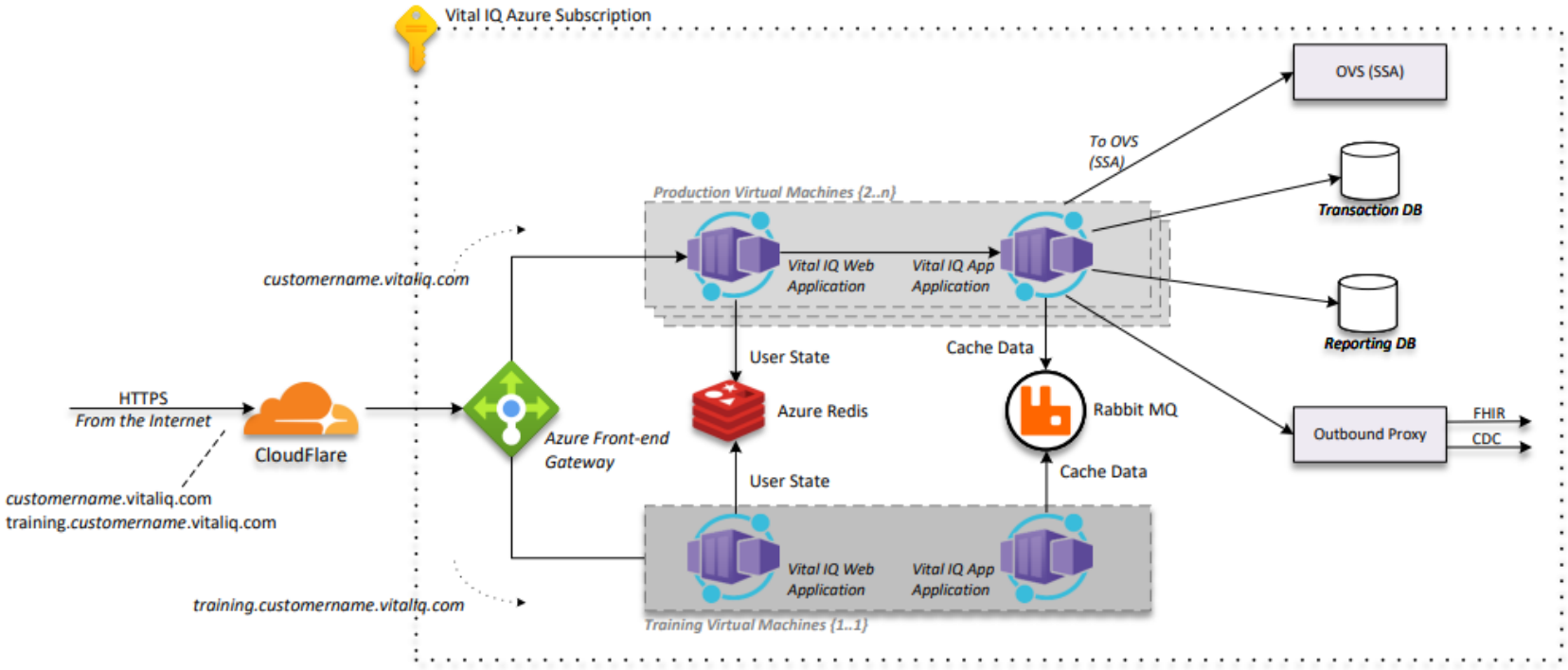
CAPABILITIES AND/OR REQUIREMENTS
How to complete the Capabilities and/or Requirements: Bidders shall provide information in each respective "Response" box provided. Each individual response shall include the information as indicated. Such responses shall include specific details, characteristics, and key aspects to demonstrate the bidder's proposed solution and how it meets the conformance specification outlined in relation to the project

Architecture Capabilities and/or Requirements

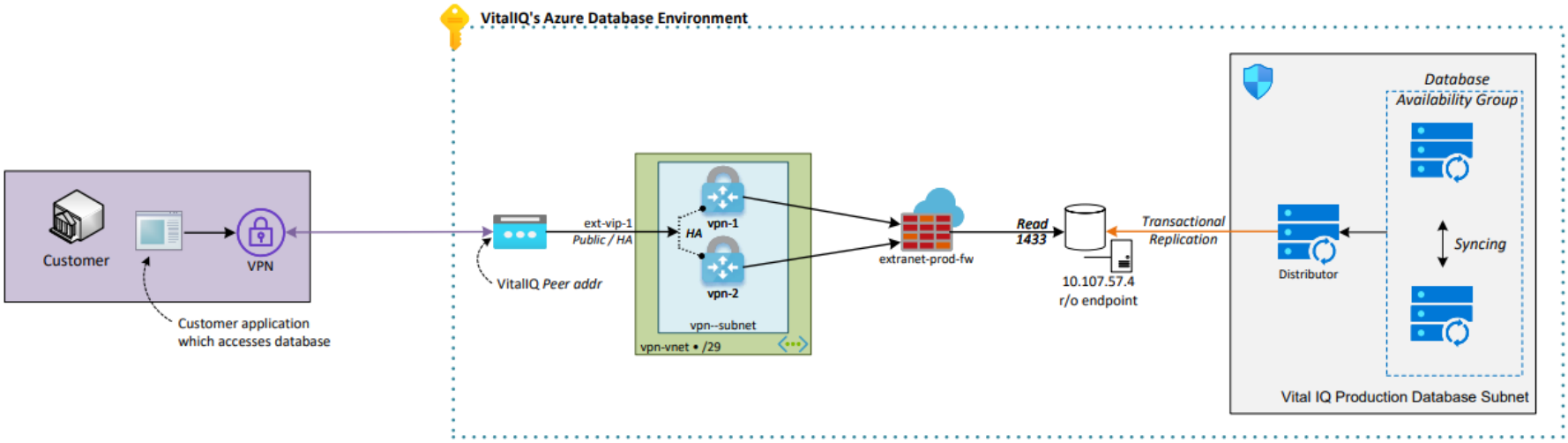
Req #	Capabilities and/or Requirements
ARCH-1	Describe the bidder solution to addressing the following architectural details: **Technology Architecture**: Describe the software components, including third-party software products, open-source libraries, and utilities that complete the platform for running a service or supporting an application. This section should document any technical requirements for accessing the software, including but not limited to client desktop installs, etc. Further, the section should clearly outline any State required infrastructure, such as setting up VPN, SFTP, etc., to implement or operate the system. **Network Architecture**: Describe the means of communication, the method of sending and receiving information, between the assets in the Technology Architecture. **Application Architecture**: Describe how the solution components are assembled and interact to meet the business needs. Describe the solution's ability to manage and store documents and attachments. **Data Flow Architecture**: Describe the data flows into and out of the system boundary, include transmission and storage, along with ports, protocols, and services of all inbound and outbound traffic.

Response:

VITALIQ™ is a C#, .Net, web-based application that does not require users to install any components, besides adobe reader, to utilize VITALIQ™. If the user has access to a web browser, then VITALIQ™ can be utilized. Below are examples of VITALIQ™' s cloud-based architecture.



Req #	Capabilities and/or Requirements



VITALIQ™ stores attachments as blobs in the database. Attachments can be retrieved by users with the appropriate user permissions and can be sent back to customers content management systems using jobs within VITALIQ™.

ARCH-2*	The bidder solution must be a cloud-based hosted environment with all components and data residing in the United States and consisting of ready-made software products that do not require major modifications but support customization to meet the functional specifications as outlined in Attachment 2 – Functional Specifications. Bidder must describe how their approach will meet these requirements.

Req #	Capabilities and/or Requirements
Response: VITALIQ™ is a cloud-based hosted environment with all components and data residing in the United States. Additionally, VITALIQ™ is a Commercial Off The Shelf (COTS) product that is used by numerous Health Departments in the United States. VITALIQ™ is thin-client and web-based, and meets NCHS guidelines, NAPHSIS Use Case requirements, and US Standard 2003 certificate revisions. VITALIQ™ also supports both the Pre and Post US Standard 2003 certificate revision. Based on date of event, either the Pre or Post US Standard 2003 certificate revisions shall be displayed. Our off the shelf product includes built-in edits, standard reports and data loads and extract and all reasonable and necessary customizations identified during the JAD session shall be supported by VITALIQ™ VITALIQ™ was designed from the ground up as a web-based vital records solution. The application has always been internet capable and is validated to W3c HTML 4.0. The application uses HL7 as specified by NAPHSIS and NCHS guidelines. VitalChek is the first provider of electronic vital records system to be compliant with the FHIR (Fast Healthcare Interoperability Resources) standard for sharing HIPAA related data required in the bidirectional exchange of mortality data between State-run Public Health Agencies (PHA) Vital Records offices and the U.S. Center for Disease Control and Prevention (CDC)/National Center for Health Statistics (NCHS). VITALIQ™ also provides for seamless integration with state and federal agencies for the reporting of vital records information. VITALIQ™ is Compliant with the CDC and NCHS for mortality, natality, and fetal deaths and provides an interface to the SSA via the OVS2 version of their software. Information received from SSA is stored and used to control workflow for processing Death registrations. VITALIQ™ also provides interfaces with the State and Territorial Exchange of Vital Events (STEVE), the Inter-Jurisdictional Exchange (IJE), the Inter-Jurisdictional Exchange Roster (IJE Roster), the Electronic Verification of Vital Events (EVVE) and the Validation and Interactive Edits Web System (VIEWS). VITALIQ™ also includes a VIEWS (Validation and Interactive Edits Web Service) interface for the purpose of verifying accurate Cause of Death entry. We can also provide an imaging system interface with companies such as the Laboratory Information System (LIS), OnBase, and ImageTrend. These interfaces include the ability to produce and consume CSV and XML files via secure web services with role-based control over user permissions.	
ARCH-3	Describe the bidder solution to address the following: • Type of Software – SaaS, PaaS or, IaaS • Licensing Model- Perpetual or Subscription based licenses • Single or Multi-Tenant architecture
Response: VITALIQ™ is a commercial off the shelf (COTS) software offered as a cloud-based software as a service (SaaS) with a perpetual license that runs in a multi-Tenant architecture.	

Req #	Capabilities and/or Requirements
ARCH-4*	The bidder solution must provide multiple environments concurrently to support functions including production, testing, and training. Bidder must describe how their approach will meet these requirements.
Response: For each hosted State, VitalChek develops and maintains all hardware and software to support three internal sites: 1) Development, 2) Quality Assurance (QA), 3) Pre-Production (PreProd); and three client sites: 1) Production, 2) User Acceptance Testing (UAT), 3) Training. Each revision of a release is first developed in the Development site, it is then tested in the QA site, and finally the entire release process and regression testing are performed in the Pre-prod site. Once all development, code, regression, and release testing are completed successfully in the PreProd site, the new release revision is delivered to the state for testing within their UAT site. With each release to UAT, fully updated requirements documentation, test scripts, and detailed release notes which include all fixes and upgrades in the revision, are provided to the state. Once the state has successfully completed their UAT testing VitalChek will then deploy the release into the Production and Training environments.	
ARCH-5*	Review the accessibility requirements described in the following: • Section 508 compliance standards (https://www.section508.gov/manage/laws-and-policies/) • 45 CFR Part 85 (https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-85) • State of Nebraska Accessibility requirements (https://nitc.nebraska.gov/standards/index.html#2). Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the accessibility requirements.
Response: VitalChek has read, understands, and can meet all capabilities and/or requirements as outlined in the 508 compliance standards, 45 CFR Part 85, and State of Nebraska Accessibility requirements. VitalChek uses a 3rd party software tool called JAWS to ensure we code to ADA standards.	

Security and Compliance Capabilites and Requirements

Req #	Capabilities and/or Requirements
SPC-1*	Review the standards and policies described in the following: • DHHS Information Technology (IT) Security Policies and Standards (http://dhhs.ne.gov/ITSecurity). • Nebraska Information Technology Commission (NITC) Standards and Guidelines (https://nitc.nebraska.gov/standards/index.html). • Health Insurance Portability and Accountability Act (HIPAA) of 1996. Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the standards and policies described above.
Response: VitalChek has read, understands, and meets the capabilities and requirements as outlined in DHHS IT Security Policies and Standards, NITC Standards and Guidelines and Health Insurance Portability Act (HIPAA) of 1996.	
SPC-2*	The bidder must agree to conduct an independent, third-party penetration test for the solution in which they are offering within one year prior to the anticipated go-live date, that includes, at a minimum, the Open Web Application Security Project (OWASP) Top 10. Identified risks must be classified by severity and additional information must be provided for any risks identified as medium and above. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.

Req #	Capabilities and/or Requirements
Response: VitalChek will conduct the required penetration tests and annual audits which meet the Open Web Application Security Project (OWASP) Top 10 within one year of the anticipated go-live date. The VitalChek annual audit program includes over 25 in-house and third-party audits as well as independent assessments including SOC 1, SOC 2, PCI-DSS v4.0.1, SOX, HIPAA, FedRamp, FISMA/NIST, and AML. All applications, databases, devices, and networks that process, store, and transmit sensitive cardholder data meet all PCI DSS v4.0.1, Merchant and Service Provider processing requirements. Bi-Annual application penetration testing is performed using the following phases: • Application vulnerability assessment using commercial and open-source tools. • Application penetration testing using commercial and open-source frameworks. • Manual review/testing results and perform analysis. • Documentation of findings and recommendations. • Presentation of assessment findings and recommendations. Additionally, Qualys scans are performed weekly and includes a monthly attested scan. • Reporting drives a dashboard to immediately identify any level 4 or 5 vulnerabilities. • Heat mapping vulnerabilities allows for visual assessment and alerts to high priority areas. • Monitoring and alert system in place, 24/7/365.	
SPC-3*	The bidder must agree to conduct an annual independent third-party penetration test of the solution that includes the Open Web Application Security Project (OWASP) Top 10. The report must provide details of the critical, high, and medium findings and associated risks. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.
Response: VitalChek agrees to continue conducting annual independent third-party audits and penetration testing as required. This will be met by the current audit program in place at VitalChek as described in SPC-2*.	
SPC-4*	The bidder must agree to conduct an independent, third-party security and privacy controls assessment that aligns with the National Institute for Standards and Technology (NIST) SP 800-53 moderate standard, within one year prior to the go-live date. Identified security gaps must be classified by severity and additional information must be provided for any gap identified as medium and above. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this assessment at the appropriate time and describe how their approach will meet these requirements.

