

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

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

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

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

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

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

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

FIRM:	Innovative Data Systems of Missouri, LLC
COMPLETE ADDRESS:	16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
TELEPHONE NUMBER:	(888) 527-6012
FAX NUMBER:	(660) 233-8299
DATE:	12/01/2018
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Timothy L. Wright, President

Form A
Bidder Contact Sheet
Request for Proposal Number 5948 Z1

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

Preparation of Response Contact Information	
Bidder Name:	Innovative Data Systems of Missouri, LLC
Bidder Address:	16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
Contact Person & Title:	Tim Wright, President
E-mail Address:	twright@indatsys.com
Telephone Number (Office):	(888) 527-6012 Ext 111
Telephone Number (Cellular):	(512) 744-3995
Fax Number:	(660) 233-8299

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

Communication with the State Contact Information	
Bidder Name:	Innovative Data Systems of Missouri, LLC
Bidder Address:	16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
Contact Person & Title:	Tim Wright, President
E-mail Address:	(888) 527-6012 Ext 111
Telephone Number (Office):	(888) 527-6012 Ext 111
Telephone Number (Cellular):	(512) 744-3995
Fax Number:	(660) 233-8299

Corporate Overview



16533 N State Hwy 5 Suite 201
Sunrise Beach, MO 65079

Corporate Overview

a. Bidder Identification and Information

1. Bidder Name: Innovative Data Systems of MO, LLC
2. Address: 16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
3. Entity: Limited Liability Corporation
4. Organized in: State of Missouri
5. Organized when: 2014
6. Original organization: Innovative Data Systems, Inc. organized in state of Missouri 1994. Transfer to Innovative Data Systems of MO, LLC in 2014.

b. Financial Statements

1. Organization Description:
 - i. Serve and provide NAPIS software for all Area Agencies on Aging in MO and IL for 24 years
 - ii. Serve and provide Ombud software Ombudsman programs in SC, MO, OR for 24 years
 - iii. Provide disaster evacuation software for MO
 - iv. Provide email security software for MO
 - v. Provide insurance software to MO Nursing Home Trust company
2. Size: 6 to 12 employees as required by project work load
3. In business since 1994.
4. Expertise is in software development in the Aging and Disabled Community industry. Specifically NAPIS data collection for all AAA provided services and reporting, AOA/ACL reporting. Expertise in reducing workload of AAA's and provider staff through system efficiencies and accurate data entry controls
5. We rebuilt our legacy NAPIS product named AgingIS and completed it this year to be more efficient and useful to AAA's and their providers. The project value was \$2.2M. This product was recently chosen by an entity that was comparing it to Mediware, PeerPlace and RTZ vendors because of the quantity of features, quality of the product and the lower price point as well as our top notch in-house tech support. In addition, we provide customization to meet the needs of our customers.
6. Banking Reference:

Central Bank of Warrensburg MO
401 N Maguire St, Warrensburg, MO 64093
(660) 429-2101

c. Change of Ownership

1. No anticipated change in ownership

d. Office Location

1. 16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079

e. Relations with the State

1. None

f. Bidder's Employee Relations to State

1. None

g. Contract Performance

1. None

h. Summary of Bidder's Corporate Experience

1. Route Manager module upgrade for the City of Chicago.
 - a) The time period of the project; 6-26-2017 – 10-1-2017
 - b) The scheduled and Actual completion dates; 10-1-2017 - 10-1-2017
 - c) The Contractor's responsibilities;

1 Analysis 20.00Hrs

Review with Agency and Provider to determine additional features needed for this project. Meet with programmers to determine the scope of changes to existing modules to accommodate the new features.

2 Database and Procedure Changes 30.00Hrs

Create the required data base fields, processes, and stored procedures required for the module changes.

3 User Interface Changes 30.00Hrs

The updates for Route Manager will consist of many user interface changes. The first one will be a place to house the mapping tool. It will be a tool within route manager that preselects the route for a client based on their address and the specified route polygon. There will also be changes in the Hold/Discrepancy functions and a report section will need to be added. There is also an added field for the CCU on the client information page. Chicago has 10 CCU districts that handle the referrals that are passed on to the provider. This CCU is then contacted when there is an issue with the client so needs to be available. There is also another service cancelled reason. They use cancel for an inactive client and terminate for a client that is currently receiving units. There is also a new reason code needed for the Hold/Skip/Discrepancy. Illinois wants to be able to track if a client status change originated from the AAA, CCU, Driver, other. These need to be a drop down list so they are searchable for reports. There will also be a new tab for logging units within the route manager that brings in the route roster for logging units.

4 Mapping tool 120.00Hrs

Develop a tool that will allow route polygons to be set on a map and will then plot clients into the routes by comparing the clients address to the specified route areas. This tool will suggest a route number based on the clients location within the map. The user setting this client up does have the option to change route if need arises. If client is on the border of two routes etc... There needs to be a route count tool as well that will create a list routes with counts of current active clients. This will help determine if a route truck is overloaded or under. The tool will also allow the user to view the clients within a route by showing pins at active client addresses.

5 Route Manager Reports 80.00Hrs

Create reports that will allow the user to see what clients are new, skipped, cancelled, terminated, or resumed. Route reports need to create a page that has all changes from prior list as well. This is a total of 19 different reports.

6 Route unit logging 32.00Hrs

Create unit logging tool to log units after route has been completed. Functions will need to be set to handle the Skips and Discrepancies encountered during the process of delivery. It will also be able to do a batch log from the route roster printed for that day. So upon completion of route the user would open route in the logging tool. The new skips entered today would still be logged and then placed on skip for the following delivery. All other units log as normal. There needs to be a check that will not allow units to be logged twice for the same day.

7 Letters/Envelopes 16.00Hrs

The ability to print the donation letters or envelopes is needed for the Route Manager. This function needs to look at the logged units for a selectable range in order to print. The current method for Open Kitchens is to print needed information onto a small envelope that is generated from the prior week's deliveries. The envelope is then hand delivered with the current delivery. This function needs the ability to select by week or month by route. For Illinois the donations are tracked and the printing of envelopes need to be logged back to the finance module so the payments can be logged.

8 Data Import from Open Kitchens System 40.00Hrs

Create import from the current database. Import file will need to be designed. We will need to know what the date is that will be used for the start date. We will also need to designate a weekend that the switch will be completed as we get closer to going live with AgingIS.

9 Testing of new features 10.00Hrs

Post changes to test site for testing by programmers and admin.

10 Post to live Site 5.00Hrs

Post new functions to live site for client use. Test system to ensure functionality on live version.

d) John Mikols
City of Chicago

312-743-1948

john.mikols@cityofchicago.org

e) Prime Contractor

2. Upgrade to ClaimIS to allow it to be used by multiple groups.
 - a) The time period of the project; 7-26-2018 – 8-28-2018
 - b) The scheduled and Actual completion dates; 9-1-2018 - 8-28-2018
 - c) The Contractor's responsibilities;

1 Analysis 5.00Hrs

Meetings and time to research how changes will effect existing system.

2 Menu Modifications 4.00Hrs

- a. ***** Menu table does not have "CompanyID" column, need to create it and separate it out by company so menu name can be changed or hide without affecting MNHIT *****
- b. Need to add "CompanyID" column to MenuAccessLevelLink table as well and change store procedure to accept "CompanyID" to filter them out by "CompanyID" without affecting MNHIT
- c. Make changes in Web Application as well to pass in "CompanyID" to stored procedure for GetMenu

3 Employee Changes 10.00Hrs

- a. Change "Employee" to "Claimant" everywhere in the system for SPA Only
- b. Employee Detail screen - turn off validation on all fields except (First Name and Last Name) for SPA Only
- c. Remove "*" everywhere on "Employee Detail" screen for all fields except (First Name and Last Name) for SPA Only

4 Report of Injury Changes 10.00Hrs

- a. Employer & Wages Tab - turn off validation on all fields and remove "*" everywhere for SPA only
- b. Carrier & Jurisdiction Tab - needed - remain the same, but make carrier default to (SPA = Systems Protection Assurance, Inc) and Jay and Greg to Agent List
- c. Occurrence & Contact Tab - turn off validation on all fields except (Date Occurred, Injury Type and Employer Notified Date) for SPA Only. Change Employer Notified Date to Client Notified Date Label Change for SPA only
- d. Treatment & Witness Tab - not need all, turn off all validations and remove "*" everywhere for SPA only
- e. Submission Tab - Changes to remove validations to match all the changes above so a Report of Injury can be marked as completed and Case # can be generated.
- f. Document Tab - remain the same

5 Case Management Changes 4.00Hrs

- a. Queries Tab - Hide it since there will be no submission
- b. Medicare Tab - Hide it since there will be no submission
- c. Case Notes Tab and Case Notes Detail screen - remain the same no change
- d. Financial Tab - read only - remain the same no change
- e. Diaries Tab - remain the same no change
- f. Reserves Tab - remain the same no change - Add "Claim Reserve" to Coverage drop down list only
- g. Payments Tab - remain the same no change - Add "Claim Reserve" to Coverage drop down list only
 - g1. Payment Detail Screen - Service To Date is not required
- h. Recoveries Tab - remain the same no change - Add "Claim Reserve" to Coverage drop down list only
- i. Document Tab - remain the same no change

6 Hide Menus 2.00Hrs

Claim Submittal - Hide the menu since there will be no submission
Medicare Submittal - Hide the menu since there will be no submission
Queries Submittal - Hide the menu since there will be no submission

7 Admin Option Changes 8.00Hrs

- a. Hide FTP Logins Tab - Hide it since there will be no submission
- b. Employer change to "Client" everywhere in the systems for SPA only
- c. Employer Detail - Remove require fields on Admin, Claims and Loss Control

8 Testing of new features and changes

d) Pat Behen

Maxim Insurance

Phone: (573) 446-9100 or (800) 361-9508

Fax: (573) 446-9754

pbehen@showmeinsurance.net

e) Prime Contractor

3. Create sales lead management tool within the OnTrack program

- a) The time period of the project; 9-14-2018 – 9-21-2018
- b) The scheduled and Actual completion dates; 9-21-2018 - 9-21-2018
- c) The Contractor's responsibilities;

1 Analysis 9.00Hrs

Meet with programmer to determine tasks required to complete project.

2 Create new features 48.00Hrs

Create new processes to replace the functions that push data to the PipeDrive program.

Lead Detail - Table and stored procedures creation

1. Lead Stage Activities History stored procedures (insert, delete, update) view permission
2. Multiple Notes by assignee and Manager who can see them only, store procedures (insert, delete, update)
3. Add extra flag that will turn on when distribution rules are met. Add this flag to the stored procedures for lead to prevent leads from showing up before distributed for the agents

Web Changes

My Leads Tab

- Add sort by feature to allow user to pick and sort by that field
- Fixed the Grid to show orders like PipeDrive.
- Retest the moving feature again

Leads

- Reassignment need to stay the same as it is
- PipeDrive post step will be eliminate - so there will not be a post to PD when reassign leads in OnTrack
- Distribution rules still apply, but only distributed to agent in OnTrack instead of PD,
- ** To do this: We need to add in extra flag and turn it on when distribution rules met, to prevent agents from seeing it.**
- Take away the Post to PD button on Lead List grid

Window Services

- Turn off the PD posting in window service, but make changes to fill the new flag in OnTrack if distribution rules are met

Lead Detail

- Modify the form to hide the following fields from agent

1. Source
2. Post Lead to PD button
3. Received Date
4. Folder Name
5. File Name
6. PD Deal ID
7. Notes
8. Lead Reassignment History
9. Add the Activity Grids and Notes Grid to this screen just like PD

3 Test and Deploying 4.00Hrs

Test and Deploying

d) Jay Griebel

Innovative Life Group

Phone: (573) 999-9508

jgriebel@innovativelifegroup.com

e) Prime Contractor

- i. N/A Contractor only
- ii. N/A Contractor only

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

Everyone reports to Bob Peters – Operations Manager

1. **Bob Peters – Operations Manager**
 - i. Project management
 - ii. Project layout
 - iii. Testing
 - iv. Training
 - v. Tech Support
2. **Don Slone – Business Development Manager**
 - i. Project management
 - ii. Project layout
 - iii. Testing
3. **Loi Nguyen – Lead Programmer**
 - i. Software development
 - ii. Database development
4. **Sam Auer – Programmer**
 - i. Software development
 - ii. Database development
5. **Branch Gaus - Programmer**
 - i. Software development
 - ii. Database development
 - iii. Tech Support
- j. **Subcontractors**
 1. None

Resumes

LOI NGUYEN

1142 KHU VUC THOI THANH 1, THOI THUAN, THOT NOT

Can Tho, Vietnam

Cell: (440) 628-7456

loinguyen216@yahoo.com

Objective: A challenging, career oriented position in Information Systems with an emphasis towards application development.

Skills:

- Object-Oriented Programming with C# and VB.NET
- Development and debugging with Visual Studio
- Developing applications leveraging ADO.NET, LINQ to SQL, Entity Framework 4, and the Microsoft Enterprise Library Data Access Application Block
- Microsoft SQL Server: Normalization, SQL, Stored Procedures, Rules, Views, Indexes
- Building web applications with ASP.NET MVC, JavaScript, JQuery, HTML, and CSS
- Building web services and WCF applications, making calls to web services using JQuery
- Developed in the past VBA, VB6, and classic ASP
- Works with Adobe LiveCycle ES4 to design forms

Work Experience: 02/ 2014 – Present Innovative Data Systems of MO, LLC Sunrise Beach, MO
Application Developer

- Works with .NET, VB.NET, HTML, style sheets and design of application using Visual Studio 2012, 2015, SQL Server 2008
- Uses DevExpress tools to design and creates web application
- Uses TFS (Team Foundation Server) to manage work items and codes
- Reviews and troubleshoot old application using VB 6.0 codes.
- Creates test plans for users to test and validate changes

07/ 2013 – 02/2014 Century Surety Insurance Columbus, OH
IT Contractor -6 months only

- Worked with .NET CSLA, StyleCop and bootstrap programming
- Used C#, HTML, CSS to design and develop new features in existing application
- Used TFS (Team Foundation Server) to manage work items and codes
- Created store procedures, tables, triggers and other database objects using SQL Server 2008
- Did code review in group and individual
- Created static and dynamic forms using Adobe Live Cycle Designer ES
- Created test plans for users to test and validate changes

05/ 2011 – 07/2012 CGI Federal Cleveland, OH
Software Developer

- Worked with .NET 2010 to debugs and tests existing codes in C#, HTML and JavaScript and SQL
- Designed and developed new features in an existing program call CAS (Computer Authorize Systems) to support Health Care team.
- Used TFS (Team Foundation Server) to manage work items and codes saving for each project

- Created store procedures, tables, triggers and other database objects using SQL Server 2005 and SQL Server 2008

08/ 2010 – 05/2011 ECRM (Thumbprint, Ltd) Solon, OH

Software Engineer

- Programmed, debugged and tested existing codes in JQuery, VB 6.0, VB.NET, C#, HTML and JavaScript and SQL
- Designed and develops new Web applications for internal and external users
- Wrote desktop applications and web application to support business needs in image processing, data import, mass update and automatic emails
- Programmed with tools such as SQL Server 2008, Visual Studio .NET 2003, 2005, 2008, and 2010 and Visual Source Safe to support existing and new applications for trade shows management and budget planning

03/ 2007 – 03/2010 Litigation Management, Inc Mayfield, OH

Application Developer I – Application Developer II

- Programmed, debugged and tested existing codes in VB 6.0, VB.NET, C#, HTML and JavaScript and SQL
- Designed and developed new Window and Web applications for internal and external uses
- Worked with Project Managers and business users to define and simplify logic in the application
- Assisted Help Desk team to resolve and close out tickets reported and
- Created reports using Excel and Word applications with VBA
- Involved with Finance Department to enhance internal Billing application
- Wrote desktop applications and web application to support business needs in image processing, data import, mass update and automatic emails
- Used SharePoint, SQL Server 2005 and 2008, .NET 2005 and 2008, Visual Source Safe and Reporting Services
- Designed tables, creates triggers and store procedures and normalizes databases
- Provided weekly status report and estimations to Project Managers and Application Development Manager on various projects.
- Managed my own projects and do code reviews for other Application Developers I and Contractors

04/2004 – 03/2007 Ultimate Lead Systems, Inc Cleveland, OH

Systems Designer

- Debugged and tests existing code to meet customer's requirements
- Assisted in design and develop new WebLeads application to handle multiple clients' requests
- Provided production support and performance monitoring of production systems.
- Created black and white boxes input to test the accuracy of new and existing codes.
- Monitored backups of DB2, SQL Server using Veritas Backup Exec, and wrote one WebLeads CRM application to support various client needs
- Made recommendations about what software and hardware we should use toward the development of new or existing WebLeads application

- Worked closely with others to resolve system production problems
- Gave estimation and determine the requirement resources to complete the assignments given.
- Managed projects and work closely with business team to define new CRM application needs
- Participated in user/customer meetings as required, to help answer technical questions and understand business logic
- Created and consumed window services using Visual Studio 2003 and 2005 to retrieve and send data via XML

Technical Skills:

Software Used:

Office 97/00/2010
 Visual Studio .NET (2003, 2005, 2010)
 ComponentArt
 SQL Server (2005, 2008)
 SharePoint
 IIS (Internet Information System)

Operating Systems Used:

Windows 98/00
 Windows NT/XP

Programming Languages Known and Technology Used:

C/C++	Javascript	HTML	SQL
Visual Basic	Perl	XML	COBOL
Java	VBScript	ASP	.NET
AJAX	ASP.NET	C#	VB.NET
JQuery	ASP.NET MVC (Razor)		
WCF (Window Services)			
Adobe LiveCycle ES4			

Education:

1350 Alum Creek Drive DeVry University Columbus, OH
Bachelor of Science in Computer Information Systems
Graduated - June 22, 2003

Senior Projects DeVry University Columbus, OH
Web Design and Development

Perfect Dating Services and Unique Consulting Comp, Inc

- Applied **HTML, ASP, SQL and Microsoft Access** to design web pages, process forms from user inputs and manipulate data
- Documented codes and created help files
- Prepared technical guidelines and systems user manual for the program

Applications and Database Programming

Dental Services System and Allegro Music Store Consulting

- Created Process Model, Entity Relationship and Data Flow Diagrams to define business operations, data and relation using **Oracle 8i**
- Used **Visual Basic 6.0** to design user-friendly interfaces to retrieve and manipulate data from **Microsoft Access** using **Active X control & SQL**
- Prepared technical guidelines and systems user manual for the program
- Generated various type of records using **Crystal Reports**

Qualifications:

I have strong analytical skill and well organized
 I also have good oral and written communication skills

REFERENCES

1. Russell Hill
President
Ultimate Lead Systems
401 Front Street
Berea, OH 44017
Phone: 440-826-1908
Cell: 440-724-4475
Email: rush@ultlead.com
2. Peggy Mayer
Vice President
Ultimate Lead Systems
401 Front Street
Berea, OH 44017
Phone: 440-826-1908
Cell: 216-246-3854
Email: pcggym@ultlead.com
3. Pat Behen, MS, CSC
C.O.O.
Maxim Insurance Solutions, LC
3215 S. Providence Rd., Suite 4
Columbia, MO 65203
Phone: (573) 446-9100 or (800) 361-9508
Cell: (573) 694-1499
Email: pbehen@showmeinsurance.net

Samuel Auer

707 Park Deville Place
Columbia, Missouri, 65203
(573) 823-6556
samauer90@gmail.com

Summary

A motivated programmer and web developer with 5 years of experience working mostly with asp.net platforms. Able to communicate effectively with a team and very keen to develop more professional skills, such as computer networking.

Education

University of Central Missouri,

Bachelor of Science in Business Administration - Computer Information Systems

Graduated - May 2014

- 3.5 GPA

Employment History

Innovative Data Systems of Missouri, LLC, Warrensburg, Missouri

Programmer

May 2013 - Present

Involved with developing and maintaining web applications using asp.net. Also involved in managing SQL Server databases.

Technical Skills

- Web Application Development using Visual Studio to create and maintain asp.net applications
- Use of Dev Express and Intersoft Desktop third party tools
- Object-Oriented Programming in VB.NET
- Database Management using SQL Server including creating Tables, Relationships, Stored Procedures, Views, and Indexes
- User Interface Design using HTML, CSS, JavaScript, JQuery, AJAX
- Report creation using Dev Express reporting tools as well as Crystal Reports

References

Tim Wright
(888) 527-6012

Innovative Data Systems of
Missouri, LLC
16533 N. State Hwy 5, Suite 201
Sunrise Beach, MO 65079

Bob Peters
(888) 527-6012

Innovative Data Systems of
Missouri, LLC
16533 N. State Hwy 5, Suite 201
Sunrise Beach, MO 65079

Donald Slone
(888) 527-6012

Innovative Data Systems of
Missouri, LLC
16533 N. State Hwy 5, Suite 201
Sunrise Beach, MO 65079

Robert P. Peters

218 Rambling Acres Dr. Gravois Mills, MO 65037 573-286-2400

Objective To obtain a position that will utilize my past experience and give me further knowledge of managing in any business.

Experience Operations Manager, Innovative Data Systems LLC
02/2017 – Present Sunrise Beach, MO

- Project Management
- Project Development and Planning
- Screen Layouts and Report Design
- Timeline management for Programmers
- Employee Recruitment and retention
- Customer service calls and email

Store Manager, O'Reilly Auto Parts
08/2010 – 02/2017 Osage Beach, MO

- Ordering and receiving products for store
- Book keeping, Deposits, Scheduling
- Customer service calls

General Manager, Lake Building Systems
07/2008 – 08/2010 Osage Beach, MO

- Ordering and receiving materials for site
- Operating loader, excavator, and other equipment
- Complete builds from ground work to finish
- Supervise and coordinate job sites

Owner/General Manager, 220 Electric LLC
01/2005 – 10/2008 Macks Creek, MO

- Ordering and receiving all products for Job
- Book keeping, Deposits, Scheduling
- Customer relations and estimates

Education ITT Technical Institute Austin, TX
1997-1999

- Associate of Applied Science in Electronics
- Graduated with Highest Honors

Camdenton High School Camdenton, MO
1990-1994

- General Education
- Electronic design and repair

Robert P. Peters

218 Rambling Acres Dr. Gravois Mills, MO 65037 573-286-2400

References

Donnie Sergent 573-552-7059 Store Manager O'Reilly Auto

David Worthy 573-280-9216 Project Manager Vizier Construction

Liz Ripley 573-280-4224 District Manager O'Reilly Auto

Branch Gaus **Résumé**

Current Address

1010 W. 17th St.
Pueblo, CO 81003
(360) 624-8524

Qualifications Summary:

- ◆ Bachelor of Science Degree in Business Administration
- ◆ Computer Information Systems major
- ◆ GPA of 3.24 overall; 3.42 in major
- ◆ Reliability, Honesty, Initiative, Dedication, Cooperativeness, Very Good Problem Solving Skills, and a Quick Learner.

Education:

Bachelor of Science Degree in Business Administration
(University of Central Missouri, Warrensburg MO)

Major: Computer Information Systems
Graduation: May 2002

Experience:

- A) Programmer**, January 2002 to December 2009; January 2011 – Present; Innovative Data Systems, Inc., Warrensburg, Missouri.
Duties: Wrote and maintained code in VB6; trained new programmers; handled tech support questions on the phone; kept and maintained database information via Access.
- a) Computer Technician**, March 2003 to March 2005; Innovative Data Systems, Inc., Warrensburg, Missouri.
Duties: Gave estimates; repaired windows based software problems; diagnosed and repaired/replaced hardware in PC's; trained new technicians; network setup; custom computer builds.

Relevant Courses and Special Skills:

Grade Received: A	Visual Basic
Grade Received: A	COBOL Programming
Grade Received: B	Java Programming
Grade Received: B	Database
Network Topographies; Grade Received: A	Data and LAN
Client-Server Relationships; Grade Received: A	Data and LAN

Crystal Reports, Microsoft Access, Microsoft SQL Server, Visual Basic 6
Visual Basic .NET, Microsoft Access, Microsoft Excel, Microsoft Word

Spent 16 years at Innovative Data Systems, Inc. writing and maintaining a Visual Basic 6 front end for Microsoft Access databases. These databases contained very sensitive, HIPAA compliant data. Connecting through DAO and ADO I allowed the user to view and update their customer records through the front end.

Types of SQL statements varied from select, update, insert to delete statements. I also wrote **select into** statements to link the units to the clients. (Units in this case were meals and they were in a separate database than the clients.) Basically any and all SQL statements were needed to maintain and report the data. All types ranging from 1) sub-selects to 2) finding clients with no units for a time period to 3) distinct unit count for the month, also 4) unduplicated counts by month, etc.

Also designed and tested many Crystal Reports based on the user's specifications. Common tasks included 1) adding groups to the report, 2) hiding or displaying data based on user requests, 3) creating functions to get correct **distinct** group and grand total numbers and 4) creating functions to display calculated data for any given time frame.

Notes:

We were repeatedly told by customers of Innovative Data Systems, Inc. that we cleaned up viruses that other repair stores in town could not.

Every computer got a thorough check that came into the shop. (Drivers, Multiple virus and spyware scans, all high priority windows updates, Blow dust from inside case with canned air, Run registry cleaner, etc.)

Developed great skills at diagnosing problems from both, 1) my personal experience and 2) learning from the experiences of my co-workers. I have lost track of the number of times that a symptom that I was told about turned out to be the exact problem that I had in front of me.

Reference List

Tim Wright
16533 N State Hwy 5, Suite 201
Sunrise Beach, MO 65079
888-527-6012

Bob Peters
16533 N State Hwy 5, Suite 201
Sunrise Beach, MO 65079
888-527-6012

Don Slone
16533 N State Hwy 5, Suite 201
Sunrise Beach, MO 65079
660-580-0546

Donald L. Slone

1020 Golden Eagle Cir
Holden, MO 64040
H (816) 732-4535 / C (660) 580-0546
Dslone5779@gmail.com

Education:

BS Aeronautical and Astronautical Engineering 1972
Purdue University, West Lafayette, IN

Experience:

- 2017 to Present Business Development Manager, Innovative Data Systems of Missouri, LLC**
- Analyst – Work with customers to lay out new systems flow charts for programmers.
 - Work with customers to analyze needs and show them how to apply AgingIS (www.InDatSys.com) software.
 - Market AgingIS software to state government customers.
- 2016-2017 Instructor Pilot, University of Central Missouri, Warrensburg, MO**
- Instructed private pilot students. Have SEI/MEI, Commercial, Instrument with 5200 hours total, 3600 turbine.
 - Currently flying Cessna 310 for personal use.
- 2005 to Present Board of Directors, RG Federal Credit Union, Raymore, MO**
- Credit Union with \$70+M in assets.
- 2014 to 2016 Software and Management Consultant**
- Sold assets of Innovative Data Systems, Inc. to Innovative Data Systems of Missouri, LLC Feb 2014. Assisted new owner of Innovative Data Systems of Missouri, LLC with transition of programs that my company had developed over 20 years in business.
- 1994 to 2014 Innovative Data Systems, Inc, Warrensburg, MO
President**
- Manage all aspects of corporate operations and technical development.
 - Developed programs for Health and Senior Services applications at the agency and state level. Provide programs to track and report all services from the agency service providers to the agency, state and federal government for Area Agencies on Aging in Missouri and Illinois. Also provide Case Management for Ombudsmen in the Area Agencies on Aging in Missouri, South Carolina and Oregon.
- 1990 to 1998 United States Air Force Reserves
A-10 Pilot, Operations Officer**
- Served in command positions of the 303rd fighter Squadron responsible for 23 fighter aircraft and over 100 personnel.
 - Commander, 442 Communications Flight. Responsible for procurement and management of IT resources for over 1000 442nd Fighter Wing personnel.
- 1985 to 1987 Harris Corporation, Melbourne, FL
Program Manager**
- Managed multi-million dollar research and development programs in the space industry.
 - Excelled in scheduling and budget management while maintaining the highest level of technical standards in product development.
- 1981 to 1985 Gates Learjet Corporation, Wichita, KS
Program Manager**
- Developed and managed computerized project management system on IBM 3033 mainframe to provide fiscal and manning requirement planning and tracking for over 100 simultaneous engineering projects using personnel from 12 different engineering disciplines.
 - Reported to the Vice President of Engineering Research and Development to provide management information and project tracking.
- 1968 to 1990 United States Air Force, Active and Reserve
Pilot/Flight Examiner**
- Instructed personnel in T-38 and T-37 aircraft. Piloted C-141 cargo airplanes.
 - Transitioned to A-10 fighter as a pilot in the Air Force Reserve in 1983.
 - Wing Executive Officer, Assistant to the Deputy Commander for Operations, Wing Weapons and Tactics Officer
 - Graduated USAF Fighter Weapons School #1 (Top Gun) 1990

Completed Sections II through VI



16533 N State Hwy 5 Suite 201
Sunrise Beach, MO 65079

II. TERMS AND CONDITIONS

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

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

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

1. If only one 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

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

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

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

These documents constitute the entirety of the contract.

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

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

B. NOTIFICATION

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

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

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

Vendor Contract Manager: Timothy Wright
Vendor: Innovative Data System of Missouri, LLC
Vendor Street Address: 16533 N State Hwy 5, Suite 201
Vendor City, State, Zip: Sunrise Beach, MO 65079

C. GOVERNING LAW (Statutory)

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

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

D. BEGINNING OF WORK

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

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

E. CHANGE ORDERS

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

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

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

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

F. NOTICE OF POTENTIAL CONTRACTOR BREACH

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

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

G. BREACH

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

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

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

H. NON-WAIVER OF BREACH

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

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

I. SEVERABILITY

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

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

J. INDEMNIFICATION

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

1. GENERAL

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

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that

will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

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

3. PERSONNEL

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

4. SELF-INSURANCE

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

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

K. ATTORNEY'S FEES

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

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

L. ASSIGNMENT, SALE, OR MERGER

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

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

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

the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

M. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS

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

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

N. FORCE MAJEURE

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

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

O. CONFIDENTIALITY

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

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

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

P. OFFICE OF PUBLIC COUNSEL (Statutory)

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract.

Q. LONG-TERM CARE OMBUDSMAN (Statutory)

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

R. EARLY TERMINATION

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

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
 - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
 - e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
 - f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
 - g. Contractor intentionally discloses confidential information;
 - h. Contractor has or announces it will discontinue support of the deliverable; and,
 - i. In the event funding is no longer available.

S. CONTRACT CLOSEOUT

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

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

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

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

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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

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

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

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

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

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

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

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

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

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

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

B. EMPLOYEE WORK ELIGIBILITY STATUS

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

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

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

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

The completed United States Attestation Form should be submitted with the RFP response.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

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

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

D. COOPERATION WITH OTHER CONTRACTORS

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

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

E. PERMITS, REGULATIONS, LAWS

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

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

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		TW	We are modifying our existing proprietary product to include minor features if any that the State of Nebraska requires. We own the product and Nebraska will own any data it enters into the product.

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

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

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		TW	These coverage amounts are unusually high. Some of which A and above rated carriers will not even write the policy. We will provide the highest coverage up to the amount requested if possible. We do not have control as to what insurance carriers are willing to write.

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

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

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

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within five (5) years of termination or expiration of the contract, the contractor shall obtain an extended discovery

or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and five (5) years following termination or expiration of the contract.

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

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

1. **WORKERS' COMPENSATION INSURANCE**

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractor's employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter.** The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

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

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 per occurrence
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Medical Payments	\$10,000 any one person
Damage to Rented Premises (Fire)	\$300,000 each occurrence
Contractual	Included
Independent Contractors	Included
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>	
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory - State of Nebraska
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	\$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	\$5,000,000 per occurrence
PROFESSIONAL LIABILITY	
All Other Professional Liability (Errors & Omissions)	\$1,000,000 Per Claim / Aggregate
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	\$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	\$10,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

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

3. EVIDENCE OF COVERAGE

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

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

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of

coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

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

4. DEVIATIONS

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

H. ANTITRUST

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

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

I. CONFLICT OF INTEREST

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

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

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

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

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

J. STATE PROPERTY

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

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

K. SITE RULES AND REGULATIONS

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

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

L. ADVERTISING

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

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

M. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

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

N. BUSINESS CONTINUITY/DISASTER RECOVERY

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

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

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

O. DRUG POLICY

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

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

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

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

B. TAXES (Statutory)

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

C. INVOICES

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

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

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

The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

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

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

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

E. PAYMENT

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

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. (Neb. Rev. Stat. Section 73-506(1)) Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Statutory)

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

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS

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

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

H. RIGHT TO AUDIT (First Paragraph is Statutory)

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

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

will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

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

V. PROJECT DESCRIPTION AND SCOPE OF WORK

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

A. PROJECT OVERVIEW

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

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

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

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

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

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

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

- b. SUA issues grants and subawards of state and federal funds to the eight Area Agencies on Aging (AAA), and a handful of non-profits, in Nebraska to support local programs and services. With the assistance of community partners and advisory groups, each AAA determines needs and develops a plan to provide an appropriate array of services for its aging population. The SUA works closely with the aging network to provide these services. Partners include Nebraska's AAA, senior centers, Medicaid, the State Long-Term Care Ombudsman, the Office of the Public Guardian, and many others who provide services to older adults. Federal reports regarding units of service and funds expended are produced based on these funds and programs.
- c. In 2016, the SUA and AAAs implemented three Aging and Disability Resource Center (ADRC) demonstration projects. This was an expansion of collaborative efforts with the disability network. The ADRC became permanent in 2018. The ADRC is part of a No Wrong Door (NWD) model. An ADRC service directory was launched in September, 2015. <http://nebraska.networkofcare.org/aging/>
 - i. A referral dashboard is used by Options Counselors with the Information & Referral database through the Trilogy's Network of Care™.
- d. The OAA promotes the well-being of older individuals by providing services and programs designed to help them live independently in their homes and communities.
 - ii. At the Federal level, the Administration for Community Living, Administration on Aging (ACL/AoA), awards funds for nutrition and supportive home and community-based services to 56 SUAs, 629 AAAs, 244 Tribal organizations, and 2 Native Hawaiian organizations. In addition, funds are awarded for disease prevention/health promotion services, elder rights programs (long-term care ombudsman program, legal services, and elder abuse prevention efforts), the National

Family Caregiver Support Program (NFCSP) and the Native American Caregiver Support Program (NACSP).