Req #	Capabilities and/or Requirements
Response: VitalChek will conduct independent, third-party security and privacy controls assessments that meet or exceed the NIST SP 800-53 moderate standard within one year prior to the go-live date. VitalChek undergoes over 25 in-house and third-party audits as well as independent assessments including SOC 1, SOC 2, PCI-DSS v4.0.1, SOX, HIPAA, FedRamp, FISMA/NIST SP 800-53, and AML. The NIST SP 800-53 Audit occurs annually and is conducted by Avertium, a certified third-party audit firm.	
SPC-5*	The bidder must agree to conduct an annual independent third-party security controls assessment that meets the National Institute for Standards and Technology (NIST) SP 800-53 moderate standard. The report must provide details of the critical, high, and medium findings and associated risks. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this assessment at the appropriate time and describe how their approach will meet these requirements.
Response: VitalChek will continue to conduct annual audits to meet the NIST SP 800-53 moderate standards. This will be met by the current audit program in place at VitalChek as described in SPC-4*.	
SPC-6	Describe the bidder solution for the following: • Support for self-service password activities. • Automatic log-off procedures after determined time of session inactivity. • Automatic account disablement after 120 days of inactivity. • Administrators' ability to lockout user(s). • Support and approach for single sign-on • Support and approach for Multi-Factor Authentication • Automatic locking of account after determined number of failed logon attempts.

Req #	Capabilities and/or Requirements
Response: VITALIQ™ provides the ability for users to reset their own password by selecting the Forgot My Password or the Change My Password feature. Upon selection of the Forgot My Password link, VITALIQ™ will display a challenge question that the user answered upon enrollment. Upon successfully answering the challenge question, the user can update their password. VITALIQ™ provides a configuration that automatically logs users out after 15 minutes of session inactivity. However, this setting can be updated to extend or decrease the session inactivity logout period. Additionally, VITALIQ™ provides a job that will disable user accounts after 120 days of system inactivity. However, this setting can be updated to extend or decrease the system inactivity lockout period. VITALIQ™ has numerous single sign on (SSO) integrations with state portal systems. VITALIQ™ utilizes SAML 2.0 or OAuth for single sign on integrations. VITALIQ™ currently provides single sign-on user authentication access using SSO/O Auth technology to externalize identity management by incorporating the VITALIQ™ login process with the existing State authentication management process. Additionally, VITALIQ™ provides the ability for customers to utilize two factor authentication using either a Google or Microsoft authenticator. The two-factor authentication feature can be used for login purposes or upon certification of a vital record. There is a configuration that provides the ability for customers to automatically lockout users after a state-defined number of failed login attempts. The default configuration for failed login attempts is 3.	
SPC-7*	The bidder solution must use role-based security. Bidder must describe how their approach will meet this requirement.

Response:

The VITALIQ™ Table Maintenance module allows internal system administrators (state office users) and external system administrators (hospital administrators, etc.) to create and manage user profiles and role-based security. These features include:

- Managing user access; (new users, password reset, user roles, business function authorizations, etc.)
- Managing Data Providers; (Physicians, medical certifiers, etc.)
- Managing Facilities; (Hospitals, Birthing Centers, Local Offices, etc.)
- Managing Places; (Towns, Zip Codes)
- Managing Business Rules
- Managing System Preferences
- Running & Monitoring Jobs
- Managing Pages, Data Fields, Help Text
- Managing Fees and Services

The VITALIQ™ Security module provides the ability to control user access to all functions and features. Based upon the login, password, and selected facility, VITALIQ™ will determine the role of the user and dynamically display the appropriate pages, menus, and other options. Users in VITALIQ™ are assigned roles, business functions, and allowable options. These collectively determine their security privileges, (i.e., ability to view, access, edit, etc.) throughout the application.

When a user initially attempts to login, if the user enters an incorrect user ID or password, VITALIQ™ displays an error message. If the user attempts to log in more than the State-designated maximum attempts, the user will be locked out of the system until an administrator can change the user's attempt counter back to zero. The State agency can configure requirements such as the number of failed attempts allowed prior to lockout, password complexity, password expiration period, and password non-reuse restrictions. These configurable features are all known as System Preference Values in VITALIQ™ and can be reset or configured by authorized system administrators.

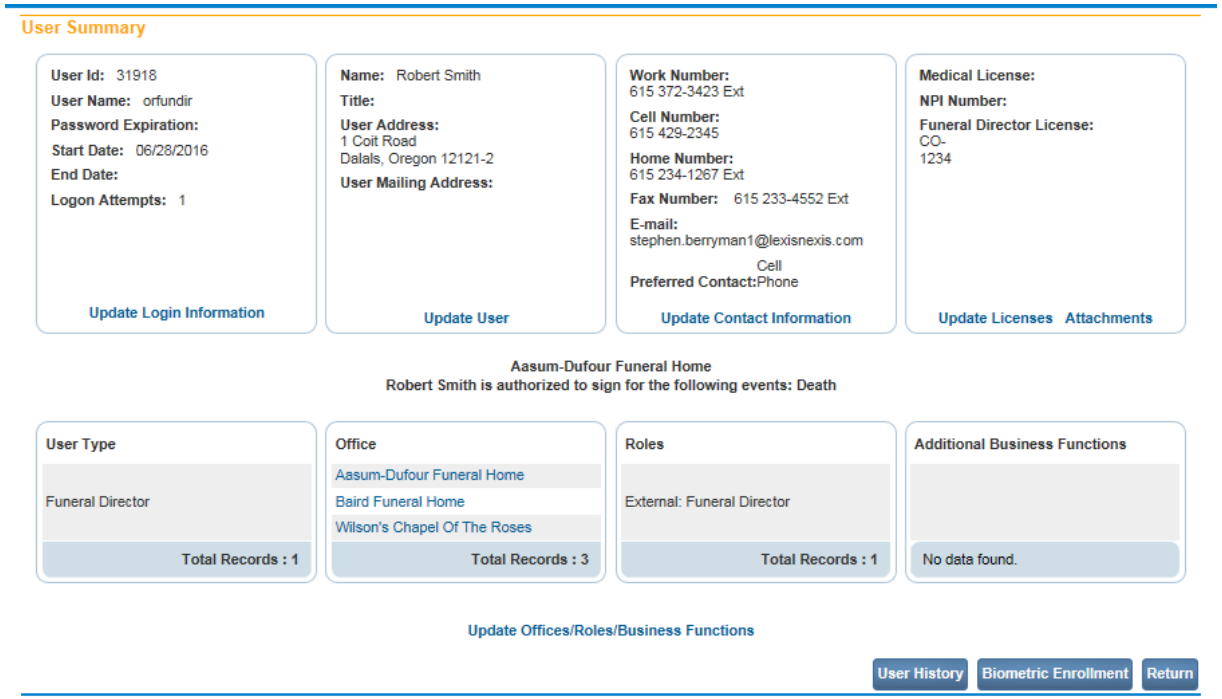
Upon logging in, VITALIQ™ dynamically authenticates the user and displays the appropriate menus, pages and features based on the user's security profile. If the user fails to enter the proper login credentials within a state-configurable number of attempts, their account is locked and access to the system denied until a system administrator reactivates it. Alternately, instead of relying on passwords which are easily forgotten, VITALIQ™ provides an optional level of biometric authentication through finger-print identification which can be deployed for user sign-in. User access within VITALIQ™ automatically expires within a state-configurable period of time. As the date of expiration draws near VITALIQ™ provides warning messages notifying users that they need to re-validate themselves. If no action is taken during this period of time, the VITALIQ™ security module will de-activate the user. When this occurs, only the system administrator can reactivate the user's profile.

VITALIQ™ uses security to control menus, access to fields, records, pages, and functionality. Security Roles are used to define page preferences and default views based on the assignment of security permissions called business functions. Each registration page has a View and Edit business function. If only the View business function is assigned to the user role, then the pages will be displayed in a read only mode.

All Table Maintenance activities are controlled by security and managed at the Role or User level within the VITALIQ™ application's Table Maintenance module. This significantly reduces the possibility of unauthorized system maintenance and ensures security mechanisms are in place.

All information concerning the user is stored within the database. VITALIQ™ provides a report to view user activity and login attempts. Additionally, VITALIQ™ provides the ability to see User history which includes changes made to a user profile or security.

User profile data includes login information, personal identifying information, contact information, licenses, user type, office associations, roles, and business functions as shown in the picture below. Upon creation of new users, System Administrators are required to enter a "Start Date." This start date governs the time frame in which the user will have access to records within the application. If an End Date is assigned to the user, then the user will lose access to the system when that End Date is reached.

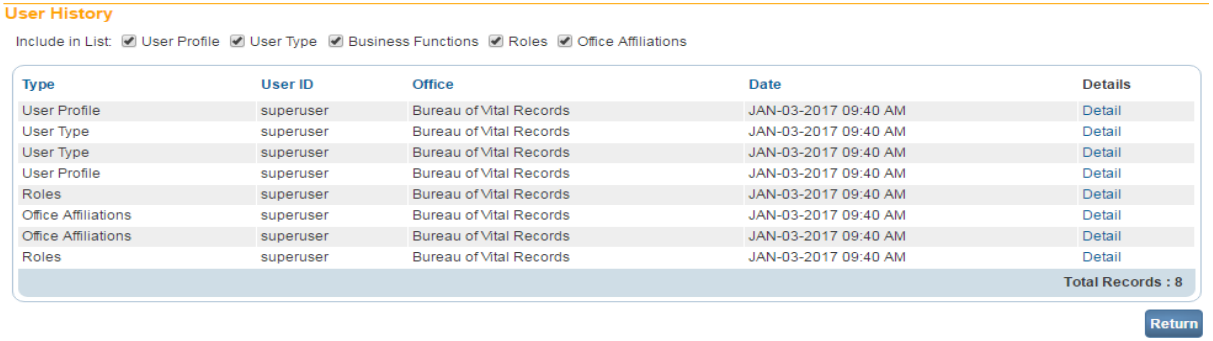


VITALIQ™ provides the ability to see User history which includes date created and changes made to a user profile or security.

More specifically, User History includes:

- User Profile: updates made to user login information, contact information, names, addresses and licenses.
- User Type: updates to the user type associated with the user.
- Business Functions: changes to the business functions assigned to the user.

- Roles: changes to the roles assigned to the user.
- Office Affiliations: changes to the offices assigned to a user.



User History displays the User ID, Office date, and time of the change. Selecting the Details link will display information about the change that was made. VITALIQ™ provides an audit log history report that details items such as user access, permissions, and status. Additionally, VITALIQ™ provides a system preference that can be set to force user password based on a specified timeframe by the system administrator. The audit log also lists transactions recorded by the specified user id. Additionally, VITALIQ™ provides other user reports such as User Access, New Users, User Access by Role, and Invalid Login Attempts.

The VITALIQ™ application provides the ability to setup system id's with alpha/numeric characters, system id length, legal name, single or multiple system id's, case sensitivity, and the usage of special characters. VITALIQ™ provides system preferences to allow system administrators to configure the user id / password requirements. Additionally, Password expiration dates can be assigned automatically based on a system preference value. This forces a user to access their profile and make changes as needed. Password expiration time limit is a system preference setting that is updateable through standard Table Maintenance. A warning message is sent to a user when his/her password is about to expire. If the user does not respond in time, then the user account is locked. VITALIQ™ also tracks login attempts and upon reaching a state specified number of failed login attempts, the user account will be locked. Users who have forgotten their password will be given the opportunity to request a password reset. If a user has set up a security question/response and the system has been configured to allow self-service password resets, the user can request a new temporary password be sent to the email address on file for the user.

Through standard Table Maintenance features password, VITALIQ™ provides the following password configuration settings:
- Password Expiration Period
- Password Maximum length
- Password Minimum length
- Password requires numeric digit
- Password requires special character
- Password requires upper and lower case
- Previous Password Reuse

Security Roles are used to determine user access based on the assignment of security permissions called business functions. Each registration page has a View and Edit business function. If only the View business function is assigned to the user role,

Req #	Capabilities and/or Requirements
	then the pages will be displayed in a read-only mode. If the edit business function is assigned, then the user / group has the ability to read/write/execute. VITALIQ™ provides the ability for system administrators to change group properties by adding and end dating system users. Additionally, system administrators can add, modify, end date, and re-activate users using the VITALIQ™ User Setup feature in Table Maintenance. The VITALIQ™ Table Maintenance module allows internal system administrators (state office users) and external system administrators (hospital administrators, etc.) to create and manage user profiles and role-based security. These features include: - Managing user access; (new users, password reset, user roles, business function authorizations, etc.) - Managing Data Providers; (Physicians, medical certifiers, etc.) - Managing Facilities; (Hospitals, Birthing Centers, Local Offices, etc.) - Managing Places; (Towns, Zip Codes) - Managing Business Rules - Managing System Preferences - Running & Monitoring Jobs - Managing Pages, Data Fields, Help Text - Managing Fees and Services State level (internal) System Administrators have the widest level of access to the Table Maintenance module and its features. External administrators within hospitals or other facilities may only create or deactivate users within their own facilities and are typically not given the ability to change user roles which includes deactivating or changing privileges for specific users at the facility. Note that all users in the VITALIQ™ system must be associated with at least one facility. Upon login, users associated with more than one facility will be presented with a list of all their facilities and required to select a specific facility from that list. The Change Office functionality within VITALIQ™ allows a user to work cases for a different facility, if needed. However, regardless of the number of facilities a user is associated with, they will only have one username and password. VITALIQ™ is designed to ensure enhanced accuracy and consistency of data gathering through direct, real-time, online, data entry and editing of registrations by the data providers who are responsible for submission of the registration data. Access to entry of registration data is role based and set by user security privileges, for example a funeral home user is typically only granted data entry access to the legal/personal portion of the death registration, whereas the medical certifier/examiner is only granted access to data entry of the medical portion. Both the funeral home and medical facility can access the case at the same time, yet only one user can make and save updates to the case. The State and Local Registration offices can also access and review the case at the same time as a funeral home, medical certifier, or both are accessing the case.

Req #	Capabilities and/or Requirements
SPC-8	Describe the bidder solution for the following: • How user accounts are assigned and managed. • How the system provides usage reports, such as a listing of all users and their last usage date. • How the system supports authorization at an attribute/field level (e.g., edit, view).

Response:

VITALIQ™ uses security to control menus, access to fields, records, pages, and functionality. Security Roles are used to define page preferences and default views based on the assignment of security permissions called business functions. Each registration page has a View and Edit business function. If only the View business function is assigned to the user role, then the pages will be displayed in a read only mode.

All Table Maintenance activities are controlled by security and managed at the Role or User level within the VITALIQ™ application's Administration module. This significantly reduces the possibility of unauthorized system maintenance and ensures security mechanisms are in place.

All information concerning the user is stored within the database. VITALIQ™ provides a report to view user activity and login attempts. Additionally, VITALIQ™ provides the ability to see User history which includes changes made to a user profile or security.

More specifically, User History includes:

User Profile – These are any updates made to user login information, contact information, names, addresses and licenses.
- User Type – These are any updates to the user type associated to the user.
- Business Functions – These are any changes to the business functions assigned to the user.
- Roles – These are changes to the roles assigned to the user.
- Office Affiliations – These are changes to the offices assigned to a user.

VITALIQ™ maintains a complete audit log, event and Issuance history of vital records and provides field-level tracking. VITALIQ™ tracks user and business activity in the application for security purposes.

Req #	Capabilities and/or Requirements
SPC-9*	Review the State DHHS Information Technology (IT) Audit Standards located at: (https://www.dhhs.ne.gov/ITSecurity). Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined and indicate how your solution will meet such requirements. As a part of the bidder's response, at minimum, the State desires specific information regarding the following elements: • Detail the data elements that are audited. • Outline the level of audit tracking being maintained. • Provide a sample of their audit reports. • Capabilities for automated audit log evaluation to identify security issues. • How the bidder monitors, identifies, and reports on events impacting the system, such as attacks and other unauthorized use of the system.

Response:
VitalChek has read, understands the State's audit standards, and meets the requirements as evidenced by our security protocols and annual audit program. VitalChek adheres to strict programs that comply with industry accepted technical, procedural, and security controls and requirements. The breadth and depth of VitalChek practices encompass computer, communications, personnel, physical, procedural, and training considerations, and the use of administrative, physical, and technical safeguards as well as numerous internal controls to protect and prevent unauthorized access to sensitive information as outlined below.

Risk Mitigation Framework – VitalChek promotes the responsible use of information by employing a risk-management framework for privacy, information, and physical security compliance. The framework includes administrative, physical, and technical safeguards designed to reasonably protect the privacy, confidentiality, and security of personal information.

Data Security – In addition to utilizing more than 150 internal controls designed to prevent unauthorized access, VitalChek conducts back-end suspicious monitoring to detect and respond to anomalous account activity. We also work proactively to identify and resolve potential vulnerabilities in our systems.

Credentialing – VitalChek credentialing and re-credentialing processes verify that access to data is granted to legitimate individuals or entities and for permissible purposes. Our credentialing and re-credentialing processes include customers, VitalChek employees and vendor/third parties.

Policies, Standards and Guidelines – VitalChek has implemented strict policies, standards and guidelines throughout the company that govern data access, protection, transport, restriction, retention, deletion and classification for customers, employees, and vendors. Policies, standards, and guidelines are reviewed and updated regularly – in light of changing legal, regulatory, and operational environments, as well as to address new and emerging threats.

Accountability – At VitalChek, privacy, security, and compliance are integrated into the business model. To us, accountability means fulfilling our obligations to customers, consumers, employees, stakeholders, and shareholders, specifically including privacy, security, and compliance.

Training, Communication, Outreach and Transparency – Employees receive mandatory training with assessment; and customers, employees and vendors are informed about privacy, security, and compliance. Development team members are certified annually in OWASP.

Audit and Compliance – A robust and detailed program of audit and compliance is in constant operation to review and test policies, standards, and guidelines. The VitalChek audit program includes over 25 in-house and third-party audits as well as independent assessments including SOC 1, SOC 2, PCI-DSS Level 1 v4.0.1, SOX, HIPAA, FedRamp, FISMA/NIST, and AML. All applications, databases, devices, and networks that process, store, and transmit sensitive cardholder data meet all PCI Level 1 v4.0.1 Merchant and Service Provider processing requirements.

Audit results contain confidential company information and to maintain the achieved highest security standards, results are not released without an NDA.

24/7/365 Monitoring is in place to identify and report on any vulnerabilities.

Req #	Capabilities and/or Requirements
	Bi-Annual application penetration testing is performed using the following phases: • Application vulnerability assessment using commercial and open-source tools. • Application penetration testing using commercial and open-source frameworks. • Manual review/testing results and perform analysis. • Documentation of findings and recommendations. • Presentation of assessment findings and recommendations. Additionally, Qualys scans are performed weekly and includes a monthly attested scan. • Reporting drives a dashboard to immediately identify any level 4 or 5 vulnerabilities. • Heat mapping vulnerabilities allows for visual assessment and alerts to high priority areas. • Monitoring and alert system in place, 24/7/365.

Database/Data Management Capabilities and/or Requirements

Req #	Capabilities and/or Requirements
DM-1*	The bidder solution must use industry standard cryptographic modules such as those certified to meet FIPS 140-2/-3 for encrypting data at rest and in transit. Bidder must describe how their approach will meet this requirement.
Response: Data encryption standards are determined by regulatory, business partner, and risk management guidelines. These guidelines are strictly enforced for any encryption technique utilized. Secure transport client/server products provide transport-level encryption to protect data in transit between the sender and recipient. Encryption at rest must include either full disk encryption, virtual disk/volume encryption, or file/folder encryption. All electronic data feeds must follow FTP protocols while physical media requires minimum PGP encrypted standards. Encryption policies and procedures are audited annually by a third-party assessor for PCI-DSS Level 1 v4.0.1 certification and meet all SOC 2 audit requirements which meet the FIPS 140-2/3 requirement for data encryption.	
DM-2*	The bidder solution must securely dispose of State data from its systems upon request and in accordance with the National Institute for Standards and Technology (NIST) Special Publication 800-88 revision 1 (https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf) and must provide to the State of Nebraska a certificate of data destruction. Bidder must describe how their approach will meet this requirement.
Response: Data records are classified to determine storage, archive, and disposal timelines. Standard records are active in a production database for thirteen (13) months then purged via an automated tool into an archive database for thirteen (13) months prior to disposal. “Exception records” may be held in archive for a longer period when an exception request is completed by an Agency during contract execution. The request is then coded into the Data Retention field within the database, meeting the agencies requirements. monitored and logged to establish the required data retention timelines. Tapeless system back-up operations are run throughout the day to ensure system continuity. Databases, automatic rules, backups, and disposal are monitored daily thru process controls. All order detail and record data storage procedures are compliant with stringent NIST, PCI DSS v4.0.1, and SOC 2 requirements and are audited annually.	
DM-3	Describe the bidder’s technical approach for supporting data conversion and data migration.

Req #	Capabilities and/or Requirements
Response: VITALIQ™ provides generic load programs that can be used to load every data field associated with a registration. The process to load the data is as follows: • Data will be mapped by the state and/or legacy vendor into the load program format and a conversion routine will be written to format the file and field content. • The generic load job that comes with VITALIQ™ validates the record format and identifies any records that cannot be loaded due to formatting issues. • Individual field data will also be evaluated by the load program to identify any field values that have data quality issues. • Data quality issues will need to be addressed by the state. For example: if the valid values for Gender are “Male”, “Female” and “Not Yet Determined” and the data contains “Mlae” or “Unknown” then the state will need to either correct the data or determine how the data should be represented in the new system. • Once data quality issues have been addressed, the data can be uploaded into VITALIQ™ using the conversion routine along with the generic load program provided by VITALIQ™. • Once records are loaded, they can be reviewed by the State for accuracy. • Tools are available to clear the testing region so that the steps above can be repeated as many times as necessary to ensure the conversion routine has converted all records accurately.	
DM-4*	The bidder’s solution must support data integration. The bidder must confirm and describe how their solution will meet this requirement. In addition to confirmation on the ability to meet the requirement, the response must include the following, at a minimum the following details: :• Ability to import and export data using these file types (XML, JSON, CSV). • Support for integration using industry standards approaches and principles for REST APIs and Webservices. • Support for industry integration data standards for Health Level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR), X-12, HIPAA.

Req #	Capabilities and/or Requirements
	Response: VITALIQ™ was designed from the ground up as a web-based vital records solution. The application has always been internet capable and is validated to W3c HTML 4.0. The application uses HL7 as specified by NAPHSIS and NCHS guidelines. VitalChek is the first provider of electronic vital records system to be compliant with the FHIR (Fast Healthcare Interoperability Resources) standard for sharing HIPAA related data required in the bidirectional exchange of mortality data between State-run Public Health Agencies (PHA) Vital Records offices and the U.S. Center for Disease Control and Prevention (CDC)/National Center for Health Statistics (NCHS). Later this year (2022) our first client will go live with FHIR with all state clients to follow thereafter. VITALIQ™ supports the ability to consume and export XML, JSON, CSV, HL7, and HL7/FHIR messages between systems. Additionally, VITALIQ™ uses Rest API and Webservices for all transmission of data between 3rd party systems. VITALIQ™ also provides for seamless integration with state and federal agencies for the reporting of vital records information. VITALIQ™ is Compliant with the CDC and NCHS for mortality, natality, and fetal deaths and provides an interface to the SSA via the OVS2 version of their software. Information received from SSA is stored and used to control workflow for processing Death registrations. VITALIQ™ also provides interfaces with the State and Territorial Exchange of Vital Events (STEVE), the Inter-Jurisdictional Exchange (IJE), the Inter-Jurisdictional Exchange Roster (IJE Roster), the Electronic Verification of Vital Events (EVVE) and the Validation and Interactive Edits Web System (VIEWS). VITALIQ™ also includes a VIEWS (Validation and Interactive Edits Web Service) interface for the purpose of verifying accurate Cause of Death entry. We can also provide an imaging system interface with companies such as the Laboratory Information System (LIS), OnBase, and ImageTrend. These interfaces include the ability to produce and consume CSV and XML files via secure web services with role-based control over user permissions.
DM-5	Describe bidder solution for the following: • Documentation to support testing and collaboration with integrating systems. • Documentation of the system's data dictionary which includes user-defined fields and tables.

Response:

VitalChek utilizes a master test plan that is created and maintained by the Quality Assurance Team at VitalChek. The test plan catalogs the following items required for delivering the project for the State with none to minimal acceptable defect levels as defined by the State.

Purpose - The purpose of this document is to outline the VITALIQ™ testing process on VitalChek's internal test site for the release of VITALIQ™ to the State. The intended use of this Test Plan is to guide the VitalChek team regarding the schedule, tasks, roles and responsibilities, and other key details surrounding the testing process and provide a quality release to the client.

Test strategy – This section defines the testing types and testing environments:

Development Environment – This environment is up to date with the current code from the trunk. It is used to test the bug fixes, work orders testing, enhancements as they get developed. This environment is also used to perform Parallel testing.

QA Environment – This environment is set up with the code base that is being released to the State. Quality Assurance team uses it extensively to perform Integration Testing, System Testing, Regression Testing, Performance, and load testing.

Preprod Environment – Once a release has been tested and passed on QA environment, the release executable file and scripts are packaged, and test run/executed on preprod environment. User Acceptance testing is performed in this environment. This site will match the State's Test environment.

Planning and Preparation of Test Environment

- Internal test environments will mirror the production configuration.

Objectives and Testing Approach to Test Requirements

- Testing is primarily conducted by the VitalChek Quality Assurance Team on the internal QA site.
- After QA manager sign-off, the release moves to an Internal Preprod site for smoke testing.
- Upon successful smoke testing, the release is deployed to the External UAT site.
- The State performs its own testing on the UAT site.
- Issues reported by the State are reviewed, described, prioritized, and tracked by the VitalChek Project Manager using screen captures, detailed descriptions, and reproduction steps.
- Once all issues are resolved and the State signs off, the release is deployed to Production.

Access to Test Cases, Test Scripts, Test Results, and Test Matrices

- A catalog of test scripts and matrices for all functional specifications, work orders, and defects is provided to the State along with release notes during each implementation and release.

Mapping Tests to Requirements and Design Documentation

Req #	Capabilities and/or Requirements

- The Quality Assurance team ensures every requirement has a corresponding test case and that all mappings are complete.

Testing Schedule and Estimations for Each Test Level (Including Deadlines)

- A testing schedule is prepared to ensure adequate coverage.
- The schedule is initially provided as a draft in the Test Plan and refined as requirements evolve.

Defects Found, Resolved, and Known Defects Needing Triage

- Defects are captured and tracked in Jira, including issue descriptions and types.
- The Project Manager reviews all reported defects daily.
- Defects are prioritized as High, Medium, or Low.
- The Development Team provides fixes for reported issues.
- The QA Team conducts a second round of testing to confirm corrections and ensure no negative impact on other system areas.

Entrance and Exit Criteria for Each Test Level

- Entrance Criteria: Testing begins when the Test Plan is approved, test scripts are documented, and the test environment is set up.
- Exit Criteria: Testing concludes when all test scripts are completed, all critical defects are resolved, and the QA Manager provides sign-off and approval to proceed.

Testing Resources – Roles and Responsibilities

- The roles and responsibilities of the Project Management, Development, and Quality Assurance Teams are defined and documented in the Test Plan.
-

Acceptance Criteria

- All test scripts in the Test Plan must be successfully completed.
- No critical or high-level defects should exist in the VITALIQ™ system.

The VITALIQ™ Data Dictionary shall be provided as an attachment to the RFP response which includes all columns, table names, and table structures upon.

Req #	Capabilities and/or Requirements
DM-6*	Review the data retention requirements described in the following: • 45 CFR Part 164.316 (https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-C/section-164.316) • DHHS Vital Records retention schedule is to retain information permanently. Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the data retention requirements.
Response: VitalChek has read, understands, and can meet the capabilities and/or requirements as outlined in 45 CFR Part 164.316 and the DHHS Vital Records retention schedule. VITALIQ™ does not provide for the ability to delete records but provides users with the appropriate permissions the ability to abandon or void records. All other metadata items use start and end dates but are not deleted from the system.	

Operations Management Capabilities and/or Requirements

Req #	Capabilities and/or Requirement
OM-1	Describe the Business Continuity and Disaster Recovery (BCDR) plan for the solution they are offering. Bidder's response must describe, at a minimum, their plan to include the following information: • Procedures for data backup, restoration, communication to the State of Nebraska, and emergency mode operations in the event of: a. Hardware or Software Failures. b. Human Error. c. Natural Disaster; and/or d. Other unforeseeable emergencies.

Req #	Capabilities and/or Requirement
	Response: Business continuity and disaster recovery are part of our standard services. Documented incident response procedures are in place to guide activities. In the event of a failure, the disaster recovery plan is executed by network operations, telecommunications, application support, and LexisNexis Information Security teams. To maintain business continuity, the disaster recovery plan includes an automated failover mechanism to transition application hosting from our on-premise Tier 3 Data Center in Alpharetta, Georgia, to the cloud. LexisNexis has a consistent record of providing greater than 99.9% service availability for data processing to our customers. Our solution's availability is achieved through a multifaceted approach which includes multiple layers of redundancy, 24/7/365 monitoring/alerting, and response policies to quickly coordinate issue escalation and response. The cloud environment offers scalable storage capacity to handle large data volumes while addressing recovery needs. Data replication services continuously back up critical applications and data to the cloud. Pre-configured cloud resources replicate current hosting environments, providing quick access and restoration to reduce data loss during a disaster. LexisNexis disaster recovery full Recovery Point Objective (RPO) is 12 hours or less. RPO is defined as the target point of recovered work. RPO is the state of work which will be restored to the recovered system, not the time to business resumption resulting from a total disaster impacting our primary operating facility. Standard RPO of lost data before the disaster event is 30 minutes or less. All services hosted by LexisNexis are architected to be highly available, linked to the internet over multiple telecommunication providers with a consistent 99.9% up time. Application servers are load balanced across multiple hosts to both balance requests and ensure there is no single point of failure at the application, physical, and networking layers. LexisNexis disaster recovery testing is executed through a fully developed scripted plan, followed by all participants based on their role in the tested scenarios. Selected systems and/or applications are identified for that test scenario and scripts are written to test the components desired to be exercised in that testing cycle. Tests conducted are both to test specific components outlined in a testing script with graceful transitions and for full outage scenarios with less graceful failover.
OM-2*	The bidder must agree to conduct a full disaster recovery test for the solution in which they are offering prior to the anticipated go-live date. The most recent test must be within one year prior to the go-live date. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.
	Response: VitalChek disaster recovery testing is executed through a fully developed scripted plan, followed by all participants based on their role in the tested scenarios. Selected systems and/or applications are identified for that test scenario, and scripts are written to test the components desired to be exercised in that testing cycle. Tests conducted are both to test specific components outlined in a testing script with graceful transitions and for full outage scenarios with less graceful failover. Confirmation of testing prior to go-live will be provided.