- iii. Nebraska receives federal formula grants, awarded through the OAA: Title III-B, III-C, III-D, III-E, Title VII, and Title IV. Nebraska also receives Title V funding through a federal grant through the US Department of Labor, Senior Community Services Employment Program (SCSEP).
 - iv. OAA funding for programs is allocated to each State based primarily on the number of persons 60 years of age and over (70 years of age and older for the NFCSP) in the state.
- e. Nebraska funds a separate care management service through legislative appropriation. This program has similar, but more stringent and detailed, reporting requirements than the OAA case management service.
 - f. Nebraska funds programs through the Community Aging Services Act (CASA). This funding is used to supplement OAA programs.
 - g. In Nebraska, the SUA grants funds to the AAA designated for each Planning and Service Area (PSA). The AAA determines the needs of older persons in the PSA and works to address those needs through the funding of local services and through advocacy. The ACL/AoA grants funds directly to Federally Recognized Tribal Organizations based on the number of Tribal elders who are 60 years of age and older. See AAA map online: http://dhhs.ne.gov/medicaid/Aging/Documents/aging_regionsoffices.pdf
 - i. Services in all 93 counties:
 - a) In home services to more than 35,000 seniors,
 - b) Caregiver services,
 - c) Programs at about 200 Senior Centers,
 - d) Provide more than 1,500,000 congregate and home delivered meals,
 - e) Provide 60,000 hours of care/case management to older adults,
 - f) Provide 150,000 one-way trips transportation and assisted transportation services,
 - g) Support more than 325,000 Information and Assistance inquiries, and
 - h) Provide more than 9,000 emergency response client months in a year.
 - i. Structure:
 - a) North East Nebraska AAA,
 - b) South Central Nebraska AAA,
 - c) Midland AAA,
 - d) Blue Rivers AAA,
 - e) West Central Nebraska AAA,
 - f) Aging Office of Western Nebraska,
 - g) Lincoln AAA, dba Aging Partners (acronym is LAAA or AP), in Lincoln, is run by the City of Lincoln;
 - h) Eastern Nebraska Area Agency on Aging (ENOA), in Omaha, is part of Eastern Nebraska Health Services Agency (ENHSA).
 - h. AAAs submit two, three, or four year area program plans and an annual budget to the SUA.
 - i. SUA Staff review program content, descriptions, & budgets. Approvals and subawards are issued by the SUA to each AAA for programs funded through Federal and State funds.
 - ii. Funding oversight by the State of the AAAs is a combination of Federal and State appropriations. A funding formula is applied to Federal and State funds, based on OAA guidelines and priorities. The basics include: persons over 60 and over 75, incorporating Poverty, and Minority statistics by service area.
 - iii. Local funding includes a wide variety of City, County, Nebraska Department of Transportation Medicaid Waiver, grants, and local donations.
 - iv. Nebraska offers services through the AAA <http://nebaaaa.org/>, and DHHS, Medicaid & Long-Term Care, Medicaid Waiver http://dhhs.ne.gov/medicaid/Pages/medicaid_index.aspx
 - i. The Aging State Plan, Benefits Resource Guide, and Nebraska Senior Center list is located online at <http://dhhs.ne.gov/medicaid/Aging/Pages/HelpfulDocsVids.aspx>

- j. The State Service Taxonomy, Aging regulations, and NSIP Reporting forms are located online at <http://dhhs.ne.gov/medicaid/aging/pages/Resources.aspx>.
 - k. The AAA's Area Plans are located online at <http://dhhs.ne.gov/medicaid/Aging/Pages/Financial-Program-Data.aspx>
6. The State Long-Term Care Ombudsman serves clients living in congregate settings, including nursing homes, assisted living, veteran's homes, and similar group home settings. More information can be found online at: <http://dhhs.ne.gov/Pages/LtcOmbudsman.aspx>

B. PROJECT ENVIRONMENT

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

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

The service component environments are as follows:

1. The SUA utilizes software (NAMIS) built by DHHS staff in the 1990s. The platform is Microsoft Visual Basic 6. Microsoft Visual Basic 6 is no longer supported. Staff with historical background and experience are no longer on the team supporting this software. NAMIS is utilized by each of the 8 AAAs, and the SUA. The software provides reporting of service units and program costs to fulfil the federal reporting requirements.
 - a. All of the AAAs utilize NAMIS. Six use it exclusively. All in-house Microsoft Excel spreadsheets are utilized to track clients and services.
 - b. ENOA (Omaha area) utilizes Mediware® for home delivered meal routing. Duplicate entry is made into NAMIS to meet state reporting requirements. ENOA uses NAMIS for all other program activities.
 - c. Aging Partners (Lincoln area) utilize Mediware® for most case and care management activities. Duplicate entry is made into NAMIS to meet state reporting requirements. Aging Partners is currently using the SAMS (case management) and Information & Referral modules.
2. The State Long-Term Ombudsman utilizes a Microsoft Access database, developed in-house, for Ombudsman program tracking. The State is looking into an Optional Long-Term Ombudsman Database, please see Attachment C.
3. AAAs are Medicaid Waiver service providers. The Nebraska Division of Medicaid and Long-Term Care oversees the Medicaid Home and Community Based Waiver program. Staff currently utilizes a public assistance system.
4. Trilogy's Network of Care product has a public component and an internal staff component. The public component is a website for the ADRC/NWD pilot project. The address is: <http://nebraska.networkofcare.org/aging>. The SUA provides content input, approves updates, and Trilogy Network of Care manages the website. Two of the website features include an online personal health record and an online provider service directory. Any member of the public with an email address can create a personal health record using the Trilogy Network of Care Software. It allows a person to securely store health history, patient preferences, and upload important documents.

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

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

C. SCOPE OF WORK REQUIREMENTS

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

D. TECHNICAL REQUIREMENTS

1. FUNCTIONAL REQUIREMENTS

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

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

2. SYSTEM USERS

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

3. SYSTEM PRIVACY

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

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

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

4. HARDWARE AND SOFTWARE REQUIREMENTS

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

b. HARDWARE

The bidder must provide all necessary hardware, systems software (operating systems licenses, auxiliary or support systems software, etc.), and disk storage space required to optimally effect the solution. The solution offered must take into consideration storage requirements over the entire contract term, including all optional renewal and extension periods. The solution must consider the State's records retention requirements. Below is the link to AAA records:

<http://www.sos.ne.gov/records-management/pdf/156%20-%20NE%20Area%20Agencies%20on%20Aging%20WEBSITE%204-5-11.pdf>

And below is the link to the DHHS, MLTC, SUA records:

<http://www.sos.ne.gov/records-management/pdf/150-3-7-medicaid-long-term-care.pdf>

c. SOFTWARE VERSIONS

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

E. PROJECT PLANNING AND ANALYSIS PHASE

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

Phase		Requirements	Due Date
1.1	1.0 Project Planning	Draft Project Work Plan	Submitted with Proposal
1.2		Detailed Project Work Plan	Due 2 weeks after Contract Start Date
1.3		Testing Methodology	Due 2 weeks after Contract Start Date
1.4		Project Control Documents <ul style="list-style-type: none"> • Risk Management and Resolution Plan • Issue Management and Resolution Plan • Organizational Change Management Plan • Work Management Plan • Change Control Documents 	Due 2 weeks after Contract Start Date
1.5		Status Reporting Plan Project Status Meeting Protocol	Due 2 weeks after Contract Start Date
1.6		Electronic Project Library	Due 2 weeks after Contract Start Date
1.7		Security Plan	Due 2 weeks after Contract Start Date
1.8		Business Continuity Plan/Disaster Recovery Plan	Due 2 weeks after Contract Start Date
2.1		2.0 Requirements Analysis	Requirements Validation Document (RVD)
2.2	Fit/Gap Analysis		Due dates to be determined in the Detailed Work Plan
2.3	Pilot/Prototype		Due dates to be determined in the Detailed Work Plan

1. PROJECT PLANNING (1.0)

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

- a. DRAFT PROJECT WORK PLAN (submitted with proposal) (1.1)**
Integral to the success of the project is a solid project plan and the management of that plan. The bidder shall prepare a Draft Project Work Plan to be submitted with its Proposal. The bidder shall develop a viable Project Plan that meets contractual requirements and timelines with the timing necessary for successful pre-implementation activities.
- b. DETAILED PROJECT WORK PLAN (1.2)**
Within two (2) weeks from the contract start date, the contractor will develop a Detailed Project Work Plan that includes a schedule and Gantt chart (for all project tasks, subtasks, and activities), milestones, and Detailed Project Work Plan deliverables. Resources from the contractor and the number and type of DHHS staff needed must be included for all tasks, subtasks, and activities that exist as line items within the Detailed Project Work Plan. The contractor's Project Work Plan will also maintain the following date-sensitive information:
 - i. Originally scheduled Start and End dates for all tasks, subtasks, and activities (including milestones and deliverables)

- i. Anticipated Start dates for tasks, subtasks, and activities, if schedule fluctuation has occurred
- ii. Anticipated End dates for tasks, subtasks, and activities, if schedule fluctuation has occurred
- iv. Task Durations
- v. Actual Start dates for all current and completed tasks, subtasks, and activities
- vi. Actual End dates for all completed tasks, subtasks, and activities
- vii. Descriptions of projects tasks

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

c. TESTING METHODOLOGY (1.3)

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

d. PROJECT CONTROL DOCUMENTS (1.4)

Within two (2) weeks from the contract start date, the contractor shall submit plans for the project, including:

i. Risk Management and Resolution Plan (1.4)

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

- a) Preliminary Risk Assessment
- b) A description of the most significant project risks and a description of proposed mitigation strategies for each risk. This assessment also includes a description of the impact associated with any identified potential failures.
- c) Ongoing Risk Identification Plan
- d) A description of the contractor's ongoing approach to the identification of potential risks, tracking of potential risks, and provision of information to DHHS that supports the monitoring of risk across the project.
- e) Risk Response Plan
- f) A description of the contractor's ongoing approach to the determination of actions necessary to reduce threats and enhance the Project's activities. Where applicable, contingency plans for various risks should be documented and contingency plan triggers should be identified.

ii. Issue Management and Resolution Plan (1.4)

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

iii. Organizational Change Management Plan (1.4)

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

iv. Work Management Plan (1.4)

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

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

Change Control Process

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

Control Request will:

- a) Provide a clear description of what is included from each change request.
- b) Delineate impacts to the project's schedule.
- c) Require successful completion of testing before the implementation stages.
- d) Incorporate multiple levels of priority for change requests (e.g., critical, must-have, desired, etc.).
- e) Support the Change Control Process by estimating impacts, investigating solutions, identifying alternatives, inputting appropriate information into the Project tracking tools, participating in the decision-making process, and implementing the agreed-upon solution.

Change Control Tracking System

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

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

e. **Status Reporting Plan (1.5)**

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

f. **Project and Status Meetings Protocol (1.5)**

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

g. **Electronic Project Library (EPL) (1.6)**

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

h. Security Plan (1.7)

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

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

i. Business Continuity/Disaster Recovery (1.8)

The contractor must develop a Business Continuity Plan which includes the following:

- i** Identification of the core business processes
- ii** For each core business process:
 - a)** Identification of potential system failures for the process,
 - b)** Risk analysis,
 - c)** Impact analysis, and
 - d)** Definition of minimum acceptable levels of outputs.
- iii** Documentation of contingency plans;
- iv.** Definition of triggers for activating contingency plans;
- v.** Discussion of establishment of a business resumption team;
- vi.** Maintenance of updated disaster recovery plans and procedures; and
- vii.** Plan for replacement of personnel

2. REQUIREMENTS ANALYSIS (2.0)

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

a. REQUIREMENTS VALIDATION DOCUMENT (RVD) (2.1)

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

b. FIT/GAP ANALYSIS (2.2)

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

c. PILOT/PROTOTYPE (2.3)

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

F. DESIGN, DEVELOPMENT, AND IMPLEMENTATION PHASE

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

	Phase	Requirements	Please Insert Anticipated Timeframe
3.1	3.0 Design	Detailed System Design Document (DSDD)	Due dates to be determined in the Detailed Work Plan
3.2		Testing Plan	Due dates to be determined in the Detailed Work Plan
4.1	4.0 Development, Interfaces, Integration	Software Development Plan (if needed)	Due dates to be determined in the Detailed Work Plan
4.2		Development/Customization (if needed)	Due dates to be determined in the Detailed Work Plan
4.3		Software Development Summary Report(s) (if needed)	Due dates to be determined in the Detailed Work Plan
4.4		Schedule of interface development efforts	Due dates to be determined in the Detailed Work Plan
4.5		Interface Environment Setup	Due dates to be determined in the Detailed Work Plan
4.6		Interface Development and Testing	Due dates to be determined in the Detailed Work Plan
5.1	5.0 Data Conversion	Data Conversion Plan and Guide	Due dates to be determined in the Detailed Work Plan
5.2		Conversion Results Report	Due dates to be determined in the Detailed Work Plan
6.1	6.0 Testing	User Acceptance Testing Plan	Due dates to be determined in the Detailed Work Plan
6.2		System Testing Results Report	Due dates to be determined in the Detailed Work Plan
7.1	7.0 Training	Training Plan	Due dates to be determined in the Detailed Work Plan
7.2		Onsite Train-the-Trainer session(s)	Due dates to be determined in the Detailed Work Plan
7.3		Video sessions	Due dates to be determined in the Detailed Work Plan
7.4		Training Manuals	Due dates to be determined in the Detailed Work Plan
8.1	8.0 Implementation	System Implementation Plan	Due dates to be determined in the Detailed Work Plan

	Phase	Requirements	Please Insert Anticipated Timeframe
8.2		Problem Resolution Plan	Due dates to be determined in the Detailed Work Plan
8.3		Final Readiness Assessment	Due dates to be determined in the Detailed Work Plan
8.4		Documentation	Due dates to be determined in the Detailed Work Plan
8.5		System Go-Live	Due dates to be determined in the Detailed Work Plan

1. DESIGN (3.0)

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

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

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

b. **Detailed System Design Document (DSDD) (3.1)**

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

c. **Testing Plan (3.2)**

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

2. DEVELOPMENT, INTERFACES, AND INTEGRATION (4.0)

a. **DEVELOPMENT**

i. **Software Development Plan (4.1)**

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

i. **Development/Customization (4.2)**

If needed the contractor shall complete any customization development.

ii. **Software Development Summary Report (4.3)**

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

a) Major products developed, delivered, or updated

b) Identification of all issues that have arisen and resolutions (identification of issues/risks that may impact the next phase)

b. **INTERFACES**

Two AAAs use Mediware SAMS product. The proposed system must electronically interface client and service information with Mediware SAMS product. The proposed system must interface at least four times per day.

The proposed System must also support functionality to extract a file in a standard file format (i.e. .xls, .csv, etc). Appendix A-1 & 2 reflects software in production.

- i Schedule of interface development efforts (4.4)
Develop a master schedule of interface development efforts (4.4) that is integrated with the Detailed Project Work Plan.
- i Interface Environment Setup (4.5)
The Contractor is responsible for ensuring that a stable and accessible interface testing environment is available by an agreed upon date.
- i Interface Development and Testing (4.6)
The contractor shall be responsible for developing all the necessary interfaces. This includes interface design, development, validation, testing, and documentation. DHHS will coordinate any required interactions with other parties who will need to modify their systems to use these inbound and outbound interface datasets.

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

3. DATA CONVERSION (5.0)

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

a. DATA CONVERSION PLAN AND GUIDE (5.1)

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

b. CONVERSION RESULTS REPORT (5.2)

The contractor shall execute the data conversion activities according to the Data Conversion Plan and Guide. The final step of the data conversion process is the Conversion Results Report.