Req #	Capabilities and/or Requirement
OM-3*	The bidder must agree to conduct an annual disaster recovery test for the solution and submit the annual results to the designated individual for the State of Nebraska. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.
Response: VitalChek disaster recovery testing is executed through a fully developed scripted plan, followed by all participants based on their role in the tested scenarios. Selected systems and/or applications are identified for that test scenario, and scripts are written to test the components desired to be exercised in that testing cycle. Tests conducted are both to test specific components outlined in a testing script with graceful transitions and for full outage scenarios with less graceful failover. Confirmation of annual testing will be provided.	
OM-4	Describe the bidder solution for ability to meet the following: • Compliance with the Recovery Time Objective (RTO) of within twelve (12) hours when the system outage is declared as a disaster. • Compliance with the Recovery Point Objective (RPO) of fifteen (15) minutes of data lost before the disaster event.
Response: VitalChek disaster recovery full Recovery Point Objective (RPO) is 12 hours or less. RPO is defined as the target point of recovered work. RPO is the state of work which will be restored to the recovered system, not the time to business resumption resulting from a total disaster. Standard RPO of lost data before the disaster event is 30 minutes or less.	
OM-5	Describe the bidder solution for the following: • Overall testing strategy and support for the following testing types: unit testing, system testing, integration testing, regression testing, user acceptance testing (UAT), parallel testing, performance and load testing, manual and automated and/or scripted testing, and end-to-end integration testing. • Approach to planning and preparing the test/staging environment. • Approach to conducting each test level. • Approach for testing nonfunctional requirements (security, performance, etc.) • Approach to test documentation (e.g., test cases, test scripts, test case matrices added as the design configuration progresses). • Approach to quality control/quality assurance. • Approach to test results reporting, traceability, and metrics.

Response:

VitalChek utilizes a master test plan that is created and maintained by the Quality Assurance Team at VitalChek. The test plan catalogs the following items required for delivering the project for the State with none to minimal acceptable defect levels as defined by the State.

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Access to Test Cases, Test Scripts, Test Results, and Test Matrices

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- The Quality Assurance team ensures every requirement has a corresponding test case and that all mappings are complete.

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Defects Found, Resolved, and Known Defects Needing Triage

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- The Project Manager reviews all reported defects daily.
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Testing Resources – Roles and Responsibilities

- The roles and responsibilities of the Project Management, Development, and Quality Assurance Teams are defined and documented in the Test Plan.
-

Acceptance Criteria

- All test scripts in the Test Plan must be successfully completed.
- No critical or high-level defects should exist in the VITALIQ™ system.

Atlassian's web-based ticketing system, Jira, serves as VitalChek's preferred platform for reporting issues and defects. All customers are granted access to this tool. Designated staff members appointed by the State will receive comprehensive access instructions, user credentials, documentation, and necessary training. When UAT Staff identifies a defect, it is recommended that users submit a Jira Issue, ensuring that all relevant details and steps taken to reproduce the problem are thoroughly documented.

Each Jira issue should specify the nature of the request, provide a detailed description of the business issue or service requirement, include the rationale behind the request, and indicate the desired completion timeframe. All submissions—whether defects or enhancement requests—are added to the issue backlog for review.

Upon receiving a defect notification, the VitalChek Service Desk will assess the report to verify whether the technical issue qualifies as a defect. If the reported defect corresponds to a previously identified issue, the Jira ticket will be closed, and the State will be notified of the associated Jira issue number. The known defect record will supply information on its impact, available workarounds, and scheduled resolution date. Should the report concern a new defect, the VitalChek Project Manager will assign a corrective release date and forward the issue to Development for remediation.

The following severity levels will align with contractual SLAs for categorization when an issue is deemed a defect. Standard severity level definitions include:

Severity 1 (Critical)

Production or mission-critical business operations cannot be performed. A mission-critical business operation represents a situation where any features or functions of the Licensed Software are unusable and no practical alternate mode of operation is available, or the System is down and not available for use. The Defect affecting the mission critical business operation has one or more of the following characteristics:

- Data corruption – all physical or logical data is unavailable or incorrect.
- Entire System crashes repeatedly – a required software process fails and continues to fail after a restart attempt.
- Critical functionality as described above is not available.
- System stops – This includes cases where the system stops indefinitely. This also includes severe performance degradation causing unreasonable waits for response. This would include time out errors.

Severity 2 (High)

Production system is not functioning according to specifications, impacting significant aspects of business operations or workload. No workaround is available within the system or work-around is causing severe interruption of production processing.

Severity 3 (Medium)

- System is not functioning according to specifications, but most business operations continue.
- System is not functioning according to specifications, but a known work-around exists and the State is able to implement the work-around without severe interruption of production processing.
- Customer requires information or assistance on software capabilities, installation, or configuration.
- Problems exist in the UAT environment preventing the State from completing testing for a release.

Severity 4 (Low)

- Issue not affecting the functionality of the current system.
- Cosmetic issue within the system such as but not limited to misspelled word, columns not lining up properly.
- Suggested change or addition to a current process that is already in place and is functioning properly within the system.

VitalChek Defect Processing Workflow

Submission

- Defects are entered into VitalChek's Jira ticketing system as Jira Issues.
- Each issue includes:
  - Expected functionality (with design references)
  - Observed errors
  - Steps to recreate the defect
- Customers can create issues and track their status, comments, and results directly in Jira.

Prioritization

- The VitalChek Project Manager and State Project Manager collaborate to prioritize each issue.
- All issues (defects and enhancements) are added to the product development backlog.
- The Product Manager manages the backlog and assigns issues to planned releases.
- The Project Manager directs issues to the appropriate personnel for action.

Execution

- The assigned person or team works on fixing the defect.
- Once fixed, the issue moves to the Business Analyst (BA) for review.

Business Analyst (BA) Review

- The BA reviews system changes, especially those involving code or business requirements.
- This is a preliminary test to ensure the fix matches the reported defect.

Quality Assurance (QA) Testing

- QA testers verify that the fix resolves the defect.
- QA also performs "negative" testing to ensure no other functionality is affected.

Customer Preliminary Approval

- After the fix is implemented in a test site, the Project Manager schedules an online demo for the customer/stakeholders to review the resolution.

Release

- The change or new functionality is delivered via an application release.
- The release is deployed to the customer's test site for User Acceptance Testing (UAT).

Monitoring & Measurement

Req #	Capabilities and/or Requirement
	• Service Level Agreement (SLA) compliance, defect resolution timelines, testing results, rework, and customer satisfaction are tracked. • These metrics are used to determine Key Performance Indicators (KPIs) for process success.

Req #	Capabilities and/or Requirement
OM-6	Describe the bidder solution for software maintenance processes that address the following: • Approach to managing software versions to ensure bidder support. • Approach to Change Management, including defects and enhancements. • Approach to testing and release management. • Approach to maintaining integrations with external and internal trading partners.

Response:

VitalChek believes a structured approach to change management increases efficiency and mitigates project delays by providing a framework for engaging project team members and stakeholders. Change control processes and communication plans are established during the initial phases of project planning. Whether the change pertains to project scope, schedule, or application functionality, all relevant parties participate in defining the nature and extent of the change. Decisions are made jointly by the VitalChek Project Manager, State Project Manager, and project sponsor, while any decision impasses are addressed by a Governance Committee consisting of key stakeholders from both VitalChek and the State.

Any modification or deviation from the agreed upon project scope and schedule will be subject to the change control process. VitalChek or the State may initiate the change control process whenever there is a perceived need for a change that will affect the overall cost, timeline, or scope of the project.

VitalChek typically uses a standard scope control document called the Change Request form. This form is used to control changes in the project as well as record issues and problems identified throughout the implementation process.

EDRS CHANGE REQUEST	
x Approved ☐ Rejected ☐ Withdrawn ☐ Hold	Change Request Number: Contract Number:

SECTION I - REQUESTER			
1. Site (Where Applicable)	2. System	3. Request Date	4. Requested Completion Stage: ☐ Pre-pilot ☐ Pilot ☐ Rollout ☐ Post Rollout
5. Requester name		6. Telephone Number	
7. Description of Problem (attach supporting documentation or impact assessments/analyses)			

SECTION II – CHANGE EVALUATION	
8. Areas Affected (check all that apply - okay to leave blank) ☐ Database Name: _____	9. Priority: ☐ Emergency ☐ High ☐ Medium ☐ Low

☐ Report Name: _____ ☐ Screens Name: _____ ☐ Bus. Rule Name: _____ ☐ Test Script Name: _____ ☐ Process Name: _____ ☐ Other Name: _____	10. Type of Change: ☐Schedule ☐ Budget ☐ Scope ☐ Corrective* ☐ Enhancement 11. Estimates (Dollars) (Target Release Date) ☐ Total

SECTION III – DECISION/AUTHORIZATION

12. Decision By: 13. Date: 12/09/05 x VitalChek Project Manager x Project Sponser	14. Decision ☐ Deny/Cancel ☐ Postpone Until: _____ ☐ Approve:

A request for a change to existing functionality or the addition of a new feature not originally included in the project scope will be initiated on the Work Order form below. Once a work order is initiated, it will be reviewed to determine if additional information is needed. Once all information has been gathered, the level of effort will be evaluated and the impact to project schedule and any associated costs will be added to the form. The form will then be sent to the State for approval and sign off or withdrawal.

Upon receipt of a signed work order, the task will be added to the project schedule and will be entered into the online “Jira” issue tracking software. Work will begin on the work order in accordance with the mutually agreed upon delivery date. Once the work order has been deployed, the State will be asked to perform user acceptance testing and then formally accept the work order.

A log of work orders will be reviewed at progress meetings and will be included with the monthly project status reports.

Work Order

☐ Approved Rejected ☐ Withdrawn ☐ Hold	WO Number

SECTION I - REQUESTER

1. Requester name	2. Telephone Number	3. Request Date	4. Requested Completion:

Req #	Capabilities and/or Requirement

5. Description of functionality change or new feature/requirement (attach supporting documentation)

SECTION II – WORK ORDER EVALUATION

6. Areas Affected (check all that apply - okay to leave blank)

- ☐ Database
- ☐ Report
- ☐ Screens _____
- ☐ Bus. Rule
- ☐ Test Script
- ☐ Process _____
- ☐ Other

7. Priority:

- ☐ Emergency ☐ High
- ☐ Medium ☐ Low

8. Target Date to Deliver:

9. Estimates in Effort (Dollars)

Technical Comments:

.

SECTION III – DECISION/AUTHORIZATION

10. Signatures

- ☐ VitalChek Project Manager: _____ (initials)
- ☐ Maine Project Sponser: _____ (initials)

11. Decision

- ☐ Deny/Cancel
- ☐ Postpone Until: _____
- ☐ Approve

VitalChek operates through iterative processes to support core functionalities, software version upgrades, State specific functionalities, and work orders. Scheduled software releases are systematically communicated to clients. Integrations with internal and external trading partners would be built using standard technologies such as FHIR message exchanges, API's, and other technologies such as SAML 2.0.

OM-7	Describe the incident management process that will be used to report business and security incidents (such as any unauthorized access to, or incidents where, data may have been compromised).

Response:

Incident Response duties engage several departments including security, information technology, network operations, technical help desk, project management, and senior management. External (Agency) incident response plans and Service Level Agreements (SLA) are developed during project planning and contract negotiations.

Detailed security monitoring procedures provide continual safeguards including intrusion detection, data leakage prevention, database activity monitoring, and security event monitoring and logging.

Critical production server systems, access control systems, and locations with direct circuits to the Internet are monitored and manned 24/7/365 to detect potential intrusions or data leakage attempts to help mitigate and remediate those risks. Monitoring data is used to analyze various factors to determine if an attempt is an innocent mistake, broken process, or something malicious. Severity levels are assigned per incident as outlined in our SLAs. Documented incident reports and root cause analysis are also performed.

The purpose of a Service Level Agreement (SLA) is to ensure that all parties involved have a clear understanding of, and a useful reference to, the support services and service levels provided for an Agency. VitalChek will adhere to the agreed upon SLAs as defined in the final contract. VitalChek will provide dedicated Technical Help Desk resources to support the Agency. VitalChek offers the following standard SLAs for agency support.

Production Support – VitalChek will accept and respond to questions and issues associated with using the product features and services. These include requests for assistance with functionality questions, daily monitoring of product or system availability and Data Center environmental conditions and System Administration issues.

Technical Support – Technical Support staff will accept and respond to questions and issues related to technical support including, but not limited to hardware/server, operating systems, network and data communication issues, and data center facility and environmental issues. The team will determine the cause of the problem and coordinate the resolution with the appropriate technology resource within VitalChek. Any outages will be tracked and recorded.

Production and Technical Support is available 24/7/365 and is accessible via a toll-free number.

System Access and Availability - System Access and Availability refers to the amount of time, excluding Scheduled Downtime that the VitalChek products are available and capable of receiving, processing, and responding to requests.
The percentage of System Availability within a month is calculated using the following formula:

$$\begin{matrix} Percentage\ system\ availability \\ number\ of\ minutes\ system\ is\ available\ in\ month \end{matrix} = \frac{}{[(number\ of\ minutes\ in\ month) - (number\ of\ scheduled\ downtime\ minutes)]}$$

The solution will be available 99.9 percent of the time each month (average).

Infrastructure Scheduled Maintenance Window - the planned time periods in which system maintenance might be performed. During a Scheduled Maintenance Window, system availability and operations are *not* typically impacted. Users may experience intermittent interruptions or delays, but the system is available and operational. If a significant outage is anticipated, appropriate notice will be arranged in advance and communicated to the designated parties.

The Scheduled Maintenance Window occurs every Sunday, between 12:01AM and 6:00AM Eastern Time (ET).