4. TESTING (6.0)

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

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

a. USER ACCEPTANCE TESTING PLAN (6.1)

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

b. USER ACCEPTANCE TESTING RESULTS (6.2)

The contractor is responsible for the management of the testing effort and other related events and communicating this ongoing information with the State testing team. The contractor must

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

5. TRAINING (7.0)

a. TRAINING PLAN (7.1)

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

b. TRAIN-THE-TRAINER SESSION(S) (7.2)

The contractor shall provide onsite training (6.2) for approximately twelve (12) trainers at a single DHHS location in Lincoln, Nebraska. Training materials for the train-the-trainer session shall be provided to DHHS a minimum of three (3) weeks before the onsite training session(s). The contractor shall provide leave-behind materials specific to the trainer group and will be available for limited on-going advice to ensure the success of the train-the-trainer approach.

The contractor shall provide, at no additional cost to the State, supplemental training for the trainer group if the State determines that significant system updates occurred. This supplemental training may occur onsite or via video conference, web portal, manual, or other mutually agreeable delivery method.

c. VIDEO TRAINING MATERIALS (7.3)

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

d. TRAINING MANUALS (7.4)

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

6. IMPLEMENTATION (8.0)

a. SYSTEM IMPLEMENTATION PLAN (8.1)

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

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

b. PROBLEM RESOLUTION PLAN (8.2)

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

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

c. FINAL READINESS ASSESSMENT (8.3)

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

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

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

d. DOCUMENTATION (8.4)

Additionally the contractor must develop and maintain the following documentation:

- i. **On-line Help (8.4)** for all web portal features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics.
- ii. **On-line User Manual (8.4)** with a printable version available. The documentation should include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen.
- iii. **On-line Reporting Manual (8.4)** with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report item/data element, all field calculations defined in detail, and field and report titles.
- iv. **On-line Installation and Technical System Operation Manual (8.4)** with a printable version available. The documentation should include operating procedures to assist technical staff in operation and maintenance of the system. These procedures help define and provide understanding of system operations and performance. Documentation for all hardware and software products including reference guides, user guides, technical guides/manuals, and technical documentation (e.g. system administration, configuration workbook, system architecture, application architecture, etc.)

e. SYSTEM GO-LIVE (8.5)

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

G. OPERATIONS & MAINTENANCE PHASE

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

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

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

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

2. **OPERATING PROCEDURES GUIDE (9.1)**

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

3. **HELP DESK (9.2)**

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

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

4. **PROBLEM RESOLUTION (9.3)**

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

H. **DELIVERABLES**

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

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

1. Project Planning
 - a. Detailed Project Work Plan
 - b. Testing Methodology
 - c. Risk Management, Issue Management, and Organizational Change control, Work Management, Change Control procedures
 - d. Status Reporting Plan
 - e. Project Status Meetings Protocol
 - f. Electronic Project Library
 - g. Security Plan
 - h. Business Continuity Plan/Disaster Recovery Plan
2. Requirements Analysis
 - a. Requirements Validation Documents
 - b. Fit/Gap Analysis
 - c. Pilot/Prototype
3. Design
 - a. Detailed System Design Documentation
 - b. Testing Plan
4. Development, Interfaces, and Integration
 - a. Software Development Plan
 - b. Development/Customization
 - c. Software Development Summary Report
 - d. Schedule of Interface Development Efforts
 - e. Interface Environment Setup
 - f. Interface Development and Testing
5. Data Conversion
 - a. Data Conversion Plan and Guide
 - b. Conversion Results Report
6. Testing
 - a. User Acceptance Plan and Testing
 - b. User Acceptance Testing Results
7. Training
 - a. Training Plan
 - b. Training Sessions
 - c. Video Sessions
 - d. Training Manuals

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

VI. PROPOSAL INSTRUCTIONS

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

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

A. PROPOSAL SUBMISSION

1. REQUEST FOR PROPOSAL FORM

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

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

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

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

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

2. CORPORATE OVERVIEW

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

a. BIDDER IDENTIFICATION AND INFORMATION

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

b. FINANCIAL STATEMENTS

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

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

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

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

c. CHANGE OF OWNERSHIP

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

d. OFFICE LOCATION

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

e. RELATIONSHIPS WITH THE STATE

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

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past twenty-four (24) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

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

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a contract terminated for default during the past ten (10) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

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

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

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

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

The bidder should address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:

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

- ii. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.
- iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

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

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

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

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

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

j. SUBCONTRACTORS

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

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

3. TECHNICAL APPROACH

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

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

VII. COST PROPOSAL REQUIREMENTS

A. COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the State's Cost Sheet. The bidder must use the State's Cost Sheet. The bidder should submit the State's Cost Sheet in accordance with Section I Submission of Proposal.

THE STATE'S COST SHEET AND ANY OTHER COST DOCUMENT SUBMITTED WITH THE PROPOSAL SHALL NOT BE CONSIDERED CONFIDENTIAL OR PROPRIETARY AND IS CONSIDERED A PUBLIC RECORD IN THE STATE OF NEBRASKA AND WILL BE POSTED TO A PUBLIC WEBSITE.

B. COST PROPOSAL

This summary shall present the total fixed price to perform all of the requirements of the RFP. The bidder must include details in the State's Cost Sheet supporting any and all costs.

The State reserves the right to review all aspects of cost for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

C. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the RFP. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

Form A
Bidder Contact Sheet
Request for Proposal Number 5948 Z1

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

Preparation of Response Contact Information	
Bidder Name:	Innovative Data Systems of Missouri, LLC
Bidder Address:	16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
Contact Person & Title:	Tim Wright, President
E-mail Address:	twright@indatsys.com
Telephone Number (Office):	(888) 527-6012 Ext 111
Telephone Number (Cellular):	(512) 744-3995
Fax Number:	(660) 233-8299

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

Communication with the State Contact Information	
Bidder Name:	Innovative Data Systems of Missouri, LLC
Bidder Address:	16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
Contact Person & Title:	Tim Wright, President
E-mail Address:	(888) 527-6012 Ext 111
Telephone Number (Office):	(888) 527-6012 Ext 111
Telephone Number (Cellular):	(512) 744-3995
Fax Number:	(660) 233-8299

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

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

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

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

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

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

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

FIRM:	Innovative Data Systems of Missouri, LLC
COMPLETE ADDRESS:	16533 N State Hwy 5 Suite 201, Sunrise Beach, MO 65079
TELEPHONE NUMBER:	(888) 527-6012
FAX NUMBER:	(660) 233-8299
DATE:	12/01/2018
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Timothy L. Wright, President

Technical Approach



16533 N State Hwy 5 Suite 201
Sunrise Beach, MO 65079

1. Understanding of the Project Requirements

a. Project Overview

- i. AgingIS is Commercial Off-the-Shelf Software (COTS) hosted web application for which user access is purchased for a monthly User License Fee. There are no additional fees for extra modules or maintenance. AgingIS was developed since 2014 and officially released to Missouri and Illinois in 2017 and 2018 with 23 Area Agencies on Aging and two SUA's using it. Previously, Missouri and Illinois were using our program, NapisPak, which was initially developed in 1996 for Missouri. We have been in the NAPIS business for 22 years so our program continues to mature as the needs of our customers change.
- ii. AgingIS includes the following modules:
 1. Basic – Client Registration, Assessment and Custom Assessment, Service Authorization and Logging, Session entry and Document upload.
 2. Care Plan Management – Client intake, Case Information, Case Calls/Contacts, Reminders, Care Plan with outcomes, Referrals, Case Notes and Case Document upload.
 3. Service Mapping – Map clients by service
 4. Info and Assistance – Client Info, Connections (Contacts), Referrals
 5. Application Manager – Outreach Activities and Applications
 6. Volunteer Registration
 7. Finance – Income, Expense, In-Kind (Non-Cash and Volunteer), Other (Employee Timecard). This module is used to track items at the Senior Center/point of delivery level and then can be rolled up and reported at the Agency level. Donor Management including contribution letter generation and contribution tracking if desired.
 8. Budget – Annual Award, Provider (PAC) Allocation, Detail Budget and Budget Locking.
 9. Medicaid – Medicaid Reassessment (MO), Med Referral (MO), Billing for services (meals), Automated optimization within monthly meal authorization.
 10. Imports – Import data from multiple sources. These are designed to meet customer requirements due to differences in format and data structures.
 11. Exports – Export data in customer specified format. Individually designed.
 12. Annual Report – SRT report generation. Agencies generate report for their level and approved prior to submittal to state. State program displays each agency report for review and approval then consolidates all the agency data into the SRT submittal. Data auditing to meet SRT requirements is included.
 13. Admin – Agency level module to set up Providers and Local Service Codes, specify program options desired, Maintenance functions such as merge/delete duplicate client records and the Custom Assessment Builder
 14. Agency Liason – Set up users and authorize levels of access.

15. Query Builder – Query access to entire database. Queries can be saved and distributed to provide standard results.
 16. Reports – Over 200 pre-designed reports
 17. News – message regarding updates or other information items for the users. This is automatically display on program entry to show users if there have been any changes.
 18. Support – Provides phone numbers for tech support, internal email to tech support and a Support Portal which allows users to share their screen with tech support staff for problem resolution.
- iii. A separate program called OMBUD is a basic program which provides all the reporting requirements for NORS
- b. SUA and AAA's
- i. Because of 22 years of experience and working closely with our customers, Innovative Data Systems is very familiar with the processes at all levels.
 - ii. The referral dashboard in Trilogy's Network of Care is duplicated in our Info and Assistance module. AIRS Taxonomy search is available in the module but would be modified for Nebraska in a separate effort where we could define the requirements and specifications.
 - iii. Funds management, both government and local, has been an item of emphasis and is being included in the budget module.
- c. Project Environment
- i. NAMIS data will be integrated into AgingIS through a custom import. We do these frequently as we merge other outdated systems data into AgingIS.
 - ii. Interface with Mediuare®, another proprietary system and a competitor, was not marked as comply in this RFP. The request was for an automated systems that automatically updates at least four times per day. We submitted a question requesting more information as to whether Mediuare® had an established API or other interface but there was no information given in the response. We could provide an import/export utility that would be run by the AAA but we would need specifications as to what data, data format, data translation, etc. in order to estimate a cost of that feature.
 - iii. Trilogy's Network of Care online personal health record and taxonomy search could be done but would be a large project. If Network of Care exports has data that could be imported to AgingIS an import function could be provided as a separate effort. We currently have a similar taxonomy search and services in a Missouri database, MoAging.com. If this taxonomy database were set up for Nebraska then it could be accessed for Info and Assistance directly from AgingIS eliminating duplicate client entry/tracking.
- d. Scope of Work
- i. AgingIS addresses the client services, care and case management, funding splits, administration requirements and federal reporting requirements. As discussed

above the interface issues can be overcome and bid if we are given sufficient information to determine the scope of those efforts.

e. Technical Requirements

- i. Functional Requirements – Through attachments B and D we have identified all items that cannot be provided under this RFP due to lack of information with which to estimate the scope and cost and we have identified those items that we feel we can do expeditiously. These will be reflected later.
- ii. System Users – We maintain high quality servers and monitor response times continually. Adding 250 users will not impact server response or ability to provide program services. User is responsible for maintaining high speed Internet, however, to assure the best service possible.
- iii. System Privacy – Our hosting company, Codero (Codero.com), is a HIPAA certified site. All data stored at that facility is encrypted and all web traffic to and from the site is encrypted with strong encryption.
- iv. Hardware and Software Requirements – Through Codero we maintain all hardware and software as well as maintenance and provide this all under the monthly User Licensing Fee. Hardware and software updates are constantly maintained for security.

f. Project Planning and Analysis Phase

i. Project Planning

1. Since this is COTS software we only have one minor modification, multi-level user authentication, in addition to the data conversion. The multi-level user authentication will take about 3 weeks to program and test then will be made available for customer beta testing. AgingIS already has single level so we will just be adding the ability to create, store and verify the additional levels desired. Tasks will be Design, Internal Testing, Beta Testing and Production. Customer will be advised of status throughout the 3 week process.
2. Data conversion using data structure provided in Attachment E is not complicated and will take about 2 weeks to accomplish and make ready for initial beta testing for the customer. Tasks will be Analysis, Design, Internal Testing, Beta Testing and Production. Customer will be advised of status throughout the 2 week process.
3. Detailed Work Plan – Due to the small nature of these projects the Detailed Work Plan will include the tasks listed above and their anticipated start and end dates.
4. Testing Methodology
 - a. Multi-Level User Authorization – Possible erroneous methods of user authorization will be identified and tested at both the internal and beta testing levels.
 - b. Data Import – Internal and beta testing will involve review of imported data to ensure completeness and correctness.

5. Project Control Documents

- a. The two items above are very straight forward and carry little or no risk after testing. Items will be accomplished within bid hours.
- b. Change Control is handled within Innovative Data Systems in our project control program. All required/requested changes are documented and project sheets developed defining tasks to be accomplished, hours to complete each task and cost of each task. Project sheets are sent to customer for review and approval prior to work initiation. History of actual hours and dates of tasks is maintained within the project control program as well.

6. Requirements Analysis

- a. Attachments B and D have been completed and are included in this Technical Approach. Items not marked as Comply, Core, Custom or 3rd Party were marked such because we don't currently have the requested capability and there was insufficient information in the RFP with which to bid development of the capability. If DHHS desires to have further conversation and to provide more detail to enable task development and bid we will be glad to do that.
- b. Beta testing is always accomplished on a prototype system prior to going to production. Customer can select to use a sanitized database or a copy of the current testing user's database.

g. Design, Development and Implementation Phase

- i. Design - We are not proposing any major development. Design and testing of the multi-level access authorization and the initial data conversion will be straight forward and easily monitored.
- ii. Development, Interfaces and Integration
 - 1. There is no software development other than the two items mentioned above.
- iii. Interfaces – As stated there is not enough information or design specification available to design an interface with Mediuware® or Trilogy at this time. Further discussion of this can be done if requested.
- iv. Data Conversion – Customer has provided data element definition. Prior to design any questions regarding data element mapping will be presented and answered by the Customer. Innovative Data Systems will contact Customer directly if there are further questions that come up in the data conversion process.
- v. Testing – Customer will be given access to a prototype database through the updated AgingIS to test the multi-level user access and the data conversion.
- vi. Training
 - 1. Prior to Beta testing the beta test user(s) will receive online training for the AgingIS program and then given access to the program for approximately one week for beta testing. Tech support is available for questions

throughout the test period and a follow-up online session will be scheduled to address and further training or program issues.

2. When Beta testing is complete each AAA and the SUA will receive AgingIS training online and given access to a prototype database for a week (or more if required). At the end of the training period there will be a follow-up meeting for further questions and training. Agency rollouts will be scheduled by the SUA and should be at least a week apart.
3. This online training is included at no additional cost to the project. If the state desires on-site training it can be arranged at a daily rate plus expenses per the cost proposal.
4. Over the last year and a half we have trained 23 agencies successfully using this method.
5. Training materials will be in the form of training videos over different sections and capabilities in AgingIS. Additionally, the online training sessions will be recorded and made available to agencies for review at no additional cost. Training manuals are not going to be provided within this bid.

vii. Implementation

1. Implementation Plan will include the two design tasks identified with their respective testing and the statewide AAA system training and rollout plan.
2. As stated above online help is available by phone or email followed up with use of the Support Portal if required.
3. Online video training will be available for all aspects of AgingIS.

h. Operations and Maintenance Phase

- i. Software and hardware updates and other items specified in Section V.G.1 will be provided and kept up to date.
- ii. Operating Procedures Guide, Help Desk have been discussed above.
- iii. Whenever Innovative Data Systems receives notification of problems they will be addressed and resolved as soon as possible. Customer suggestions/requests for changes will be recorded and addressed to the SUA for possible resolution. It is requested that each agency and the SUA have a subject matter expert as a go-to person for suggestions and requests for changes and that they come through the SUA to Innovative Data Systems.

i. Deliverables

- i. Deliverables will easily be under the 35% limit.