Scheduled Downtime - the planned time periods outside of the normal maintenance windows in which system tests, redundancy tests and facilities-related maintenance and repairs are performed. Scheduled Downtime will be arranged in advance and notification will be provided to the Agency. Scheduled Downtime is calculated as the elapsed time between when the system becomes unavailable to perform operations to when the system becomes available to perform operations as defined in the project contract.

Unscheduled Downtime - the amount of time—excluding Scheduled Downtime—that the Product is unavailable and incapable of receiving, processing, and responding to requests. Delays or other impacts on service levels caused by any outside source to which VitalChek has no controlling authority shall not be considered for the purposes of this SLA. VitalChek shall (a) make best efforts to obtain the required information from the source and (b) provide notice of such delays to the Agency no later than 1 hour after the start of the problem. A notification will be submitted to the Agency when unscheduled production issues have been resolved.

Service Monitoring – monitoring of service levels and transactions to ensure that the performance criteria specified in this SLA is achieved. VitalChek uses industry-standard technologies and internal processes to monitor and track service levels and transactions.

Service Reporting- Upon request, VitalChek will provide a quarterly Service Level Agreement (SLA) Report that includes detailing of all system downtimes that affected the Agency.

Problem Management - VitalChek will evaluate each reported problem and assign a severity based upon its evaluation. The following problem definitions apply and include internal system monitoring and external customer notifications.

Severity	Description	Resolution
1 (High)	Critical issues that halt or significantly disrupt VitalChek system and/or product operations or prevent use of the VitalChek system and/or product. Impacting revenue.	One or more of the following: • Server Down. No access to the VitalChek system or product • Business operations halted

	Measurement Acknowledge receipt, communicate within one hour (via phone to designated parties) VitalChek will attempt to resolve a Severity 1 problem as quickly as possible	
2 (Medium)	Important issues that disrupt or interrupt VitalChek system and/or product operations or prevent use of some system and/or product functions or features. Functionality impaired.	One or more of the following: • Corrupt Logical Volume • Reduced performance due to service interruptions or inability to access terminal server. • Business operations interrupted
	Measurement Acknowledge receipt, communicate within one hour (via email to designated parties) VitalChek will provide follow-up status within 4 hours of receiving notification.	
3 (Low)	Minor issues unrelated to system operations that may or may not impact use of non-essential VitalChek product functions or features. The product still performs its primary functions.	One or more of the following: • User needs assistance or clarification • Minor (functional) or cosmetic (not functional) problem
	Measurement Acknowledge receipt, communicate within one business day (via email to designated parties) VitalChek will attempt to resolve a Severity 3 problem within 5 business days.	

The VitalChek staff will determine the cause of the problem and coordinate the resolution with the appropriate technology staff within Vital Chek and the Agency.

Req #	Capabilities and/or Requirement

Problem Response and Action - VitalChek Technical Support will have a two-track path for problem notification. The first is from notifications received from the systems and the second is support calls from the Agency staff. The determined response and appropriate action are based on the severity of the issue.

Severity	Response	Action
1 (High)	VitalChek will acknowledge receipt of a reported problem within 1 hour of receiving notification. VitalChek will provide follow-up status within 1 hour of receiving notification. VitalChek will provide hourly updates throughout the problem's lifecycle, until all issues are resolved.	VitalChek management will be notified of a Severity 1 problem within 1 hour after the problem is identified. VitalChek will attempt to resolve a Severity 1 problem as quickly as possible.
2 (Medium)	VitalChek will acknowledge receipt of a reported problem within 1 hour of receiving notification. VitalChek will provide follow-up status within 4 hours of receiving notification. VitalChek will provide periodic updates throughout the problem's lifecycle, until all issues are resolved.	VitalChek second-level support will be notified of a Severity 2 problem within 1 hour after the problem is identified. After second-level support is notified, management is also notified. VitalChek will attempt to resolve a Severity 2 problem within 72 hours.
3 (Low)	VitalChek will respond within 1 business day of receiving notification and identifying the problem.	VitalChek will attempt to resolve a Severity 3 problem within 5 business days.

In all cases, VitalChek will assign sufficient resources and provide the services needed to resolve the problems as quickly as possible with the goal of maintaining the agreed upon Service Levels.

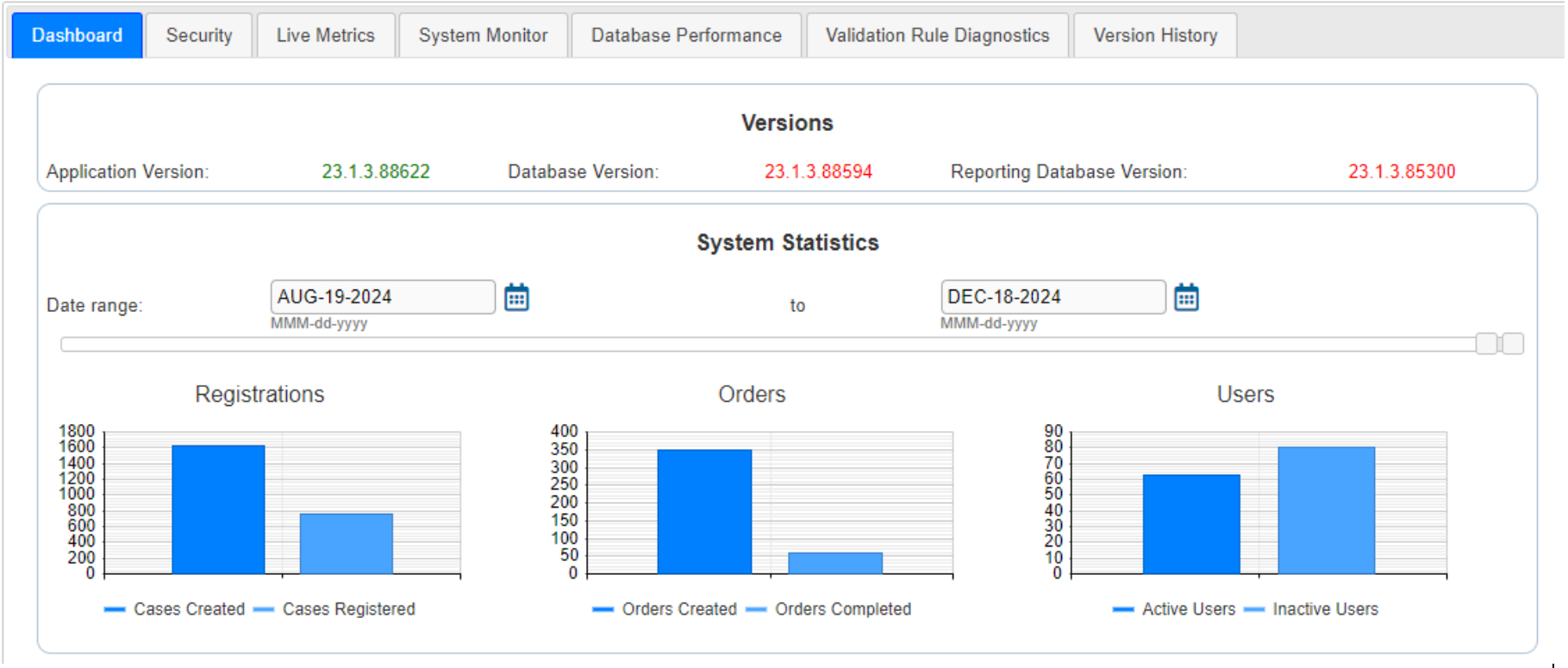
OM-8*	The bidder's solution must be responsive to mobile technology devices such as smartphones or tablets. Bidder must describe how their approach will meet this requirement.

Req #	Capabilities and/or Requirement
Response: VITALIQ™ uses responsive pages and is tested to ensure that VITALIQ™ scales on smartphones, tablets, and other mobile devices. VitalChek uses modern platforms and technology to ensure VITALIQ™ can be utilized effectively in a mobile environment. Additionally, VitalChek's QA Team tests numerous web browsers including Safari to ensure a seamless user experience regardless of the type of device the user is utilizing.	
OM-9*	The bidder's solution must provide Scalability and High Availability Architecture. The bidder must confirm and describe how their solution will meet this requirement. In addition to confirmation on the ability to meet the requirement, the response must include the following, at a minimum the following details: • The system architecture must support scaling with increased load. • The system must provide high availability to support minimum disruptions to the business operations. • The system must handle notifications when a component or interface endpoint is unavailable. • The system must handle performance functionality and monitoring tools. • The system must handle recovery of failed transactions because of a component failure. • The system must be available online 24 hours a day and 7 days a week, 99.9% of the time each month excluding scheduled downtime.

Response:

Response:

VITALIQ™ is a cloud-based software as a service which allows for easy scaling of web, app, and database capacity, as needed, using industry standard tools. Additionally, VITALIQ™ is maintained at a 99.9% uptime for unscheduled outages. VITALIQ™ provides an application dashboard, as shown below, in the administration section of VITALIQ™ to easily allow system administrators the ability to see performance metrics such as page loads, query run times, and other system performance indicators. VITALIQ™ utilizes alerting tools to alert users when a failed transactions such as an extract, job, or load fails. The alerting tools send both an internal notification and external email to users notifying them of the failed transaction.



Evaluation Scoring Guide

This guide is intended to assist the evaluator in determining the quality of the response category and should be used to substantiate the basis for the percentage applied to calculate the points to be awarded. *See example below to show how the percentage score would be applied. Note: The percentage score is applied in accordance with how the scoring categories are set up (i.e., scoring a group of requirements or scoring an individual requirement).

Percentage Score	Quality of Response	Rating Description	Strengths Relative to Requirements	Weakness
100	Flawless	Response **fully** addresses the requirement(s), is **superior** in quality, and meets and/or exceeds the desired need / requirements, demonstrates outstanding knowledge, capabilities and/or other factors to justify this rating.	Meets and exceeds all strengths in all **key** areas in a **superior** manner	None
90-99	Excellent	Response **fully** addresses the desired need / requirement(s), demonstrates **outstanding** knowledge, capabilities and/or other factors to justify this rating.	Meets the standard - **strengths** in all **key** areas	Minor - not in key areas
80-89	Good	Response **fully** addresses the desired need / requirement(s) and **some** elements are of an **above average** standard.	Meets the standard - strengths in **multiple key** areas	Marginal - not in key areas
70-79	Moderate	Response addresses **most** elements of the desired need / requirement(s).	Meets **most** standards - **minimal** strengths provided in **key** areas	Mild to moderate - does not outweigh strengths
60-69	Marginal	Response addresses only **some** of the desired need / requirement(s).	Meets **some** of the standard - **minimal** strengths provided in **key** areas	Noteworthy in key areas
1-59	Unacceptable	Response falls **within** a range of **somewhat** to **significantly deficient** in meeting the desired need / requirement(s). Standard is met on **few** to **none** or there are no clear strengths.	Meets **few** to **none** of the the standards with only a **few** or **no** clear strengths	Significant and numerous
0	Non-responsive	No information submitted on a desired need / requirement(s) for evaluation.	No Standard Applied	N/A

Example: 10 points available - standard met is "Excellent", evaluator determines 95% will be applied. 10 x .95 = 9.5 points to be awarded.

Overall Evaluator Scoring Worksheet

Evaluators will read the RFP requirements and then review the bidder's proposal response and assess how well it meets the needs of the State as defined by the RFP.

Evaluator Worksheet will be used by the evaluators. Evaluators will record their score in the shaded box on the Evaluator Worksheet. Scores will be based on the number of points for each Proposal Section, which is provided in the Scoring Range column of the worksheet.

Proposal Section	RFP Scoring Requirements	Max Scoring	Scoring Range	Evaluator Score
Part 1 - Corporate Overview - 20 Points				
(VII)(A)(1)	**Corporate Overview**	**20**	**0-20**	**20**
	Financial Strength - Financial Stability of the Organization and Contract Performance	6	0-6	6
	Bidder's Corporate Experience - Past experience through the Matrix provided listing similar projects (including Government Organization, Applicable Programs) and how that work was performed.	6	0-6	6
	Bidder's Proposed Personnel/Management Approach - The proposed team being assigned to manage the State's project. Resumes outlining qualifications as key indicator to skill mixes and assessing experience of individuals. Examine information regarding utilization of subcontractors	8	0-8	8
Part 2 - Functional Specification - 30 Points				
ATTACHMENT NO. 1	**SYSTEM MODULES AND SPECIFICATIONS**	**30**	**0-30**	**30**
	GENERAL			
	COMPONENT	3	0-3	3
	SYSTEM			
	DATA			
	FUNCTIONALITY			
	CONFIGURATION			
	USERS			
	GENERAL	2	0-2	2
	ACCESS			
	SEARCH			
	FUNCTIONALITY			
	CONFIGURATION			
	SYSTEM ADMIN			
	ACCESS	3	0-3	3
	DATA			
	FUNCTIONALITY			
	AUDIT LOGS			
	GENERAL	3	0-3	3
	ORDER MANAGEMENT			
	CERTIFIED PAPER			
	FUNCTIONALITY			
	CONFIGURATION			
	ALL MODULES			
	GENERAL	2	0-2	2
	SEARCH			
	CORRESPONDENCE			
	DOCUMENTATION			
	FIELDS			
	ALERTS			
	QUEUE			
	WORKFLOW			
	FUNCTIONALITY			
	ALL VITAL EVENT REGISTRATION MODULES			
	GENERAL	2	0-2	2
	REGISTER			
	FUNCTIONALITY			
	COMBINED MODULES			
	BIRTH & DEATH	2	0-2	2
	DEATH & FETAL DEATH			
	BIRTH, DEATH, & FETAL DEATH			
	BIRTH, DEATH, FETAL DEATH, MARRIAGE & DISSOLUTION OF MARRIAGE			
	MARRIAGE & DISSOLUTION OF MARRIAGE			
	BIRTH MODULE			
	BIRTH MODULE	1	0-1	1
	DEATH MODULE			
	DEATH MODULE	1	0-1	1
	MARRIAGE MODULE			
	MARRIAGE MODULE	1	0-1	1
	DISSOLUTION OF MARRIAGE MODULE			
	DISSOLUTION OF MARRIAGE MODULE	1	0-1	1
	FETAL DEATH MODULE			
	FETAL DEATH MODULE	1	0-1	1
	ORDER MANAGEMENT MODULE			
	GENERAL			
	SYSTEM			
	ORDERS			
	DATA			

	DOCUMENTS	2	0-2	2
	QUEUE			
	PAYMENTS			
	PRINT			
	SHIP			
	FUNCTIONALITY			
	CONFIGURATION			
	REPORTS			
	GENERAL	2	0-2	2
	FUNCTIONALITY			
	CONFIGURATION			
	INTEGRATION			
	INTERFACE	2	0-2	2
	IMPORT			
	EXPORT			
	ANALYTICS TOOL			
	ANALYTICS TOOL	1	0-1	1
	HELP			
	HELP	1	0-1	1
Part 3 - Technical Specification - 30 Points				
ATTACHMENT NO. 2	**TECHNICAL SPECIFICATIONS - RESPONSES ATTACHMENT 2**	**30**	**0-30**	**30**
	ARCH - Architecture Capabilities and/or Requirements	7.5	0-7.5	7.5
	SPC - Security and Compliance Capabilities and/or Requirements	7.5	0-7.5	7.5
	DM - Database/Data Management Capabilities and/or Requirements	7.5	0-7.5	7.5
	OM - Operations Management Capabilities and/or Requirements	7.5	0-7.5	7.5

REVISED Attachment 1 - Functional Specifications
RFP: 120277 O3 REBID
Vital Records Management System
State of Nebraska, Department of Health and Human Services

The items highlighted in gold and notated with an asterisk (*) within this document represent the capability and/or requirement that will be subject to the "Pass" or "Fail" assessment, as these are "must" requirements.