2. Proposed Development Approach

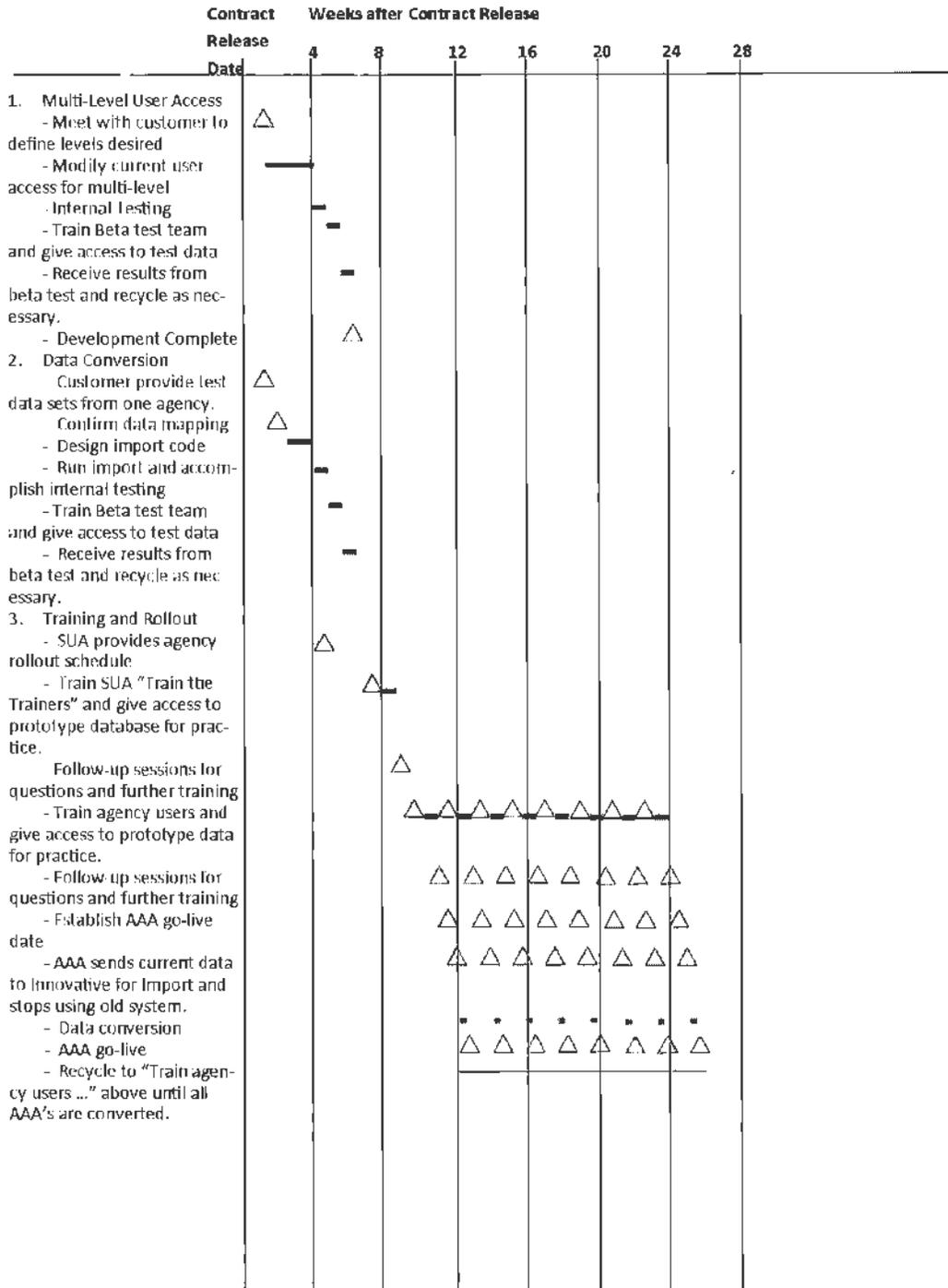
- a. As discussed above, there is no significant development being proposed. For this reason the approach will be kept simple and economical also as described above.

3. Attachment D Technical Requirements – Attached

4. Attachment B Business Requirements – Attached

5. Draft Project Work Plan

NE RFP 5948 Z1 Draft Work Plan



6. Deliverables and Due Dates

Milestone	Payment Percentage	Due Date
a. Project Planning	0.14%	2 wks after Cont Rel
b. Development		
i. Multi level user access	.89%	7 wks after Cont Rel
ii. Data Conversion Design	.89%	7 wks after Cont Rel
c. Data Conversion	0%	As reqd for AAA
d. Testing	0.13%	7 wks after Cont Rel
e. Training	0%	As req for AAA/SUA
f. Implementation	97.95%	Compl 26 wks aft CR

Attachment B

Business Requirements Traceability Matrix

Request for Proposal Number 5948 Z1

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

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

The traceability matrix should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. DHHS will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide DHHS with sufficient information to differentiate the bidder's business solution from other bidders' solutions.

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

How to complete the traceability matrix:

Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and must not be modified by the bidder.
Requirement	The statement of the requirement to which the bidder must respond. This column is dictated by the RFP and must not be modified by the bidder.
(1) Comply	<p>The bidder should insert an "X" if the bidder's proposed solution complies with the requirement. The bidder should leave blank if the bidder's proposed solution does not comply with the requirement.</p> <p>If left blank, the bidder must also address the following:</p> <ul style="list-style-type: none"> • Capability does not currently exist in the proposed system, but is planned in the near future (within four months from the date of submission of the bid) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the bidder's standard capability • Requires an extensive integration effort of more than 500 hours

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

1. State Unit on Aging requirements:
 - a. Clients

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-1	Describe how software creates a focus on the person receiving the services instead of focus on the services.	X			
	Bidder's Response: The core of the program is the Client Core Data. Service eligibilities and service delivery are related to the ClientID. There are also client related modules for Information and Assistance, Care Plan Management, HDM Route Management, Transportation Logging and Functional Needs. All modules are included in the core AgingIS program.				
CLI-2	The system must have a unique identifier (client number) for client records besides Social Security Number.	X			
	Bidder's Response: A unique numeric identifier is assigned upon creating a new client and all client related records such as Information and Assistance, Care Plan Management, Service Delivery, etc are related to the ClientID.				
CLI-3	The system must be able to manage and identify possible duplicate clients, merge clients, and client creation.	X			
	Bidder's Response: When the first and last name of a new client are entered AgingIS searches for any duplicate names and displays a roster of possible duplicates. If the client is already in the database the user need only click on select to access that client's core data. There are reports and a merge tool to identify and merge any duplicate records.				
CLI-4	The system must collect all National Aging Program Information System (NAPIS) required demographic fields in the client record.	X			
	Bidder's Response: All NAPIS required fields are included.				
CLI-5	The state must be able to add additional (ad-hoc) fields added to the client record to track non-Older Americans Act (OAA) information.	X			
	Bidder's Response: The user is able to create a custom "assessment" to be used for additional client data. It is easy to use and is accessible to the query builder for later reporting.				
CLI-6	The system must accommodate adding new fields post implementation.	X			
	Bidder's Response: The user is able to create a custom "assessment" to be used for additional client data. It is easy to use and is accessible to the query builder for later reporting. Additional fields in the existing screens would be done under separate contract.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-7	The system must include and track federal Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) for each client. Bidder's Response: These are tracked per client in the ADL/IADL Assessment. All assessments are dated and available for historic lookback.	X			
CLI-8	The system must provide historical values for client ADL and IADL indicators. Bidder's Response: These are tracked per client in the ADL/IADL Assessment. All assessments are dated and available for historic lookback.	X			
CLI-9	The system must differentiate between "not answered" and "no" for ADL and IADL responses. Bidder's Response: Answer options are: Independent, Minimal Assist, Moderate Assist, Maximum Assist and Unknown. Independent is "No" and Unknown is "Not Answered". These levels of assistance are used in care planning. The level needed and the level available are compared in later assessment data to determine the level of need.	X			
CLI-10	Describe how the system would accommodate ADLs that are different from the federal ADLs. Bidder's Response: Two options are available: 1. A custom assessment can be created to track additional ADL/IADL items or 2. The addition of ADL/IADL items to the existing ADL/IADL form can be contracted separately. Note that we have to maintain the Federally required items as a minimum for SRT/ACL Reporting.	X			
CLI-11	The system must include a way to manage client status, including but not limited to: active, inactive, and deceased clients. Bidder's Response: Current Options are: Active, Deceased, Inactive, Moved, Unknown and Data Missing	X			
CLI-12	The system must track the care recipient to caregiver relationship with separate client records. Bidder's Response: Separate records are maintained. Additionally, if a client has a caregiver it is noted on the main client screen and the user is able to navigate directly to the caregiver screen.	X			
CLI-13	Describe how the system tracks out of state caregivers. Bidder's Response: Address is required in the core client record which includes state. Caregivers are registered as clients with a Caregiver eligibility in order to receive FCG Services.	X			

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-14	The system must be able to manage emergency and other contact information including but not limited to contact name, relationship, and contact information. Bidder's Response: This data is included in the Other Contact Info screen.	X			
CLI-15	The system must contain a section that allows users to input observations, notes, follow ups, and other text-based summaries in the client record. All notes must be saved chronologically in a historical log (not over-written with the next update). Bidder's Response: Care Plan Manager allows the user to track these items in a chronological format. Note that these items are considered sensitive data and only authorized Care Plan Managers should be given access to this data. Access is controlled by the Agency Admin.	X			
CLI-16	The system must be able to have multiple files/documents attached to a client record. Bidder's Response: General client documents may be uploaded and attached to each client record. Additionally, the Care Plan Manager can upload documents to the case management file for a client. These case management documents are only accessible by authorized Care Plan Managers.	X			
CLI-17	Describe how an area agency on aging (AAA) would transfer a client to another AAA in the system. Bidder's Response: There is no capability to transfer client information to another agency. They would be terminated in one agency and re-entered in another. In the event that an agency is eliminated and must be merged with another agency we will work with the customer to facilitate that and have done it in the past. If a new agency is created and a portion of another agency's clients need to be moved to the new agency we can work with that as well. These would be custom projects at the time requested.				
CLI-18	List fields that users at the AAA or State Unit on Aging (SUA) level can search by. List any additional fields that would be considered a customization to the standard search fields. Bidder's Response: A client query provides access to almost all of the client data and can be filtered, sorted and grouped. Results can be output to Excel or PDF. Additionally, the Query Builder module (Evolve level access) provides the authorized user the ability to query the entire database then filter, sort or group the results. Queries can be saved and distributed to agencies or providers for use as well.	X			

b. Services

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-1	The system must be able to track federal, state, and local taxonomies. Describe how the system reconciles different taxonomies. Describe how the system incorporates the AIRS taxonomy.	X			
	<p>Bidder's Response: Regarding client services: All local service codes key off of a 3 digit state service code. The first codes are Federal codes 01S-14S (Personal Care through Outreach as specified in the SRT). Next the State specifies their master service codes to identify state service groups such as Home Repair, Outreach, Preventative Health, etc. with a 3 digit code such as A01. Additionally when these services are set up the Unit of Service is identified. So when an agency sets up their local service codes they add a fourth digit and can split a service such as Home Repair into categories that will still report and sum up by the state service code for state level reporting. Additionally a four digit funding code is added to track services for payment. For example Home Delivered Meals funded by Title III might have a Local Service code of 04S0T3C2. 04S is the master code for HDM and T3C2 identifies the funding of this Local Service Code as Title 3C2.</p> <p>The AIRS taxonomy is used in Information and Assistance and in the public website for service searching. This would be a separate contracted effort due to differences between states and how they handle the data.</p>				
SER-2	The system must be able to differentiate between Aging and Disability Resource Center (ADRC) services and OAA services..	X			
	<p>Bidder's Response: Ref SER-1. This can be easily accomplished using the options in Local Service Codes. Innovative Data Systems training will cover this and assist in laying out statewide master codes.</p>				
SER-3	The system must be able to distinguish between service delivery models: self-directed care services and traditionally delivered services.	X			
	<p>Bidder's Response: Ref SER-1. Local service codes will be set up to differentiate between self-directed care services and traditionally delivered services.</p>				
SER-4	The system must be able to do rapid or bulk data entry by service and service provider (i.e. entering daily congregate meal recipients at a senior center).	X			
	<p>Bidder's Response: There are currently a number of import functions available in AgingIS for service providers to do bulk import of units. Imports are generally in Excel format but can be in Access or comma delimited as well. Each import will be individually programmed to customer specification but these are generally small projects and not included in this RFP. We also have a kiosk that is used in Senior Centers so the clients can scan their card for automatic unit entry so data is entered in real time and only takes a quick swipe or scan. There are also a number of barcoded reports so scanning of a large number of clients is easy.</p>				
SER-5	Describe how the system handles canceling or rescheduling authorized services due to inclement weather or other unforeseen circumstances.	X			
	<p>Bidder's Response: This is available for Home Delivered Meals through Route Manager. A schedule is maintained by client. If a client is not going to receive services it can be noted so that the delivery roster doesn't include that client. If there are discrepancies like no one is home then these are updated after delivery is completed. Once the schedule for the day is current</p>				

	the user can bulk upload the service units for that day with a button in the program.			
SER-6	Describe how the system tracks OAA registered service recipients before an intake is received.	X		
	Bidder's Response: AgingIS allows the user to create the client and schedule services prior to intake and assessment if agency policy allows. This provides the ability to deliver and track services prior to completing the intake and assessment.			

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-7	Describe how the system administers or customizes eligibility types. Eligibility will differ between various state and federal programs.	X			
	Bidder's Response: There is a robust list of eligibilities available for existing state and local programs. If more are needed by the state they should contact Innovative Data Systems for coordination and they can be added to the approved list of eligibilities.				
SER-8	The system must be able to track services received by non-OAA eligible individuals.	X			
	Bidder's Response: Per SER-1 Local Service Codes can be established to track any services. The funding code portion of the Local Service Code can even track duplicate services (such as HDM funded from multiple sources) by modifying the funding code but maintaining the service code.				
SER-9	The system must include historical eligibility tracking. For example, a 59 year old person can join their 60 year old spouse for an OAA Congregate Meal. Once the 59 year old spouse turns 60, they would qualify for OAA Congregate Meals.	X			
	Bidder's Response: Ages are automatically updated on the client's date of birth. Eligibility at the time of service delivery is tracked so historical eligibility tracking is done.				
SER-10	The system must track special diets and delivery notes required for Home Delivered Meal service.	X			
	Bidder's Response: This is included in each HDM client's profile and may be updated as required.				
SER-11	Describe how the system would track take-out meals that are taken off senior center/nutrition site premise.	X			
	Bidder's Response: Set up a unique local service code for that service and AgingIS will track it.				
SER-12	Describe the system's electronic visit verification capabilities (EVV).				
	Bidder's Response: Not currently available and would exceed 500 hours. We are familiar with EVV systems and would be glad to meet with DHHS to discuss options and specifications to add this capability.				
SER-13	Describe the system's routing capabilities for services like transportation and home delivered meal routing. Include a description of GIS mapping, monitoring from a central location, etc.	X			
	Bidder's Response: GIS mapping is available for the HDM Meal routing but not for transportation services at this time. A transportation group could be created in HDM Meal Routing section to allow for GIS Mapping of the transportation routes. Or modification to the program could be done easily.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-14	Describe how the system automates and customizes workflows to determine client eligibility for services. Describe how it can be customized by AAA and service.				
	Bidder's Response: Not currently available but is scheduled to be developed in 2019 under another contract.				
SER-15	Describe how the system automates and customizes waitlist and prioritization capabilities post system implementation. Describe how it can be customized by AAA and service.				
	Bidder's Response: Not available at this time. Insufficient detail available for design at this time but we would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.				
SER-16	Post implementation, describe the system customizable prior authorization forms. Describe how it can be customized by AAA and service.				
	Bidder's Response: Not currently available. Insufficient detail available for design at this time but we would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.				
SER-17	Describe the system's real time data entry for information & assistance staff to track calls and walk-ins, where staff provide information and referral services.	X			
	Bidder's Response: A robust Info and Assistance module is included in AgingIS. All contacts may be tracked with date, time, duration, method of contact, agent type, purpose of contact, I&A type, caller type and remarks. Follow-up reminders can be set at the time of contact entry. Additionally, all current services, open referrals, other callers for this client and caregivers are displayed so the user has this info at their fingertips. Services referenced in the contact can be recorded either in the Local Services section or in Other Services section. Referrals for services to other providers within the agency can also be made from this screen. A referral message can be emailed to the receiving agency/provider as well.				
SER-18	Describe how the system records anonymous clients, referrals made, and level of assistance provided.	X			
	Bidder's Response: Most agencies create a client record for Anonymous Client and track anonymous contacts to this record. These are sometimes broken down by gender or another demographic for further breakout (Anonymous Client Male).				
SER-19	Describe how the system supports a "lending library" tracking system. For example, describe how the AAA would track durable medical equipment that has been lent to a client, including how it would be administered, such as donations of equipment, loaning, and marked returned and available for use.	X			
	Bidder's Response: A custom assessment can be created with the built in assessment builder to track these items. Then use the built in Query builder to create a report based on the info in the custom assessment.				