	Ref	System Modules and Specifications	PASS / FAIL
	1	GENERAL	
	1.1	**COMPONENT**	
	1.1.1	*The system must include the following modules:*	
	1.1.1.1*	Birth;	PASS
	1.1.1.2*	Death;	PASS
	1.1.1.3*	Marriage;	PASS
	1.1.1.4*	Dissolution of Marriage;	PASS
	1.1.1.5*	Fetal Death;	PASS
	1.1.1.6*	Induced Termination of Pregnancy (ITOP);	PASS
	1.1.1.7*	Order Management.	PASS
	1.1.2*	The system must contain a report builder tool or associated utility.	PASS
	1.2	**SYSTEM**	
	1.2.1*	The system must not require the purchase of any additional proprietary applications.	PASS
	1.2.2*	The system must support multiple environments, specifically, System Integration Testing (SIT), User Acceptance Testing (UAT), Training, Development, and Production.	PASS
	1.2.3	The system should be configurable to present module fields in the order listed on its corresponding form.	PASS
	1.2.4*	The system must have images be seamlessly accessible within the application.	PASS
	1.2.5	The system should provide functionality to disallow any other screen shot tool, such as the "Snipping Tool" or the like.	PASS
	1.2.6	The system should provide a managed print function.	PASS
	1.2.7	The system should capture an audit log when the print function is used.	PASS
	1.2.8*	The system's implementation and functionality must adhere to the technical specifications outlined in the accompanying Technical Specifications-Attachment 3.	PASS
	1.2.9*	The system must support a minimum of 5,000 internal and external users.	PASS
	1.2.10*	The system must support a minimum of 1,000 concurrent users regardless of user role and/or location.	PASS
	1.2.11	The system should provide online help connected to the relevant routine, field, or report being used.	PASS
	1.2.12*	The system must have the ability to connect to local or network printers.	PASS
	1.2.13*	The system must have the ability to connect to local or network scanners.	PASS
	1.3	**DATA**	
	1.3.1*	The system must have the ability to complete a data conversion of all existing data, including images and files.	PASS
	1.3.2*	The system must have configurable data retention rules.	PASS
	1.3.3*	The system must provide immediate validation and error messaging needed for data interfaces.	PASS
	1.3.4*	The system must have the ability to use field-level data integrity checks and data validation (e.g., numeric fields, verify a number is entered, date fields, verify a date is entered, etc.).	PASS
	1.3.5*	The system must provide an integrated full-featured word processing function (including superscript, subscript, and scientific notations, cut and paste, and word wrap) to allow a user to enter data into large text fields.	PASS
	1.3.6*	The system must validate against an integrated medical dictionary for medical related fields.	PASS
	1.3.7*	The system must have real-time processing of data.	PASS
	1.3.8*	The system must align with State of Nebraska and Federal guidelines to collect vital statistic data and other data points needed for federal reporting and evaluation purposes.	PASS
	1.3.9*	The system must have graphical control elements to assist with data entry (e.g., checkbox, drop-down box, etc.).	PASS
	1.4	**FUNCTIONALITY**	
	1.4.1*	The system must have the ability to scan directly into the system.	PASS
	1.4.2*	The system must have the ability to attach a file with a minimum of the following file types (.pdf, .doc, .jpeg, .png, .tiff).	PASS
	1.5	**CONFIGURATION**	
	1.5.1*	The system must have configurable field level warning notifications.	PASS
	1.5.2	The system should auto advance a user from process start through process completion.	PASS
	1.5.3	The system should have task list or work queue functionality.	PASS
	1.5.4*	The system must have the ability to configure workflows.	PASS

	2	**USERS**	
	2.1	**GENERAL**	
	2.1.1*	The system must allow a user with necessary access to create a record, image, or attachment.	PASS
	2.1.2*	The system must allow a user with necessary access to view a record, image, or attachment.	PASS
	2.1.3*	The system must allow a user with necessary access to search a record, image, or attachment.	PASS
	2.1.4*	The system must allow a user with necessary access to update a record, image, or attachment.	PASS
	2.1.5*	The system must allow a user with necessary access to save a record, image, or attachment.	PASS
	2.1.6*	The system must allow a user with necessary access to delete or purge a record, image, or attachment.	PASS
	2.1.7*	The system must allow a user with necessary access to deactivate a record, image, or attachment.	PASS
	2.1.8*	The system must have the ability to register a user for system access based on role and location.	PASS
	2.2	**ACCESS**	
	2.2.1*	The system must allow access to both internal (State of Nebraska employees) and external users (e.g., funeral directors, hospital staff, and county clerks).	PASS
	2.2.2*	The system must have role-based security for application and administrative functions including views for all user roles across all modules.	PASS
	2.2.3*	The system must provide a location selection prompt for users who have access to multiple locations.	PASS
	2.2.5	The system should have the ability for a new user to complete a registration form.	PASS
	2.2.6*	The system must have the ability for a user to complete self-service password changes and/or resets.	PASS
	2.2.7*	The system must have the ability for a user to update their own user profile demographics once logged in (non-system security).	PASS
	2.2.8*	The system must provide a warning message after user login based on a configurable time period when a password is expiring.	PASS
	2.2.9*	The system must perform an automatic logoff for session inactivity based on a configurable length of time.	PASS
	2.2.10*	The system must provide a warning message prior to automatic logoff for session inactivity based on a configurable length of time.	PASS
	2.3	**SEARCH**	
	2.3.1*	The system must allow a user with necessary access the ability to use a real-time search and filter function whereas all vital event records, requests, orders, payments, and invoices can be viewed, searched, and filtered by one or more data fields or variables in each record, and wildcards or partial entry of a field can be used.	**PASS**
	2.3.2*	The system must allow a user with necessary access to export search results.	**PASS**
	2.3.3*	The system must allow a user with necessary access to print search results.	**PASS**
	2.3.4*	The system must have the ability to limit the number search result count by user.	**PASS**
	2.4	**FUNCTIONALITY**	
	2.4.1*	The system must have the ability for a user with the necessary access to create a new user and associate that user to specific user role(s).	**PASS**
	2.4.2*	The system must have the ability for a user with the necessary access to delete a user.	**PASS**
	2.4.3*	The system must have the ability to search the system for a user, including a filter to search for an expired user.	**PASS**
	2.4.4*	The system must have the ability for a user with the necessary access to deactivate a user.	**PASS**
	2.4.5*	The system must allow a user with necessary access to bypass security and update any entry when needed.	**PASS**
	2.4.6	The system should allow a user with necessary access the ability to view more detailed information on any field when appropriate.	**PASS**
	2.4.7*	The system must allow a user with necessary access to attach, link, and view any supporting document of any file format to a record or order.	**PASS**
	2.5	**CONFIGURATION**	
	2.5.1*	The system must have the ability to edit validation data through a front-end utility.	**PASS**
	3	**SYSTEM ADMIN**	
	3.1	**ACCESS**	
	3.1.1*	The system must have a user role with elevated security access to the system (e.g., System Administrator).	**PASS**
	3.1.2	The system should have system-level access to exports (create, configure).	**PASS**
	3.1.3	The system should have system-level access to imports (create, configure).	**PASS**
	3.1.4	The system should have system-level access to reports (create, configure).	**PASS**
	3.1.5	The system should have system-level access to documents (create, configure).	**PASS**
	3.2	**DATA**	
	3.2.1*	The system must use a centralized data dictionary that fully describes table structure and appropriate levels of metadata.	**PASS**
	3.2.2*	The system must allow a user with necessary access to have read-only access to the system's database(s).	**PASS**
	3.2.3	The system should allow a user with necessary access to have full access to the system's database(s).	**PASS**
	3.3	**FUNCTIONALITY**	
	3.3.1	The system should have the ability to edit (e.g., checkbox, drop-down box, etc.).	**PASS**
	3.3.2	The system should have the ability for the system administrators to create user roles.	**PASS**
	3.3.3	The system should have the ability for the system administrators to modify user roles.	**PASS**
	3.3.4	The system should have the ability for the system administrators to delete user roles.	**PASS**
	3.3.5	The system should have the ability for system administrators to terminate a user connection and/or session remotely.	**PASS**
	3.3.6	The system should have the ability to maintain a directory of all personnel currently active in the system.	**PASS**

3.3.7*	The system must have the ability to produce a system access log (in/out history) by user with time stamp in seconds.	PASS
3.3.8	The system should allow the system administrator to make batch updates to data on admin-specified criteria (i.e., system-wide find/change functionality).	PASS
3.3.9	The system should allow the system administrator to schedule batch updates to data on admin-specified criteria (i.e., system-wide find/change functionality).	PASS
4	**AUDIT LOGS**	
4.1	**GENERAL**	
4.1.1	*The system must have action history logs to view modifications, deletions, data loading actions, reports, printing, and user log-ins/outs. At a minimum the log must contain the following:*	
4.1.1.1*	User;	PASS
4.1.1.2*	Date;	PASS
4.1.1.3*	Time;	PASS
4.1.1.4*	Data Prior to Edit;	PASS
4.1.1.5*	Data After Edit.	PASS
4.1.2	*The system must have audit history logs to view user activities, such as logging in and out of the system. At a minimum the log must contain the following:*	
4.1.2.1*	User;	PASS
4.1.2.2*	Date;	PASS
4.1.2.3*	Time.	PASS
4.1.3*	The system must track changes made to all data, keeping the integrity of the original document, data, and image with associated changes.	PASS
4.1.4*	The system must provide the ability to create, save, and export an audit log of the tracked changes made throughout the system.	PASS
4.1.5*	The system must maintain a history of all data.	PASS
4.2	**ORDER MANAGEMENT**	
4.2.1*	The system must track the data associated with serialized forms used within each order.	PASS
4.2.2*	The system must be able to store a user-defined, customizable volume of sales transactions, categorized by transaction date, for a minimum of five years.	PASS
4.2.3*	The system must contain reporting capabilities to assist with audit of document control number/certificate paper to the associated receipt and order, including by registrar and date.	PASS
4.3	**CERTIFIED PAPER**	
4.3.1*	The system must track the number of certificates printed by vital event record and certificate type.	PASS
4.3.2*	The system must track the serial number of issuance in chronological order within a print log.	PASS
4.4	**FUNCTIONALITY**	
4.4.1*	The system must capture an audit of all imports.	PASS
4.4.2*	The system must capture an audit of all exports.	PASS
4.4.3*	The system must allow a user with necessary access to search the audit log.	PASS
4.4.4*	The system must track the creating, viewing, printing, and deleting of attachments.	PASS
4.5	**CONFIGURATION**	
4.5.1*	The system must track and maintain an audit log of when configuration changes are made (e.g., changes to fees for certification types).	PASS
5	**ALL MODULES**	
5.1	**GENERAL**	
5.1.1*	The system must contain all existing and future records or orders with any associated images and/or attachments synchronously.	PASS
5.1.2*	The system must incorporate all previously available records or orders with any associated data or attachments from the current system.	PASS
5.1.3*	The system must allow a user with necessary access the ability to print an attachment.	PASS
5.1.4*	The system must allow input of a partial record or order without forcing a user to complete a process.	PASS
5.1.5*	The system must validate and issue vital event records.	PASS
5.1.6*	The system must allow a user with necessary access to view, change, and submit a record or order.	PASS
5.1.7*	The system must allow a user with necessary access to view, print, store, attach and scan documents or images into a record or order.	PASS
5.1.8*	The system must allow a user to save a record or order regardless of completed data except for fields that are flagged as required by the State of Nebraska.	PASS
5.1.9*	The system must have administrative tools to be customizable to meet specific user needs.	PASS
5.1.10	The system should save user data entry progress automatically upon moving to the next field on the form.	PASS
5.1.11	The system should allow the saving and pausing activity on one record or order and moving to a different record or order for processing.	PASS
5.2	**SEARCH**	
5.2.1*	The system must allow a user the ability to group, sort and count search result data.	PASS
5.2.2*	The system must allow a user with necessary access to search for a record or order using various metadata fields.	PASS
5.2.3*	The system must provide a real-time search and filter function whereas all vital event records, requests, orders, payments, and invoices can be electronically viewed, searched, and filtered by one or more data fields or variables in each record, and wildcards or partial entry of a field can be used.	PASS
5.2.4*	The system must allow a user with necessary access to manipulate search parameters.	PASS
5.2.5*	The system must allow a user with necessary access to save search parameters individually or to a group.	PASS
5.2.6*	The system must allow a user with necessary access to export (to Excel) search results.	PASS

5.2.7*	The system must allow a user with necessary access to print search results.	**PASS**
5.2.8*	The search feature must have the ability to manipulate the number of records captured in a search by the user.	**PASS**
5.2.9*	The system must allow a user to render searches of over 1,000 vital events at a time.	**PASS**
5.3	**CORRESPONDENCE**	
5.3.1*	The system must have the ability to generate letters for customer correspondence.	**PASS**
5.3.2*	The system must have the ability to view previously generated and/or sent customer correspondence.	**PASS**
5.3.3*	The system must have the ability to edit and send customer correspondence.	**PASS**
5.3.4*	The system must have the ability to resend previously sent customer correspondence.	**PASS**
5.4	**DOCUMENTATION**	
5.4.1*	The system must have standard forms, permits, and worksheets that are accessible for a user with necessary access.	**PASS**
5.4.2*	The system must have the ability to propagate data onto documents, forms, permits, and worksheets.	**PASS**
5.4.3*	The system must have document management storage to house all certificates and associated supporting documents to be tied to the original records (e.g., adoptions).	**PASS**
5.5	**FIELDS**	
5.5.1	The system should provide real-time validation for an entered address and prompt if not valid.	**PASS**
5.5.2	The system should be able to populate validated country, state, county, city, and zip code based on selected address.	**PASS**
5.5.3	The system should prompt if a suite number is appropriate.	**PASS**
5.5.4	The system should prompt with any suggested address alternative.	**PASS**
5.5.5*	The system must have a consistent data input and display format for time across all modules.	**PASS**
5.5.6*	The system must have a consistent data input and display format for phone numbers across all modules.	**PASS**
5.5.7*	The system must have a consistent data input and display format for zip codes across all modules.	**PASS**
5.5.8*	The system must have a consistent data input and display format for dates across all modules.	**PASS**
5.5.9*	The system must have a consistent data input and display format for whole numbers, decimals, and amounts across all modules.	**PASS**
5.5.10*	The system must have the proper data input and display format for social security numbers "000-00-0000" across all modules.	**PASS**
5.5.11*	The system must provide spell check functionality for freeform text entry fields as designated by the State of Nebraska.	**PASS**
5.5.12*	The system must have the ability for a user to accept or ignore spell check suggestions.	**PASS**
5.5.13*	The system must have the ability to customize (e.g., add to dictionary) the spell check functionality by user with necessary access.	**PASS**
5.5.14*	The system must have the ability to configure any data field (user-defined and standard) to be "required" during data entry.	**PASS**
5.5.15*	The system must populate data entered into a field throughout the record or order if data is associated.	**PASS**
5.5.16*	The system must ensure that a record is not complete until all required fields pass validity checks.	**PASS**
5.6	**ALERTS**	
5.6.1*	The system must have prompts tied to various data fields to alert the user of questionable or incorrect data.	**PASS**
5.6.2*	The system must, at a minimum, follow the requirements for collecting and editing data as specified by National Vital Statistics System (NVSS), provided here: https://www.cdc.gov/nchs/nvss/revisions-of-the-us-standard-certificates-and-reports.htm	**PASS**
5.6.3*	The system must have configurable alerts which notifies the user of the status of the record they are accessing (e.g., OVS return status, child is deceased).	**PASS**
5.7	**QUEUE**	
5.7.1*	The system must provide a user with a view that highlights important information, notifications, and warnings (e.g., incomplete vital event records sorted by queue).	**PASS**
5.7.2*	The system must queue an incomplete record or order.	**PASS**
5.8	**WORKFLOW**	
5.8.1*	The system must have configurable workflows.	**PASS**
5.8.2*	The system must have automated workflow process for the electronic signature or completion of a record or order.	**PASS**
5.8.3*	The system must have the ability to automatically route a record or order to different users involved in the completion, registration and certification process of the record or order.	**PASS**
5.8.4*	The system must have the ability to automatically transfer a record or order to different users involved in the completion, registration and certification process of the record or order.	**PASS**
5.9	**FUNCTIONALITY**	
5.9.1*	The system must allow a user with necessary access the ability to query, override, or bypass defined fields.	**PASS**
5.9.2	The system should have the ability to send secure messages to any user within the respective module.	**PASS**
5.9.3	The system should have the ability to create and track timelines based on actual calendar or business days.	**PASS**
5.9.4*	The system must ensure that when a record or order is completed by an end user the record or order can no longer be manipulated by end user.	**PASS**
5.9.5*	The system must have the ability to place or remove a record from an administrative hold or alert, which is only put in place by a user with necessary access. This hold would disallow the printing of legal certified copies of a certificate.	**PASS**
5.9.6*	The system must allow a user with necessary access to view, print, crop, rotate and resize a vital event certificate image.	**PASS**
5.9.7*	The system must allow a user with the necessary access the ability to print attachments.	**PASS**
5.9.8*	The system must provide the ability to print a blank form.	**PASS**

6	ALL VITAL EVENT REGISTRATION MODULES	
6.1	**GENERAL**	
6.1.1*	The system must be able to accommodate rejected vital event records, including queues for viewing the rejected records.	**PASS**
6.1.2*	The system must have the ability to manipulate and retain the original vital event record in the case of processing an amendment.	**PASS**
6.2	**REGISTER**	
6.2.1	*The system must encompass the end-to-end process of registering the following vital events:*	
6.2.1.1*	Birth;	**PASS**
6.2.1.2*	Death;	**PASS**
6.2.1.3*	Marriage;	**PASS**
6.2.1.4*	Dissolution of Marriage;	**PASS**
6.2.1.5*	Fetal Death;	**PASS**
6.2.1.6*	Induced Termination of Pregnancy (ITOP).	**PASS**
6.3	**FUNCTIONALITY**	
6.3.1*	The system must allow the collection of all vital record data with both data rules and field validations, based on the NCHS (National Center for Health Statistics) Standard Record layout or the Inter-Jurisdictional Exchange (IJE) file layout.	**PASS**
6.3.2*	The system must have a process to void a vital event record.	**PASS**
6.3.3*	The system must automatically route a vital event record through the predefined workflow, advancing it from one user to the next in the appropriate sequence until the record is completed and finalized.	**PASS**
6.3.4*	The system must generate and assign a unique and sequential State File Number for each vital event record.	**PASS**
6.3.5*	The system must allow a user with necessary access the ability to change a State File Number.	**PASS**
6.3.6*	The system must automatically search for duplicate vital event records and, if found, alert user.	**PASS**
6.3.7*	The system must be designed so that no duplicate vital event record can be entered. The system must use fields designated by the State of Nebraska for duplicate checks.	**PASS**
6.3.8*	The system must allow a vital event record to be corrected with the assignment of correction indicators (e.g., affidavit/correction number, “amendment” notation, and amended date).	**PASS**
7	COMBINED MODULES	
7.1	**BIRTH & DEATH**	
7.1.1*	The system must have the ability to identify records where birth and death record data does not match (e.g., when a death record does not have a corresponding birth record).	**PASS**
7.1.2*	The system must have the ability to match and link birth and death records together.	**PASS**
7.2	**DEATH & FETAL DEATH**	
7.2.1*	The system must provide spell check functionality for the cause of death or medically related fields.	**PASS**
7.2.2*	The system must allow for querying a medical certifier after a vital event record has been filed with a State File Number.	**PASS**
7.3	**BIRTH, DEATH, & FETAL DEATH**	
7.3.1*	The system must validate based on the Inter-Jurisdictional Exchange (IJE) standard.	**PASS**
7.3.2*	The system must allow for local registration by counties as specified by the State of Nebraska before registration at the state-level.	**PASS**
7.4	**BIRTH, DEATH, FETAL DEATH, MARRIAGE, & DISSOLUTION OF MARRIAGE**	
7.4.1*	The system must have the ability to print non-certified copies of certificates from the Birth, Death, Fetal Death, Marriage, and Dissolution of Marriage Modules.	**PASS**
7.4.2*	The system must store the State and Local Registrar's information that is to be added based on the file date on validated state vital event records.	**PASS**
7.5	**MARRIAGE & DISSOLUTION OF MARRIAGE**	
7.5.1*	The system must have document forms, licenses, and worksheets that are accessible to a user with necessary access.	**PASS**
8	BIRTH MODULE	
8.1	**BIRTH MODULE**	
8.1.1*	The system must have the ability to enter a delayed birth record, new adoption record, and a foreign-born birth record.	**PASS**
8.1.2*	The system must have the ability to flag and unflag a birth record as deceased.	**PASS**
8.1.3*	The system must pre-load data flagged by the State of Nebraska for multiples birth records (e.g., twins, triplets).	**PASS**
8.1.4	The system should auto-fill stored birth attendant information maintained by the facility.	**PASS**
9	DEATH MODULE	
9.1	**DEATH MODULE**	
9.1.1*	The system must allow a user with necessary access the ability to save a death record without the cause of death indicated, as a pending investigation record.	**PASS**
9.1.2*	The system must provide a connection to Validations and Interactive Edits Web Service (VIEWS) to review medically related fields.	**PASS**
9.1.3*	The system must allow a user with necessary access to sign permits.	**PASS**
10	MARRIAGE MODULE	
10.1	**MARRIAGE MODULE**	
10.1.1*	The system must automatically file a marriage record that has fulfilled State of Nebraska specific criteria.	**PASS**

10.1.2*	The system must auto-fill county clerk and fee information.	PASS
11	DISSOLUTION OF MARRIAGE MODULE	
11.1	**DISSOLUTION OF MARRIAGE MODULE**	
11.1.1*	The system must automatically file a dissolution of marriage record that has fulfilled State of Nebraska specific criteria.	PASS
12	FETAL DEATH MODULE	
12.1	**FETAL DEATH MODULE**	
12.1.1*	The system must automatically search for associated birth events upon record entry, in the event a fetal death occurs, an error message must display for the affected user.	PASS
13	ORDER MANAGEMENT MODULE	
13.1	**GENERAL**	
13.1.1*	The system must allow a user with necessary access to issue certified copies of an individual certificate.	PASS
13.1.2*	The system must support the ordering and purchase of a commemorative certificate for a nonviable birth event.	PASS
13.1.3*	The system must provide a user with necessary access the ability to manage all transactions.	PASS
13.1.4*	The system must link the order to vital event record.	PASS
13.1.5*	The system must link the order to an invoice and payment.	PASS
13.1.6	The system should connect all issued controlled documents (serialized certificate paper) to a receipt and to an order.	PASS
13.1.7	*The system must support the ordering, purchase, and printing of legal certified copies of certificates on security paper for the following vital events:*	
13.1.7.1*	Birth;	PASS
13.1.7.2*	Death;	PASS
13.1.7.3*	Marriage;	PASS
13.1.7.4*	Dissolution of Marriage;	PASS
13.1.7.5*	Fetal Death;	PASS
13.1.7.6*	Birth Resulting in Stillbirth.	PASS
13.2	**SYSTEM**	
13.2.1*	The system must generate and assign a unique and sequential transaction number for each sales transaction.	PASS
13.2.2*	The system must generate and assign a unique and sequential invoice number for each invoice.	PASS
13.2.3*	The system must allow a user with necessary access to flag returned certificates on the order.	PASS
13.2.4*	The system must generate and assign a unique and sequential number for each print transaction of a legal certified copy a of certificate.	PASS
13.2.5*	The system must allow a user with necessary access to print a legal certified copy of a certificate from an altered (cropped, rotated, resized) vital event certificate image.	PASS
13.2.6*	The system must have a process to link, safeguard, and store serialized security paper identifiers.	PASS
13.3	**ORDERS**	
13.3.1*	The system must have the ability to process regular mail orders.	PASS
13.3.2*	The system must have the ability to add internal notes to an order without restricting the length.	PASS
13.3.3*	The system must enter and save shipping information, including shipping method and address.	PASS
13.3.4*	The system must have the ability to post by line item and fee.	PASS
13.3.5*	The system must have the ability to calculate accurate charges based on quantity of documents requested.	PASS
13.3.6*	The system must have the ability to set up a fee schedule by vital record document type, including effective and termination dates to the fees.	PASS
13.3.7*	The system must have the ability to set multiple fees for each vital record document type.	PASS
13.4	**DATA**	
13.4.1*	The system must be able to track the certificate type.	PASS
13.4.2*	The system must be able to track the method of certificate delivery.	PASS
13.5	**DOCUMENTS**	
13.5.1*	The system must maintain a record of all printed certificates that are destroyed, including method and reason for destruction.	PASS
13.5.2*	The system must have the ability to attach files with a minimum of the following file types (PDF, .doc, .jpeg, .png, .tiff) to an order.	PASS
13.5.3*	The system must have the ability to mark a document control number as "destroyed" with a reason for discarding (e.g., poor print quality, printing error, etc.).	PASS
13.6	**QUEUE**	
13.6.1*	The system must have the ability to queue orders based on status.	PASS
13.7	**PAYMENTS**	
13.7.1	*The system must have the ability to support the following payment types:*	
13.7.1.1*	Debit Card;	PASS
13.7.1.2*	Credit Card;	PASS
13.7.1.3*	Money order;	PASS
13.7.1.4*	Check;	PASS
13.7.1.5*	Cash.	PASS
13.7.2*	The system must enforce mandatory field validation to prevent payment processing before all required fields are populated, as mandated by the State of Nebraska.	PASS
13.7.3*	The system must have the ability to track payment status (i.e., refund, payment, discounted/free, or no payment).	PASS

13.7.4*	The system must have cash handling capabilities for each cashier station.	PASS
13.8	**PRINT**	
13.8.1*	The print queue must list pending document print jobs, including approval status. Document Control Numbers must be assigned at print time and recorded in the database.	PASS
13.8.2*	The system must allow a user with necessary access the ability to print a replacement of a legal certified copy of a certificate.	PASS
13.8.3*	The system must provide the ability to print a certificate with amendments.	PASS
13.8.4	The system should print labels of various sizes, as needed for mailings, etc.	PASS
13.8.5*	The system must have the ability to print a batch of documents.	PASS
13.8.6*	The system must have the ability to reprint a batch of documents.	PASS
13.8.7	The system should have the ability to print common correspondence letters.	PASS
13.8.8*	The system must not allow a record with a specific status to be printed.	PASS
13.8.9*	The system must have the ability to print and reprint an invoice.	PASS
13.8.10*	The system must have the ability to print and reprint a receipt.	PASS
13.9	**SHIP**	
13.9.1	The system should have the ability to ship orders via UPS or USPS.	PASS
13.9.2	The system should have the ability to generate shipping labels to be printed, or blank labels that need to be handwritten.	PASS
13.9.3	The system should have the ability to void a shipping label.	PASS
13.9.4	The system should have the ability to view and access shipping functions.	PASS
13.9.5	The system should have the ability to generate a detailed report with an existing or previous shipping vendor manifest (e.g., when a manifest is created, an email is sent, notifying the customer their order has been shipped).	PASS
13.10	**FUNCTIONALITY**	
13.10.1	The system should provide a kiosk provided and maintained by the Vendor for the processing of vital record order requests and process payments for customers.	PASS
~~13.10.2~~	~~The system should provide credit card machines provided and maintained by the Vendor for the processing of payments for customers~~.	PASS
13.10.3*	The system must track requests and accept payment for all transactions.	PASS
13.10.4*	The system must have the ability to calculate order fees automatically.	PASS
13.10.5*	The system must allow manual processing of checks, money orders, or cash payments for orders including the requestor, request reason, amount, and request type.	PASS
13.10.6*	The system must have the ability to close orders.	PASS
13.10.7*	The system must allow a user with necessary access to void an order that has been paid in full.	PASS
13.10.8*	The system must allow a user with necessary access to void an order before it is closed.	PASS
13.10.9*	The system must allow a user with necessary access to make updates to a completed order.	PASS
13.10.10*	The system must allow a user with necessary access to cancel an unpaid order.	PASS
13.10.11*	The system must allow a user with necessary access to process individual orders.	PASS
13.10.12*	The system must have a specific status for certificates that are waiting on verification.	PASS
13.10.13*	The system must have an automated workflow to assign a specific status to certificates waiting on verification, this status would disallow the issuance of the certificate.	PASS
13.10.14*	The system must have the ability to process refunds.	PASS
13.10.15*	The system must have the ability to generate order slips.	PASS
13.10.16*	The system must be able to track how staff validated identity and eligibility of the person requesting the certificate.	PASS
13.10.17*	The system must produce a receipt for each order transaction based on fields that are stipulated by the State of Nebraska.	PASS
13.10.18*	The State maintains its own credit card processor. The vendor must ensure compatibility with this system. The vendor is not responsible for payment processing.	PASS
13.11	**CONFIGURATION**	
13.11.1*	The system must have the ability to add, update, or configure custom fees with a date parameter.	PASS
13.11.2*	The system must allow a user with necessary access to configure the invoice template.	PASS
13.11.3*	The system must allow a user with necessary access to configure the order slip template.	PASS
14	**REPORTS**	
14.1	**GENERAL**	
14.1.1*	The system must have the ability to create or modify reports.	PASS
14.2	**FUNCTIONALITY**	
14.2.1*	The system must allow a user with necessary access to generate a report of detailed and/or summary financial reports by user, terminal, or submission source and current status.	PASS
14.2.2*	The system must allow a user with necessary access to view custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	PASS
14.2.3*	The system must allow a user with necessary access to create custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	PASS
14.2.4*	The system must allow a user with necessary access to copy custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	PASS
14.2.5*	The system must allow a user with necessary access to update custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	PASS
14.2.6*	The system must allow a user with necessary access to delete custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	PASS
14.2.7*	The system must allow a user with necessary access to schedule and deliver custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	PASS