c. Assessments

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-1	Describe how the State can create and customize assessments in the system.	X			
	Bidder's Response: There is a custom assessment module available to the Agency Admin that allows the creation of custom assessments. These can be shared across the agency. This tool is easy to use, very powerful and is available to reporting through the Query Builder module.				
ASMT-2	Describe how the system accommodates multiple value choices.	X			
	Bidder's Response: When creating an assessment you have to select an answer type. One of the options is Multiple Select (Checkbox List).				
ASMT-3	Describe how the system aggregates collected data.	X			
	Bidder's Response: Assessments are tracked by name and date. Multiple assessments of the same type/name may be done and recorded and will be available to review or available for reporting in the Query Builder.				
ASMT-4	Newly created assessments must be available to previously created client profiles.	X			
	Bidder's Response: Anytime a new assessment is created and made available to users it is available to all clients in the database.				
ASMT-5	Describe how the system reconciles data in an old assessment and new assessment.	X			
	Bidder's Response: Both the old and the new assessment are available for viewing and reconciling.				
ASMT-6	Describe how the system would retain previously deleted assessment questions.	X			
	Bidder's Response: Assessment questions are not delete but just marked Inactive. Questions and answers remain available for reporting but not available for completing new assessments.				
ASMT-7	Describe how the system provides historical data and trending with previous assessment answers.	X			
	Bidder's Response: Historical data is available through the Query Builder. It can be downloaded to Excel and analysis completed as desired.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-8	The system must include the DETERMINE Assessment tool (from the Nutrition Screening Initiative) to evaluate nutrition risk. (Disease; Eating Poorly; Tooth Loss/Mouth Pain; Economic Hardship; Reduced Social Contact; Multiple Medicines; Involuntary Weight Loss/Gain; Needs Assistance in Self- Care; Elder Years Above Age 80). Bidder's Response: Elder Years Above Age 80 is not included in the current hard coded Nutritional Risk Survey but could be easily added. Or a custom Nutritional Risk survey can be created in a custom assessment using assessment builder.	X			
ASMT-9	The system must include the St. Louis University Mental Status (SLUMS) Assessment to evaluate cognitive performance. Bidder's Response: User can easily build this in the Assessment Builder or Innovative Data Systems can build it under separate contract.	X			
ASMT-10	Describe how the state care management assessment would be set up in the system. An example of the assessment can be found at this URL: http://dhhs.ne.gov/medicaid/Aging/Documents/CM%20Assessment%20Form.pdf Bidder's Response: User can easily build this in the Assessment Builder or Innovative Data Systems can build it under separate contract.	X			
ASMT-11	Describe how the state would administer and customize a caregiver assessment form in the system. The assessment can be found online at: http://dhhs.ne.gov/medicaid/Aging/Documents/SUA-18-IM-04%20Comprehensive%20Caregiver%20Assessment.pdf Bidder's Response: User can easily build this in the Assessment Builder or Innovative Data Systems can build it under separate contract.	X			
ASMT-12	Describe how the system supports the administration and customization of an intake form to support an ADRC/NWD (No Wrong Door) in the system. The intake form can be found online at: http://dhhs.ne.gov/medicaid/Aging/Documents/IR%20and%20OC%20Intake.doc Bidder's Response: User can easily build this in the Assessment Builder or Innovative Data Systems can build it under separate contract.	X			

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-13	Describe how the system accommodates InterRAI Assessment Instruments.	X			
	Bidder's Response: User can easily build this in the Assessment Builder or Innovative Data Systems can build it under separate contract.				
ASMT-14	Describe how the system accommodates the Supports Intensity Scale (SIS).	X			
	Bidder's Response: User can easily build this in the Assessment Builder or Innovative Data Systems can build it under separate contract.				

d. Usability

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-1	The system must have copy/paste functionality. Bidder's Response: Standard Microsoft ® copy paste is available throughout the program.	X			
USE-2	The system must be able to print, display, or export any information gathered in the client record, related to service usage, on a form and/or in a report. Bidder's Response: The Client Summary by Name report does this or the user can use the Query Builder to expand the information reported.	X			
USE-3	The system date must have 4 digit years. Bidder's Response: It has 4 digit years.	X			
USE-4	The system must have task and date reminder tracking. Bidder's Response: Reminders are set in Information and Assistance and in Care Plan Manager. A reminder management screen is available in each of those modules.	X			
USE-5	Describe the system's customizable alerts. Describe how users are able to set alerts for activities like follow ups and next visits. Bidder's Response: This is done through the Reminders described in USE-4	X			
USE-6	Describe the system's customizable workflows. For example, how a user would select, review, and document checked case files, service authorizations, service entries, and client demographics. Bidder's Response: Not available at this time. Insufficient detail available for design at this time but we would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-7	Describe how the system supports cross-module workflows. For example, client eligibility for a funding source may be determined in one module by a separate state agency, and the client then referred to the AAA for services. Bidder's Response: Not available at this time, however we have another contract to build this in early 2019.				
USE-8	Describe client portal products or options that are currently available. A client portal should be accessible by the client, or any person in their support network (caregiver, family member, neighbor, or friend). Describe security and access among public users. Bidder's Response: Not available at this time, however we have another contract to build this in early 2019. Access security will be same as core system.				
USE-9	Describe service provider portal products or options that are currently available. Bidder's Response: Service providers within the AAA network can be given access to AgingIS modules. One particularly popular module is the Kiosk which a service provider can use to show activities, calendars, news, etc and then allow client login through using a barcoded id card to log services to be received for that day. Services are logged directly to the database. External service providers who can't be given access to client records have no current portal.	X			
USE-10	Describe the system's public service directory. Describe management and reporting options for information and referral component. Include website hits, validation, tracing incoming links, and comparison metrics. Bidder's Response: Not available at this time, however we have another contract to build this in early 2019. It allows agencies to populate information on available services and service providers onto a website available for the public. I&R users can view the information in the system as they are speaking with a client and make referrals.				
USE-11	Describe how the system manages Rural/Non-Rural designations. Bidder's Response: This is an item on the Client Registration screen.	X			
USE-12	Describe how an AAA user would use the system to review a senior center's daily congregate meal entry for quality assurance purposes. Bidder's Response: Once meals are entered, the Agency can view the Log Daily Meals screen or they can print out a report of meals for that day. They can also view monthly reports.	X			

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-13	Describe automatic data capture technology capabilities such as bar coding.	X			
	Bidder's Response: The Kiosk is available for service locations. It allows the user to set up the welcome screen with four areas of information such as Upcoming Activities, Weekly Menu, etc. They can also schedule services by day which then show up on a client screen accessed by a barcoded ID card. The client selects the desired services from those offered that day then clicks on OK and the units are saved for that client. The Kiosk is usually hosted on a touch screen, either computer or tablet, with a barcode reader (standard readers economically available). This significantly reduces administrative workload at the senior centers/provider sites and increases data accuracy. There are also roster reports with barcodes for rapid data entry.				

e. Fiscal

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-1	Describe how the system tracks multiple funding sources for services, including Non-OAA funding sources. A client's meals may be originally paid for by one funding source, but then receive back-dated payment from another funding source. Describe how the software system would handle this scenario.	X			
	Bidder's Response: Each Local Service Code has a 4 digit service code and a 4 digit funding code. As discussed previously, the funding code can be established for any kind of services. In the case of Medicaid HDM AgingIS is set to submit data in 837 format and receive acknowledgement in 835 format. Once the acknowledgement is received and processed AgingIS identifies discrepancies and allows the user to modify the record for resubmittal. This is used if an authorization for Medicaid HDM changed after the monthly submittal. For changes in general, a journal entry system allows the user to go back to a previous date and create a journal entry after the record has been submitted for payment. The journal entry creates a correction record on the original date of service delivery and tracks the journal entry date so that a corrected billing can be submitted.				
FIS-2	Describe how the system tracks client funding across AAAs when the client record is moved from one AAA to another.	X			
	Bidder's Response: Individual clients cannot be moved from one AAA to another. They would be created as new clients at the new agency. This prevents HIPAA violations. The state annual reports would still contain the data for the client as all of the data state wide is totaled together to submit to ACL.				
FIS-3	Describe how the system provides reconciliation, tracking and validating options for funding sources between the AAA and SUA.	X			
	Bidder's Response: A robust set of Units tracking reports is available for audit purposes. Additionally, the Query Builder may be used to provide custom audit reporting. Funding sources and codes should be standardized across the state as part of the Area Plan.				
FIS-4	Describe how multiple fiscal years are tracked in the system.	X			
	Bidder's Response: The start date for the fiscal year is set by state. All fiscal year reports key off of this start date. Annual federal reporting is completed using Federal Fiscal Year dates regardless of State Fiscal Year.				
FIS-5	Describe how the system provides FFR 425 reports.				
	Bidder's Response: These are not available at this time. We would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.				
FIS-6	Describe how the system allows staff to track time per program and/or client, and bill for time within the system.	X			
	Bidder's Response: Information and Assistance and Care Plan Management modules track time for each contact. This time can be reported by client or program and billed if desired. These reports would have to be designed in the Query Builder by the user or contracted in a separate project.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-7	<p>Describe how the system tracks received anonymous contributions by service. For example, how are Transportation service contributions kept separate from Congregate Meal contributions, and not tied to a client record?</p> <p>Bidder's Response: The Finance Module has the ability to track all donations by service by day. Monthly financial reports are available for reporting. These donations are tracked by Local Service Code and not by ClientID.</p>	X			
FIS-8	<p>Describe how indirect costs of services are tracked in the system.</p> <p>Bidder's Response: Expenses are tracked in the Finance Module as either Program Expense (Direct) or Other Expense (Indirect). Examples of Other Expense would be Rent, Fundraiser Expenses, etc.</p>	X			
FIS-9	<p>Describe how direct costs of services are tracked in the system. Include costs that are not tied to a client.</p> <p>Bidder's Response: Expenses are tracked in the Finance Module as either Program Expense (Direct) or Other Expense (Indirect). Direct expenses are related to a service and paid to a vendor/payee.</p>	X			

f. Reporting

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-1	List state(s) that have utilized the system for federal NAPIS reports for at least two federal fiscal years. Bidders that do not meet this qualification will not be considered. Bidder's Response: Missouri and Illinois.	X			
REP-2	The system must be able to support the federal NAPIS reporting. The State Program Report (SPR) requirements are expected to change by October 2019. Describe the bidders plan for these changes. https://acl.gov/news-and-events/announcements/older-americans-act-aaa-state-program-performance-report-spr-redesign Bidder's Response: Innovative Data Systems is keeping up with these changes and will have them integrated into AgingIS Annual Reporting prior to October 2019.	X			
REP-3	The system must be able to report on client demographic, service usage, units of service by service provider. List all standard reports included with the system. Bidder's Response: There are over 200 standard reports in the AgingIS system broken into main categories of Basic, Route Management, Application Manager, Volunteer, Finance, Medicaid, Barcode Reports and Care Plan. Client units reports are under basic in a sub-category called Units. These reports are: Agency Monthly Meals Averages, Daily Units Summary Average by Center Service, Duplicate Services by Provider, Duplicate Units by Client and State Service, FCG Undup Report by Service, FCT Units Report by Service, Max Service Units, Monthly Meal Units Summary by Provider, Quarterly Worksheet by Service, Service Delivery Report by ClientID, Service Units Provided by Eligibility, Service Units Provided by Race, Service Units Provider Roster, Title III Audit, Undup Report by Service, Unduplicated Count by Service, Unduplicated List by Service, Units by Eligibility, Units by Service by Day, Units by Service by Eligibility, Units by Service by Month, Units by Service Eligibility Demographic, Units Summary by Center Month Service, Units Summary by Ctr Svc, Units Summary by Month Center Service, Units Summary by Month by Service, Units Summary by Month by Service Group, Units Worksheet by County, Units Worksheet, Units Worksheet Totals, Wide Units Summary, Wide Units Summary by Group.	X			
REP-4	Describe how the system creates mailing lists based off of client demographics or service activity. Bidder's Response: Existing label reports are client or donor based. Client based labels can be based on scheduled services or on services received during a specified time period. Demographic labels currently would be generated by doing client query with applicable demographic filters the exporting to Excel. From Excel the data can be mail merged to Word to create labels.	X			
REP-5	Describe dashboarding capabilities in the system, such as graphs, dashboards, cross fiscal year reporting, year to date, and year to year comparisons. Bidder's Response: Currently not available but will to be added in early 2019 on another contract. We are planning on creating a dashboard builder so the user can create, customize and share dashboards.				
REP-6	Describe the system's ability to create ad-hoc reports. Include specific user roles and licensing that may be required.	X			

Bidder's Response: A powerful Query Builder is included with the program and requires Evolve level access. Once queries are built they can be saved and made available to agency users. Query data can be filtered, sorted and grouped for reporting.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-7	Describe how the system would provide a county summary report that details services and client information for a given time period. Bidder's Response: There is a monthly Units Worksheet by County that lists clients by county and displays units delivered by day and total. There are also Distinct Count of Clients reports by Provider, Service, County and Eligibility available.	X			
REP-8	Describe the system's ability to generate reports for federal Congressional districts. Describe how districts realignment is managed. Bidder's Response: AgingIS verifies the client address against the USPS Zip+4 database which includes congressional district. A field can be added on the client registration screen for congressional district that is automatically filled in when the address is verified. Redistricting would require that all addresses be reverified. An admin function for this at the agency level could be added.		X		
REP-9	Describe the system's ability to generate reports for state legislative districts. Describe how districts realignment is managed. Bidder's Response: Not available at this time. Not available in the USPS Zip+4 database. If a data set were available from the state with state legislative districts related to zip code or county this could be developed under separate contract. We would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.				
REP-10	Describe the system's ability to generate Explanation of Benefits (EOB) reports that are personalized based on a client's assessment results and demographic data. Bidder's Response: Not currently available but could be designed as a report.		X		
REP-11	The system must be able to generate contribution request letters to enable program cost sharing. Bidder's Response: A Donor Management module exists which includes this. Donations may be tracked if desired.	X			
REP-12	Describe the system's forecasting capabilities for service units and cost based off of previously entered data. Bidder's Response: Not available at this time. Insufficient detail available for design at this time but we would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.				
REP-13	The system must be able to export data in reports. Describe file types that can be exported. Bidder's Response: Reports may be exported in PDF, XLS, XLSX, RTF, MHT, HTML, Text, CSV or Image format.	X			

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-14	<p>The system must be able to provide an audit log or snapshot of services provided, as entered on a specific date.</p> <p>Bidder's Response: Reports are available for this function in the Reports module.</p>	X			
REP-15	<p>Describe how the system tracks unpaid client balances for non-OAA services.</p> <p>Bidder's Response: Not available at this time. Insufficient detail available for design at this time but we would be happy to meet with the customer to discuss design requirements and specifications so we can bid it.</p>				

g. Volunteer management

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
VOL-1	Describe the system's volunteer management capabilities. Bidder's Response: A volunteer module registers volunteers and collects basic demographic data. Job Title, Start and End Date, Service and Volunteer Rate are recorded. In the Finance Module volunteer hours and services are tracked and value calculated based on recorded rate for reporting. Reports in the Reports Module track volunteer hours in several formats as well as providing volunteer lists.	X			
VOL-2	Describe how the system differentiates between stipend volunteers like the Federal Senior Companion, Foster Grandparents programs, and unpaid volunteers. Bidder's Response: Job Title would indicate the difference.	X			

h. Provider Information

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PRV-1	The system must be able to manage service provider information, including services, population served, address, name, email, phone, and website. Bidder's Response: This and much more is maintained in AgingIS	X			
PRV-2	The system must be able to manage multiple service contracts/rates for a single provider. Bidder's Response: The budget module provides the ability for the agency to allocate funding by service to the service providers. Monthly service reports by provider and service are then generated and processed for payment to the service provider and budget visibility.	X			
PRV-3	Describe how the State can customize the system with ad-hoc field creation for Service Providers, including contract/rate management. Bidder's Response: A Service Provider assessment could be created to collect ad-hoc fields and reported using Query Builder. Contract and rate management is included in the budget module, however.	X			
PRV-4	The system must provide service provider search functions. Bidder's Response: Agency level users are able to select any agency service provider from a drop down list to view provider information.	X			
PRV-5	The system must be able to edit a service provider for multiple clients at once. For example, Company X provides Emergency Response Systems to fifty clients in January. The contracted service provider is changed to Company Y in February. Describe a bulk client move from Company X to Company Y. Bidder's Response: Not currently available as a user function, but we do it on request.	X			

i. Operations

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
OPR-1	Describe how the system will support Area Plan management. Describe how AAAs could upload and add data to a template. Describe how the SUA could review, provide remarks, return to AAA, or approve Area Plans and their updates. Current Area Plans are located at: http://dhhs.ne.gov/medicaid/Aging/Pages/Financial-Program-Data.aspx				
	Bidder's Response: Not currently available. This was available in our previous NapisPak system but was customized for Missouri. We would be glad to meet with the customer to determine design requirements and specifications to add this capability.				
OPR-2	Describe how the system supports local service creation. Describe how the AAA creates and submits a new service for the SUA to review and approve.	X			
	Bidder's Response: The SUA defines the master list of services to be provided and the 3 digit State Service Code. These may be OAA or non-OAA services. The agency can then build their own Local Service Code from the State Service Code. For example the State Service Code for HDM would be 04S. The agency could make Local Service Codes to match their foundering by adding the fourth digit and a funding code. For example Home Delivered Hot might be 04S0T3C2 and Home Delivered Hot Medicaid might by 04S0MED0. This way the same service with different funding sources can be tracked and total HDM can be reported by just searching on the State Service Code, 04S.				
OPR-3	Describe how the system supports AAA Care Management Re-Certification. Describe how AAAs could upload and/or add data to a template. The SUA could review, provide remarks, return to AAA, or approve Care Management Re-Certifications. Guidance on FY 2019 Recertification can be found here: http://dhhs.ne.gov/medicaid/Aging/Documents/SUA-18-PI-04%20Care%20Management%20Recertification%20FY%2019.pdf				
	Bidder's Response: Not available at this time. A similar module for Medicaid meal reauthorization is available. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.				
OPR-4	Describe how the system supports the Direct Service Waiver application process. Describe how the AAAs upload and/or add data to a template. Describe how the SUA could review, provide remarks, return to AAA, or approve Direct Service Waivers. The Direct Services Waiver forms and process are located online at: http://dhhs.ne.gov/medicaid/Aging/Documents/Direct%20Service%20Waivers%20Forms%20+%20Procedure.doc				
	Bidder's Response: Not available at this time. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.				
OPR-5	Describe the system's document library capabilities such as report and letter templates.				
	Bidder's Response: Not available at this time. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
OPR-6	<p>Describe how the system supports SUA monitoring questions, and allows AAA program staff to record responses. Current monitoring tools are located at: http://dhhs.ne.gov/medicaid/Aging/Pages/Monitoring-Tools.aspx</p> <p>Bidder's Response: AgingIS provides the service and training session reports necessary for service related monitoring. AgingIS will not record and maintain monitoring tool forms.</p>	X			
OPR-7	<p>Describe how the system supports creating, editing, and storing SUA monitoring letters to AAAs. A draft monitoring letter is located online at: http://dhhs.ne.gov/medicaid/Aging/Documents/FY18%20Monitoring%20Letter%20DRAFT.doc</p> <p>Bidder's Response: Not available at this time. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.</p>				

j. Testing / Training

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TET-1	Describe any user groups of existing clients, conferences, and webinars. Include their frequency.	X			
	Bidder's Response: Innovative Data Systems personnel are requested to attend state-wide annual conferences for current customers. Innovative Data Systems is constantly in contact with their using agencies and providing upgrades and custom development as requested for the agencies to better serve their clients. Training or conference webinars are available on request.				
TET-2	Describe Bidder help desk services available to the state, area agencies on aging, and other providers at no additional cost to the State. Include hours of operation, location of the call center, response time statistics, how calls are answered, triaged, and any functional limitations.	X			
	Bidder's Response: Help desk services are available Monday through Friday from 8:00 a.m. to 5:00 p.m. CST except on holidays. There is a Tech Support screen in AgingIS that provides contact either by phone or email. There is a support portal available for the tech support staff to monitor the user's screen for real time problem resolution. The call center is located at corporate headquarters in Sunrise Beach, MO.				

k. Data / Data Warehouse

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DAT-1	The State must retain all rights to data. At the end of contract, the Bidder must provide all data in a format specified by the state, for use in another software system. Provide in draft project plan. Bidder's Response: State retains all rights to the data. A data dump can be done in Access or SQL MDF for use in another system.	X			
DAT-2	Bidder must be able to convert current Nebraska Aging Management Information System (NAMIS) client demographic data into proposed system. See Appendix A-1. Bidder's Response: This will be done and is a common task for Innovative Data Systems. Pricing will be reflected in the Cost Proposal.	X			
DAT-3	Bidder must be able to convert current Aging and Disability Resource Center client demographic data into the proposed system. See Appendix A-2 Bidder's Response: This will be done and is a common task for Innovative Data Systems. Pricing will be reflected in the Cost Proposal.	X			
DAT-4	Describe how the system could interface with State data warehouse/s. Describe the frequency of data refreshes. Describe the options for the download, such as Bidder software, or an import /conversion to an existing state data warehouse. Include information on master data, which refers to data elements that should be shared across the systems, data elements such as Social Security Number, address and last name. Bidder's Response: Customer would define data format, data fields to be included, field formats and frequency. If there is an automated interface with the data warehouse such as an API the program would be developed to use it. If not then an export would be created in whatever format is required for import to the Data Warehouse. This would be done under separate contract. Another option would be to design a custom query with Query Builder shared by all agencies and let the agencies generate the data export and send it securely to the state.	X			
DAT-5	Describe how the system can interface with Mediware's SAMS product being used by two AAAs. Bidder's Response: Since no technical information has been provided, the only interface would be to export and import between the two systems. Data content and format would have to be specified. This cannot be defined or a cost estimated without a lot more information.	X			

DAT-6	Describe the system's data edits and validation processes; including soft (warning, but accepted upon user approval); and hard (correction required to record). Describe available customizations.	X			
Bidder's Response: Where fields require a specific format improper data entry is not allowed. When the user attempts to save a record it is audited and the user receives a message regarding missing or incorrect data. Client address can be verified against the USPS Zip+4 database. The user is queried prior to saving if they don't verify the address. This is a one time requirement. The only customization allowed is to select whether fields required for federal reporting are required or not.					
DAT-7	The system would allow the State to manage data entry time limits. For example, entry changes after 30 days should require State personnel approval. Describe the workflow creation process to address this need.	X			
Bidder's Response: Currently the system is set to record monthly services. At a date specified by the Agency (like the 10 th of the month) providers should have completed their data entry for the previous month and locked the records. At that point the agency can pre-run reports and audit the data. If it is correct then the records are locked and cannot be changed again. If a correction is required after being locked then the provider must enter a journal entry correction for the service date and of original service to make the correction. AgingIS tracks both the delivery date and the journal entry date. The agency must approve the journal entry for it to be paid to the provider.					

I. Security

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SCT-1	The system must be able to accommodate different user roles depending on job.	X			
	Bidder's Response: There are 3 layers of access, Serve, Grow and Evolve which restrict the user's rights to access different modules. Additionally, there are multiple access levels such as Vendor Import, Data Entry, Kiosk, Provider, Provider Admin, Agency and State. There are also specific user functions that can be authorized such as Agency Liaison (Admin), User Management, Billing Management, Locking Authority, Unit Journal Entry and so on. This gives the agency admin a lot of flexibility in managing their systems and users.				
SCT-2	Describe how the system is able to securely store, edit, and save client assessments offline (case managers will not always have access to the internet during assessments).				
	Bidder's Response: There is no offline provision at this time. Current users have determined that with the use of cell phone hotspots they have access almost everywhere. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.				
SCT-3	Describe online / offline upload / download capabilities, include what portable devices are available for the synchronization process.				
	Bidder's Response: Any portable device with internet access and an Internet browser can run AgingIS. There are no offline capabilities. (See SCT-2) We would be happy to meet with the customer to determine design requirements and specifications to add this capability.				

Attachment D Technical Requirements Traceability Matrix

Request for Proposal Number 5948 Z1

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

The traceability matrix is used to document and track the project requirements from the proposal through testing to verify that the requirement has been completely fulfilled. The contractor will be responsible for maintaining the contract set of Baseline Requirements. The traceability matrix will form one of the key artifacts required for testing and validation that each requirement has been complied with (i.e., 100% fulfilled).

The traceability matrix should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. DHHS will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide DHHS with sufficient information to differentiate the bidder's technical solution from other bidders' solutions.

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

How to complete the traceability matrix:

Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and should not be modified by the bidder.
Requirement	The statement of the requirement to which the Bidder should respond. This column is dictated by the RFP and must not be modified by the Bidder.
(1) Comply	The Bidder should insert an "X" if the Bidder's proposed solution complies with the requirement. Describe in the response how the Bidder's proposed solution meets the requirement. The Bidder should leave blank if the Bidder's proposed solution does not comply with the requirement. If left blank, the Bidder should also address the following:

Column Description	Bidder Responsibility
	<ul style="list-style-type: none"> • Capability does not currently exist in the proposed system, but is planned in the near future (within the next few months) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard capability • Requires an extensive integration effort of more than 500 hours
(a) Core	The bidder should insert an "X" if the requirement is met by existing capabilities of the core system or with minor modifications or configuration to existing functionality.
(b) Custom	The bidder should insert an "X" if the bidder proposes to custom develop the capability to meet this requirement. Describe and indicate "custom" for those features that require substantial or "from the ground up" development efforts.
(c) 3rd Party	The bidder should insert an "X" if the bidder proposed to meet this requirement using a 3rd party component or product (e.g., a COTS vendor, or other 3rd party). The bidder must describe the product, including product name, its functionality and benefits in their response.

TECHNICAL REQUIREMENTS

The following requirements describe what is needed to support DHHS technical project operations.

Each requirement is identified by the following first three characters:

TEC	General Technical Requirements
STN	Standards Requirements
ERR	Error Handling Requirements
DBM	Database/Data Management Requirements
BKP	Backup and System Recovery Requirements
SEC	Security Requirements
DOC	System and User Documentation
TRN	Training
PTT	Production, Test and Training Requirements
INT	Interfaces/Imports/Exports Requirements
PER	System Performance Requirements

General Technical Requirements

This section presents the overall technical requirements that apply to the software. Describe in the Response how the proposed solution meets the requirement.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TEC-1	Provide a description and diagram of the Bidder's proposed technical architecture. Include all database/web/networking hardware, software, tools, and information on where the solution is hosted.	X			
<p>Response:</p> <p>2 redundant web servers configured in a web farm (Fully scalable with hot swap capability)</p> <p>1 load balancer</p> <p>1 database server</p> <p>1 Active Directory Server</p> <p>1 Router/firewall</p> <p>1 Backup server with client agents installs on all servers (Idera)</p> <p>Windows Server 2016</p> <p>Windows SQL Server 2016</p> <p>Hosted at Codero in an enterprise class Data Center under a fully managed 24/7/365 service contract with 99.9% uptime.</p>					
TEC-2	If the Bidder's proposed solution requires any DHHS data to be stored off-site (including data "in the cloud") describe how the data is stored in federally compliant data centers residing within the continental United States of America and follows HIPAA standards.	X			
<p>Response: Innovative Data Systems will provide an Internet data facility with multiple high-speed carriers, backup power and physical security at a primary facility. Innovative Data Systems partners with Codero (www.Codero.com) to provide products in a secure and reliable environment. Codero's data centers provide continuous security and surveillance, live network monitoring, power backup systems, advanced fire suppression and redundant HVAC systems to monitor the server environment. With locations in Missouri, Texas, Arizona, and Virginia, Codero provides a 99.9% uptime guarantee that is not affected by local issues that may arise. Because they are both SAS 70 and SSAE 16 certified, Customer can be assured they are operating at the highest level of business standards. Innovative Data Systems will provide security measures which will include 24 hour/7 day per week physical security of servers, 128-bit RSA RC4 RDP encryption, stateful packet inspection firewall, Active Directory strong password usage, group policy lockdown, application access restrictions, file security, antivirus software and security auditing. In addition, all traffic between client and server on AgingIS is encrypted with SSL technology. Innovative Data Systems will provide a redundant remote backup facility. Data at the primary location will be backed up to the remote location on a daily basis to provide capability to restore data to previous day. Codero is certified HIPAA compliant by Third Rock (https://www.codero.com/about-</p>					

us/certifications-and-partners/).

TEC-3	Describe how the solution is designed so that business rule parameters and code lookup tables can be easily updated without changing the overall application program logic.	X			
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Response:

It was designed using N-tier architecture. The business layer can be modified and modularized to accommodate new requirements that can be specific to a particular customer or applied system wide.

TEC-4	Describe the software licensing model of the solution, including any required third party licensing. Describe how the Bidder's maintains licensed software no more than two supported versions behind the latest release and updated with latest security patches	X			
<p>Response:</p> <p>We refresh our production server hardware every 3 to 5 years. During that time we update to the latest stable Windows operating system. Security patches are maintained by our fully managed hosting contract. Development IDE's and third party components are kept up to date as well. The OS licensing is through Codero's group licensing subscription.</p>					
TEC-5	Describe any impact to the solution when customizations are made for upgrades and maintenance processes. DHHS prefers to minimize downtime and impact to the users.	X			
<p>Response: All routine maintenance is scheduled for after hours with priority given to weekend hours. Users are notified by messaging in AgingIS software as well as management alerts by email.</p> <p>Customizations and upgrades to the software are also scheduled after hours with priority given to weekend hours and notification is the same as above. Customizations and upgrades are tested on a development site by Innovative Data Systems personnel. Customer customizations are additionally tested on a beta site by the customer per development agreements and are not posted to production until beta testing is completed and the solution approved by the customer. Beta testing is accomplished on a full program model allowing the customer to test interfaces to all modules.</p>					
TEC-6	Describe how the proposed solution is scalable and flexible enough to accommodate any changes required by the State and/or federal statute, mandate, decision or policy.	X			
<p>Response: The core of the back end of the solution is the Microsoft® SQL Server data engine which provides optimum flexibility and unlimited scalability. The front end development software is Microsoft® Visual Studio along with various third party tools and solutions. Innovative Data Systems strives to provide custom development of solutions that maintain the central functionality of the AgingIS solution without impacting other customers and, most importantly, does not impact required ACL reporting. In the event a custom solution is only applicable to a single customer or small group of customers then the custom solution is designed to only be available to the applicable customer(s). This allows different processes from state to state while maintaining the core ability for ACL reporting.</p>					
TEC-7	Describe how the system stores objects such as pictures, documents, PDF files, etc. If an electronic document management system is part of the solution, provide a description of the proposed document system and how it is able to support multiple objects.	X			
<p>Response:</p> <p>Documents of all types are attached to the client record and are stored in the database as a Binary Large Object (BLOB). Any number of files can be stored and organized in the system.</p>					

TEC-8	Describe how the proposed solution is responsive to mobile technology and works with mobile devices such as smart phone or tablets.	X			
Response: AgingIS is a web application which runs in any Internet browser. This includes browsers on mobile devices, smart phones and tablets.					
TEC-9	Describe what industry standard browsers are supported by the Bidder's solution.	X			
Response: AgingIS is a web application which runs in any Internet browser. This includes browsers on mobile devices, smart phones and tablets.					

Standards Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
STN-1	Describe how the Bidder's proposed solution complies with accessibility requirements described in the State of Nebraska accessibility requirements located at http://nrtc.nebraska.gov/standards/2-101.html	X			
<p>Response: AgingIS is designed to be used with either keyboard/mouse or touch screen interface. No audio interface is required. All icons/images also have text labels on them. Windows and Apple OS accessibility features work on AgingIS software as do browser accessibility features.</p>					
STN-2	Describe how the Bidder's proposed solution conforms to the sub-parts of Section 508 of the Americans with Disabilities Act (ADA), and any other appropriate State or federal disability legislation. Refer to http://www.ada.gov/508/ .	X			
<p>Response: Reference STN-1.</p>					
STN-3	Describe how the Bidder's proposed solution is consistent with all HIPAA and other statutory, regulatory and policy requirements as defined and adopted by DHHS. Refer to http://dhhs.ne.gov/Pages/fin_ist_policies.aspx for policies and standards.	X			
<p>Response: All servers are hosted at Codero facilities which has all the required levels of security. Codero is certified HIPAA compliant by Third Rock (https://www.codero.com/about-us/certifications-and-partners/). Data is automatically backed up offsite daily for disaster recovery. Data logging tracks every change to the database, who changed it and at what time. Secure access is provided both by encrypted/secure interface (SSL) and by username and strict password access. Users are given access to data at assigned levels and the agency administrators can grant access by user to only specific modules such as case management, finance, state reporting, etc. Through Codero we provide security measures which will include 24 hour/7 day per week physical security of servers, 128-bit RSA RC4 RDP encryption, stateful packet inspection firewall, Active Directory strong password usage, group policy lockdown, application access restrictions, file security, antivirus software and security auditing. In addition, all traffic between client and server on AgingIS is encrypted with SSL technology.</p>					

Error Handling Requirements

The management of the system requires that all occurrences of errors be logged for review and that critical errors be accompanied by appropriate alerts. Authorized users need to be able to query and review the error log and configure the alerts.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ERR-1	Describe the Bidder's proposed Error Handling functionality.	X			
<p>Response:</p> <p>Program Errors – Innovative Data Systems shall provide technical support to Customer and their authorized users on weekdays (Monday through Friday with the exception of holidays listed on Appendix 2) from 8 a.m. to 5 p.m. CST, at no additional charge to Customer, for the following:</p> <ul style="list-style-type: none"> a. Inability to log into the program. b. Inability to print from the program. c. System errors resulting in an error message, incorrect report data, inability to access a module or screen, or failure to print a report or document. <p>Innovative Data Systems should be contacted directly via Tech Support line at 888-527-6012, press 1, by user experiencing error at the time of occurrence for a through c immediately above. Requests for support of these items can also be emailed to support@indatsys.com or through the support page on AgingIS. All other questions or inquiries should be directed to the agency liaison, as determined by individual agencies, first. Due to internal testing and beta testing prior to sending applications to production we have very few errors. If any are encountered they are addressed and resolved as soon as possible.</p>					
ERR-2	Describe how the Bidder's proposed solution provides a comprehensive set of edits at the point of data entry to minimize data errors and provide immediate feedback in order for incorrect data to be corrected before further processing.	X			
<p>Response: Data entry is managed to ensure correct format such as date/time, numeric vs text, etc. Where answers must be selected from specific lists drop down lists, option boxes or check boxes are provided. Additionally, fields required for SRT/ACL reporting are mandatory and records may not be saved until fields are completed. Agency admins have the ability to identify additional mandatory fields. Incomplete fields are identified for the user if they attempt to save without completing required data.</p>					
ERR-3	Describe how the Bidder's proposed solution ensures all errors are written and categorized to an error log. Describe how the Bidder's proposed solution allows for a user to view, filter, sort, and search the error log.				
<p>Response: Ref ERR-1. Program errors are logged to Windows event logs and are accessible to Innovative Data Systems technical staff for resolution. Users also receive a program error message on the screen when they happen and can contact Tech Support for resolution. No event logs are available to the user. Data errors are handled at the point of entry (Ref ERR-2). To provide the capability for detailed data entry error tracking beyond the existing data input audit would require significant programming in excess of 500 hours. There is a data query capability available to users to display data and filter it by field and answer to identify input errors or missing data. Query results can be printed, exported or saved.</p>					
ERR-4	Describe how the Bidder's proposed solution provides for the generation of standard and customizable error reports.				