14.2.8	The system should allow a user with necessary access to export or download custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	**PASS**
14.2.9*	The system must allow a user with necessary access to print or reprint custom, on-demand, or ad-hoc reports of any data, orders, payments, or records in the system.	**PASS**
14.3	**CONFIGURATION**	
14.3.1	The system should allow a user with necessary access to configure letter templates.	**PASS**
14.3.2	The system should have the ability to customize template letterhead.	**PASS**
15	**INTEGRATION**	
15.1	**INTERFACE**	
15.1.1*	The system must integrate with the State and Territorial Electronic Vital Event (STEVE), Social Security Administration (SSA), Electronic Verification of Vital Events (EVVE), and internal state agencies for data collection and reporting purposes.	**PASS**
15.1.2*	The system must securely integrate with various state agency systems for sharing HIPAA related data.	**PASS**
15.1.3*	The system must integrate with the State of Nebraska's Vital Records unit's online order management application.	**PASS**
15.1.4	The system should integrate with the State of Nebraska's financial system for all collected revenue.	**PASS**
15.2	**IMPORT**	
15.2.1*	The system must provide the ability to import files including but not limited to the Inter-Jurisdictional Exchange (IJE) standard.	**PASS**
15.2.2*	The system must generate error files identifying import failures.	**PASS**
15.2.3*	The system must generate error prompt boxes identifying any manual import failures.	**PASS**
15.2.4*	The system must have the ability to electronically schedule imports.	**PASS**
15.2.5*	The system must have the ability to cancel or reverse a data import which would automatically remove the imported record and/or associated data.	**PASS**
15.2.6*	The system must have an import process; as the data file is imported, values on the file should be able to be validated or decoded.	**PASS**
15.2.7*	The system must have the ability to decode or populate import data based on missing or incomplete values (e.g., table validation, stored procedure, or default values).	**PASS**
15.2.8*	The system must import dissolution of marriage events from the State of Nebraska's Justice System data daily (format fixed width).	**PASS**
15.2.9*	The system must provide the ability to import or lookup coded files from the National Center for Health Statistics (NCHS) in accordance with their reporting requirements, and once uploaded have the ability to insert these imported files (codes) and place them in to the appropriate fields attached to the applicable records. This includes International Classification of Diseases (ICD)-10 codes and bridge-race codes. See www.cdc.gov/nchs/nvss/revisions-of-the-us-standard-certificates-and-reports.htm	**PASS**
15.3	**EXPORT**	
15.3.1*	The system must provide the functionality to transmit from all death records the decedent's data to the Social Security Administration (SSA). This functionality meets the terms and conditions under which SSA will verify SSN's (social security numbers) for the State of Nebraska.	**PASS**
15.3.2*	The system must generate error files identifying export failures.	**PASS**
15.3.3*	The system must generate error prompt boxes identifying any manual export failures.	**PASS**
15.3.4*	The system must have the ability to electronically schedule exports.	**PASS**
15.3.5*	The system must have an export process; as the data file is produced, values on the file should be able to be validated or decoded.	**PASS**
15.3.6*	The system must have the ability to produce standard or ad hoc data exports with a file type (.xlsx, .csv, .txt, .pdf) of complete or partial information and/or records.	**PASS**
15.3.7*	The system must have a way for the State of Nebraska to automate control of when a record needs to be sent or resent.	**PASS**
16	**ANALYTICS TOOL**	
16.1	**ANALYTICS TOOL**	
16.1.1	The system should have an analytics tool within the system to identify data duplication, discrepancies, and outliers.	**PASS**
16.1.2	The system should have the ability to apply data visualizations such as charts, graphs, and dashboards, which can be drilled into for more granular information.	**PASS**
17	**HELP**	
17.1	**HELP**	
17.1.1*	The system must provide online help connected to the relevant workflow, field, or report being used.	**PASS**
17.1.2	The system should provide an overall up-to-date online tutorial to assist users learning the software as well as online help tool with glossary, index, and search capabilities.	**PASS**
17.1.3	The system should provide online documentation for all modules.	**PASS**

Attachment 2 - Technical Specifications
RFP: 120277 O3 REBID
Vital Records Management System
State of Nebraska, Department of Health and Human Services
The items highlighted in gold and notated with an asterisk (*) within this document represent the capability and/or requirement that will be subject to the "Pass" or "Fail" assessment, as these are "must" requirements.

	Ref	System Modules and Specifications	PASS / FAIL
		ARCH - Architecture Capabilities and/or Requirements	
	ARCH-1	Describe the bidder solution to addressing the following architectural details: Technology Architecture: Describe the software components, including third-party software products, open-source libraries, and utilities that complete the platform for running a service or supporting an application. This section should document any technical requirements for accessing the software, including but not limited to client desktop installs, etc. Further, the section should clearly outline any State required infrastructure, such as setting up VPN, SFTP, etc., to implement or operate the system. Network Architecture: Describe the means of communication, the method of sending and receiving information, between the assets in the Technology Architecture. Application Architecture: Describe how the solution components are assembled and interact to meet the business needs. Describe the solution's ability to manage and store documents and attachments. Data Flow Architecture: Describe the data flows into and out of the system boundary, include transmission and storage, along with ports, protocols, and services of all inbound and	PASS
	ARCH-2	The bidder solution must be a cloud-based hosted environment with all components and data residing in the United States and consisting of ready-made software products that do not require major modifications but support customization to meet the functional specifications as outlined in Attachment 2 – Functional Specifications. Bidder must describe how their approach will meet these requirements.	PASS
	ARCH-3	Describe the bidder solution to address the following: • Type of Software – SaaS, PaaS or, IaaS • Licensing Model- Perpetual or Subscription based licenses • Single or Multi-Tenant architecture	PASS
	ARCH-4	The bidder solution must provide multiple environments concurrently to support functions including production, testing, and training. Bidder must describe how their approach will meet these requirements.	PASS
	ARCH-5	Review the accessibility requirements described in the following: •Section 508 compliance standards (https://www.section508.gov/manage/laws-and-policies/) •45 CFR Part 85 (https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-85) •State of Nebraska Accessibility requirements (https://nitc.nebraska.gov/standards/index.html#2). Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the accessibility requirements.	PASS
		SPC - Security and Compliance Capabilities and/or Requirements	
	SPC-1	Review the standards and policies described in the following: • DHHS Information Technology (IT) Security Policies and Standards (http://dhhs.ne.gov/ITSecurity). • Nebraska Information Technology Commission (NITC) Standards and Guidelines (https://nitc.nebraska.gov/standards/index.html). • Health Insurance Portability and Accountability Act (HIPAA) of 1996. Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the standards and policies described above.	PASS
	SPC-2	The bidder must agree to conduct an independent, third-party penetration test for the solution in which they are offering within one year prior to the anticipated go-live date, that includes, at a minimum, the Open Web Application Security Project (OWASP) Top 10. Identified risks must be classified by severity and additional information must be provided for any risks identified as medium and above. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.	PASS
	SPC-3	The bidder must agree to conduct an annual independent third-party penetration test of the solution that includes the Open Web Application Security Project (OWASP) Top 10. The report must provide details of the critical, high, and medium findings and associated risks. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.	PASS

SPC-4	The bidder must agree to conduct an independent, third-party security and privacy controls assessment that aligns with the National Institute for Standards and Technology (NIST) SP 800-53 moderate standard, within one year prior to the go-live date. Identified security gaps must be classified by severity and additional information must be provided for any gap identified as medium and above. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this assessment at the appropriate time and describe how their approach will meet these requirements.	PASS
SPC-5	The bidder must agree to conduct an annual independent third-party security controls assessment that meets the National Institute for Standards and Technology (NIST) SP 800-53 moderate standard. The report must provide details of the critical, high, and medium findings and associated risks. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this assessment at the appropriate time and describe how their approach will meet these requirements.	PASS
SPC-6	Describe the bidder solution for the following: • Support for self-service password activities. • Automatic log-off procedures after determined time of session inactivity. • Automatic account disablement after 120 days of inactivity. • Administrators' ability to lockout user(s). • Support and approach for single sign-on • Support and approach for Multi-Factor Authentication • Automatic locking of account after determined number of failed logon attempts	PASS
SPC-7	The bidder solution must use role-based security. Bidder must describe how their approach will meet this requirement.	PASS
SPC-8	Describe the bidder solution for the following: • How user accounts are assigned and managed. • How the system provides usage reports, such as a listing of all users and their last usage date. • How the system supports authorization at an attribute/field level (e.g., edit, view)	PASS
SPC-9	Review the State DHHS Information Technology (IT) Audit Standards located at: (https://www.dhhs.ne.gov/ITSecurity). Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined and indicate how your solution will meet such requirements. As a part of the bidder's response, at minimum, the State desires specific information regarding the following elements: •Detail the data elements that are audited. •Outline the level of audit tracking being maintained. •Provide a sample of their audit reports. •Capabilities for automated audit log evaluation to identify security issues. •How the bidder monitors, identifies, and reports on events impacting the system, such as attacks and other unauthorized use of the system	PASS
	DM - Database/Data Management Capabilities and/or Requirements	
DM-1	The bidder solution must use industry standard cryptographic modules such as those certified to meet FIPS 140-2/-3 for encrypting data at rest and in transit. Bidder must describe how their approach will meet this requirement.	PASS
DM-2	The bidder solution must securely dispose of State data from its systems upon request and in accordance with the National Institute for Standards and Technology (NIST) Special Publication 800-88 revision 1 and must provide to the State of Nebraska a certificate of data destruction. Bidder must describe how their approach will meet this requirement. https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf	PASS
DM-3	Describe the bidder's technical approach for supporting data conversion and data migration.	PASS
DM-4	The bidder's solution must support data integration. The bidder must confirm and describe how their solution will meet this requirement. In addition to confirmation on the ability to meet the requirement, the response must include the following, at a minimum the following details: :• Ability to import and export data using these file types (XML, JSON, CSV). • Support for integration using industry standards approaches and principles for REST APIs and Webservices. • Support for industry integration data standards for Health Level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR), X-12, HIPAA.	PASS
DM-5	Describe bidder solution for the following: • Documentation to support testing and collaboration with integrating systems. • Documentation of the system's data dictionary which includes user-defined fields and tables.	PASS
DM-6	Review the data retention requirements described in the following: •45 CFR Part 164.316 (https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-C/section-164.316) •DHHS Vital Records retention schedule is to retain information permanently. Bidder must confirm that your company has read, understands, and can meet all the capabilities and/or requirements as outlined for each of the items and indicate how your solution will meet such requirements as they relate to the data retention requirements.	PASS
	OM - Operations Management Capabilities and/or Requirements	

OM-1	Describe the Business Continuity and Disaster Recovery (BCDR) plan for the solution they are offering. Bidder's response must describe, at a minimum, their plan to include the following information: • Procedures for data backup, restoration, communication to the State of Nebraska, and emergency mode operations in the event of: a. Hardware or Software Failures. b. Human Error. c. Natural Disaster; and/or d. Other unforeseeable emergencies.	PASS
OM-2	The bidder must agree to conduct a full disaster recovery test for the solution in which they are offering prior to the anticipated go-live date. The most recent test must be within one year prior to the go-live date. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.	PASS
OM-3	The bidder must agree to conduct an annual disaster recovery test for the solution and submit the annual results to the designated individual for the State of Nebraska. This must be conducted at no additional charge to the State. Bidder must confirm their intent to conduct this test at the appropriate time and describe how their approach will meet these requirements.	PASS
OM-4	Describe the bidder solution for ability to meet the following: • Compliance with the Recovery Time Objective (RTO) of within twelve (12) hours when the system outage is declared as a disaster. • Compliance with the Recovery Point Objective (RPO) of fifteen (15) minutes of data lost before the disaster event.	PASS
OM-5	Describe the bidder solution for the following: • Overall testing strategy and support for the following testing types: unit testing, system testing, integration testing, regression testing, user acceptance testing (UAT), parallel testing, performance and load testing, manual and automated and/or scripted testing, and end-to-end integration testing. • Approach to planning and preparing the test/staging environment. • Approach to conducting each test level. • Approach for testing nonfunctional requirements (security, performance, etc.) • Approach to test documentation (e.g., test cases, test scripts, test case matrices added as the design configuration progresses). • Approach to quality control/quality assurance. • Approach to test results reporting, traceability, and metrics.	PASS
OM-6	Describe the bidder solution for software maintenance processes that address the following: • Approach to managing software versions to ensure bidder support. • Approach to Change Management, including defects and enhancements. • Approach to testing and release management. • Approach to maintaining integrations with external and internal trading partners.	PASS
OM-7	Describe the incident management process that will be used to report business and security incidents (such as any unauthorized access to, or incidents where, data may have been compromised).	PASS
OM-8	The bidder's solution must be responsive to mobile technology devices such as smartphones or tablets. Bidder must describe how their approach will meet this requirement.	PASS
OM-9	The bidder's solution must provide Scalability and High Availability Architecture. The bidder must confirm and describe how their solution will meet this requirement. In addition to confirmation on the ability to meet the requirement, the response must include the following, at a minimum the following details: • The system architecture must support scaling with increased load. • The system must provide high availability to support minimum disruptions to the business operations. • The system must handle notifications when a component or interface endpoint is unavailable. • The system must handle performance functionality and monitoring tools. • The system must handle recovery of failed transactions because of a component failure. • The system must be available online 24 hours a day and 7 days a week, 99.9% of the time each month excluding scheduled downtime.	PASS