Response: Although there is no automated error tracking system there is a data query capability available to users to display data and filter it by field and answer/value to identify input errors or missing data. Also available are reports for discovering any duplicate entries. Query results can be printed, exported or saved.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ERR-5	Describe how the Bidder's proposed solution has the ability to suppress error messages based upon user-defined criteria.				
<p>Response: Not Available. Ref ERR-2, ERR-3 and ERR-4. Would require more than 500 hours to develop. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.</p>					

Database/Data Management Requirements

DHHS requires the benefits inherent with a relational database management system (RDBMS). The accessibility, flexibility and maintainability achieved through normalized data structures are essential to achieving the business objectives outlined in this RFP.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DBM-1	Describe the Bidder's proposed Database architecture including the database software is supported by the proposed application.	X			
Response: The database is a SQL Server database which is client and service centered. The data is managed by the AgingIS web application developed in MS Visual Studio. SQL Server, Server OS and MS Visual Studio updates are applied as released keeping all software current.					
DBM-2	Describe the Bidder's proposed Database Warehouse solution, if applicable.	X			
Response: The data is stored centrally and we have a built-in query builder tool that allows access to build queries against all tables available. These queries can be used and saved for reporting and data analysis. The data can also be used for business intelligence.					
DBM-3	Describe how the Bidder's proposed solution is built upon an integrated data model, such as a Relational Database Management System (RDBMS), with referential integrity enforced. Describe the integrated data model.	X			
Response: AgingIS uses a fully integrated SQL Server relational database. Unique Client ID's are assigned as records are created. All client service, case management, information, assessment and other client related data is related through this client ID. Available client services are also given unique ID's and are related to client services through the client ID. Financial records for services given can be reported at the service, client or budget category level. All records are forced to have required relational database fields filled prior to being saved to maintain referential integrity. The software is specifically designed to accomplish this for the user through the data entry structure and database integrity constraints.					
DBM-4	Describe how the Bidder's proposed solution maintains an automated history of all transactions, including, but not limited to: date and time of change, "before" and "after" data field contents, and operator identifier or source of the update.	X			
Response: All data entry is logged by user and tracks what was changed before and after with date and time and source of the update. This is kept in a history file until no longer required.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DBM-5	Describe the ability for the Bidder to convert data from the current systems utilized into the Bidder's proposed solution. Describe the technology used to complete the conversion.			X	
<p>Response: This is a function that Innovative Data Systems does frequently as we are continuously developing new modules/applications to serve our customers. We are able to accept data input in many formats but prefer a Microsoft standard format such as Excel, Access or SQL due to time savings. A conversion program will be written using Visual Studio which will audit the data as it is imported to SQL and will document missing or incorrect data for the providing agency to correct. Import will be accomplished to a test dataset and all errors corrected then retested. When the data imports correctly then an import to production will be scheduled.</p>					

Backup and System Recovery Requirements

DHHS requires the ability to create backup copies of the software and to restore and use those backup copies for the basic protection against system problems and data loss. This requirement refers to all application system files, data files, and database data files. The Bidder's proposed solution should provide a comprehensive and easily manageable backup and recovery process that is responsive to DHHS needs.

The Bidder's proposed solution should identify and implement a system recovery plan that ensures component failures do not disrupt services. The plan should be completed, implemented, and tested prior to system implementation.

The successful Bidder's solution should specify all needed hardware, software, and tools, and the plan should clearly define all roles, responsibilities, processes, and procedures. The solution should be sufficiently flexible to integrate with existing DHHS capabilities and accommodate future changes.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
BKP-1	Describe the Bidder's proposed Backup and System Recovery plan and readiness. Describe the Bidder's service level agreement on returning the solution to service from a backup. Describe the Bidder's proposed backup retention schedules – daily, weekly, monthly, quarterly, etc.	X			
Response: Innovative Data Systems will provide a redundant remote backup facility. Data at the primary location will be backed up to the remote location on a daily basis to provide capability to restore data to previous day. Backups are maintained for 30 days.					
BKP-2	Describe the Bidder's proposed Disaster Recovery Plan. Describe the Bidder's service level agreement on returning the solution back to operational service.	X			
Response: Redundant servers are maintained and can be powered up if a main servers fail. See BKP-1.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
BKP-3	Describe how backups of the Bidder's proposed solution are able to be scheduled without user intervention and without interruption to the system.	X			
Response: This is a part of our integrated service from Codero. It is all automated.					
BKP-4	Describe how the Bidder's proposed solution provides information on their test and validation process for all of the backup requirements listed previously (BKP-1, BKP-2, and BKP-3).	X			
Response: Innovative Data Systems personnel are able to access activity and status reports regarding backups. Backup reports are sent to IDS personnel daily.					
BKP-5	If there is a backup failure or downtime, describe the Bidder's proposed method and timing of communication to DHHS.	X			
Response: Emails would be sent immediately to each using Agency and a notification would be put on the title page of AgingIS to notify users of the problem and expected downtime.					

Security and Audit Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-1	<p>Describe the Bidder's proposed security safeguards integrated into their application and how these safeguards address DHHS security.</p> <p>Refer to DHHS Information Technology (IT) Access Control Standard (DHHS-IT- 2018-001B) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx</p>	X			
<p>Response: Through Codero we provide security measures which will include 24 hour/7 day per week physical security of servers, 128-bit RSA RC4 RDP encryption, stateful packet inspection firewall, Active Directory strong password usage, group policy lockdown, application access restrictions, file security, antivirus software and security auditing. In addition, all traffic between client and server on AgingIS is encrypted with SSL technology.</p>					
SEC-2	<p>Describe how the Bidder's proposed solution complies with Federal, State, and division-specific security requirements including but not limited to:</p> <ul style="list-style-type: none"> • Health Insurance Portability and Accountability Act (HIPAA) of 1996 • Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 • Privacy Act of 1974 • 45 CFR Part 164 Security standards for PHI • Office of the National Coordinator's Nationwide Privacy and Security Framework for Electronic Exchange of Individually Identifiable Health information <p>Refer to the Nebraska DHHS Information Systems and Technology Security Policies and Standards for more information (http://dhhs.ne.gov/Pages/fin_ist_policies.aspx).</p>	X			
<p>Response: See SEC-1 for System security. Codero is certified HIPAA compliant. On the user side AgingIS provides 3 levels of access, Serve, Grow and Evolve. Each of these levels provides access to different modules in AgingIS with Serve being the lowest and giving access to basic client, service and reporting functions. Grow and Evolve open up more functions within AgingIS. The Agency Admin is able to set up users, assign their access level, issue user name and password and assign them to a provider or providers. Agency users have access to client core data to minimize duplicate client entry but can be restricted from seeing PHI, case notes, client assessments, sensitive services, etc. Query and report data is also limited to access given to the user by the Agency Admin. It is essential that the Agency Admin be properly trained in both AgingIS administration and in Federal, State and division specific security requirements. AgingIS provides the tools required to comply.</p>					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-3	Describe how the Bidder's proposed solution meets the DHHS requirements for unique user ID access. Include: <ul style="list-style-type: none"> • Specification on configuration of the unique user ID. • How the unique user ID is assigned and managed. • How the unique user ID is used to log system activity. • How the system handles the creation of duplicate user ID accounts. 	X			
Response: The Agency Admin creates user accounts and assigns access levels and user names (User ID). Duplicate user names are not allowed. When the user browses to AgingIS.com the first screen is the logon screen where they will use their username and password to gain access to the program. Access will be limited per the user setup.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-4	Describe how the Bidder's proposed solution meets the DHHS standard for administering passwords: <ul style="list-style-type: none"> • Initial Password assignment. • Strong Password Requirements. • Password reset process. • Password expiration policy. • Password controls for automatic lockout access to any user or user group after an administrator-defined number of unsuccessful log-on attempts. 	X			
Response: When the Agency Admin creates a user they send a time sensitive Activation Email to the user. With that email the user will set their password. The password must be at least 8 characters including Upper Case, Lower Case, and numeric or special character content in the password. Must reset every 90 days. Get 5 logon attempts then locked out. Agency Admin can reset after lockout which generates a new password email to the user.					
SEC-5	Describe how the Bidder's proposed solution supports the use of multi-factor authentication.			X	
Response: This capability is not in the current AgingIS. It can be added and would not be a major project. Cost will be indicated in the Cost Proposal.					
SEC-6	Describe any security processes for managing security updates, and integrated components subject to vulnerability, including anti-virus.	X			
Response: Microsoft updates to the server operating systems, application support files, and database are automatically completed per our hosting contract with Codero. The contract also provides for real time security checking, and automated security and anti-virus updates.					
SEC-7	Describe how the Bidder's proposed solution provides the ability to maintain a directory of all personnel who currently use or access the system.	X			
Response: Agency Admins have access to directories of all users in their agencies and have the ability to setup new users and to terminate them whenever necessary. AgingIS licensing allows agencies to contract for access for specified numbers of concurrent users. They can setup as many users as they desire but only the contracted number of concurrent users may log on at one time.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-8	<p>State of Nebraska requires identification and authorization of users through an enterprise directory known as the Nebraska Directory Services (NDS) to access web-based applications. Describe how the Bidder's proposed solution will integrate NDS authentication.</p> <p>Refer to the Nebraska Information Technology Commission Security Architecture – Identification and Authorization – (8-303) for specific requirements: http://nitc.nebraska.gov/standards/8-303.pdf</p>				
<p>Response: The State of Nebraska Active Directory domain is applicable to Nebraska owned and maintained servers. As we will be hosting our own applications in a completely different environment the use of the Nebraska Active Directory is not applicable. In reviewing the 8-303.pdf document we find that AgingIS accomplishes the tasks identified within our environment. Employees are granted access to the level required to do their job precluding accessing unauthorized data.</p>					
SEC-9	<p>Describe how the Bidder's proposed solution provides role-based security and allows restricted access to system features, function, screens, fields, database, etc. Role authentication may occur at the directory level, application level, or database level (depending on database platform). Describe the security administration functions integrated into the proposed system that manage role-based access to system functions, features, and data. Include a description of:</p> <ul style="list-style-type: none"> • How and where the proposed system stores security attributes or roles (e.g., LDAP attributes, database tables, a file). • The interface between the LDAP and the application, if roles are assigned in an LDAP directory. • How roles are created and security is applied to the role based on how and where security attributes are stored (if multiple options describe each). • How groups are defined and how roles and security are applied to each group. • How access limits are applied to screens and data on screens by role or group. • How users are created and assigned to one or more roles or groups. • How role and group creation and assignment activity is logged. 	X			
<p>Response: The items above describe traditional server security and are not applicable to this custom hosted application security.</p> <p>In AgingIS, user profile setup accomplished by the Agency Admin the user is authorized to access one of three layers of program access: 1. Serve, 2. Grow, and 3. Evolve. In the Grow level the user is just allowed to access basic client, service and report functions. At the Grow level the user is able to access additional functions such as Info and Assistance, Kiosk program, Route Planning, Finance Data, Medicaid Referral and Authorization and Import Functions. The Evolve level opens up management functions such as billing, Donor Management, Budget Management, Care Plan Manager, Application Manager, State Reporting, etc. Also in the User Provide setup the Admin identifies an Access Level such as Data Entry, Provider Admin, Agency and State which further restricts user access. Special administration functions such as the Agency Admin, User Management, Billing Management and so on are specifically authorized per user as well. System security then controls access per the User Profile. The profile can be updated by the Agency Admin at any time.</p>					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-10	<p>Describe how the Bidder's proposed solution automatically disconnects based upon inactivity, as required by DHHS Policies and Procedures. Describe how the feature is administered and what effect disconnect has on any activity or transaction in process at the time of disconnection.</p> <p>Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements.</p> <p>http://dhhs.ne.gov/Pages/fin_ist_policies.aspx</p>	X			
<p>Response: After 30 minutes of inactivity the user is logged off and must log back in. Any data not saved prior to logging off is lost.</p>					
SEC-11	<p>Describe how the Bidder's proposed solution protects Confidential and Highly Restricted Data from unauthorized access during transmission. Describe transmission safeguards that are integrated into the proposed system to protect data during transmission, including any encryption technology.</p> <p>Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements:</p> <p>http://dhhs.ne.gov/Pages/fin_ist_policies.aspx</p>	X			
<p>Response: All traffic between client and server on AgingIS is encrypted with SSL technology.</p>					

SEC-12	<p>The proposed system will process Confidential and Highly restricted Data. Describe the Bidder's auditing functions for all data that is viewed or changed. Describe how the Bidder's proposed solution provides System Auditing functions, including but not limited to:</p> <ul style="list-style-type: none"> • The user ID of the person who viewed or made the change to the data. • The date and time of the view or change. • The physical, software/hardware and/or network location of the person while viewing or making the change. • The information that was viewed or changed. • The outcome of the event. <p>Refer to DHHS Information Technology (IT) Audit Standard (DHHS-IT-2018-001F) for specific audit requirements:</p> <p>http://dhhs.ne.gov/Pages/fin_ist_policies.aspx</p>	X			
<p>Response: History files are maintained in the database that track the complete record for data entry, edit or deletion including details about user's computer and ip address. Client history is accessible to the user to determine who changed what data. Each record reflects the data as it was when the action was accomplished. Data other than client data is also tracked but the history will have to be requested through Customer Support.</p>					
SEC-13	<p>If the Bidder's proposed solution has the ability to override edits, describe how the solution audits all overridden edits and identifies information including, but not limited to, the login ID, date, and time.</p>	X			
<p>Response: As discussed in SEC-12 all data is recorded and client data history is available for review. There is not an automated audit function in AgingIS. The agency or state authorized personnel may request a copy of the history logs for purposes of accomplishing an audit.</p>					
SEC-14	<p>Describe how the Bidder's proposed solution produces daily audit trail reports and allows inquiries, showing updates applied to the data.</p>	X			
<p>Response: Client data history may be viewed on demand to audit. Other data is available but not automatically produced in report or query format. Agency or state authorized personnel may request history logs.</p>					

SEC-15	Describe how the Bidder's proposed solution provides an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters.	X			
Response: Currently Innovative Data Systems monitors file sizes and when size becomes a factor they will coordinate with the using agency to determine purge as-of-date.					
SEC-16	Describe how the Bidder's proposed solution supports encryption of data at rest or an equivalent alternative protection mechanism. Describe the proposed encryption of data. If data is not encrypted, describe in detail compensating controls. Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X			
Response: The data base server is not accessible to the outside world. The server does not have an internet connection and is setup to only allow specific internal IP addresses to access it. Also all standard ports and users are removed or replaced by non-standard users and ports to prevent an attacker from discovering the services offered on the server. The data center is physically secure 24/7/365 from unauthorized entry.					
SEC-17	Describe how the Bidder's proposed solution adheres to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.	X			
Response: If the program fails then there is no access to the data and the data can only be accessed through AgingIS. No direct access to the database is available via internet.					

SEC-18	Describe how the Bidder's proposed solution is configurable to prevent corruption or loss of data already entered into the solution in the event of failure.	X			
Response: Daily automated offsite SQL Server backups are accomplished to ensure data is recoverable. Additionally, server drives are in a RAID configuration to ensure that a single drive failure does not result in loss of data.					
SEC-19	Describe how the Bidder's proposed solution, prior to access of any Confidential or Highly Restricted Data, displays a configurable warning or login banner. In the event that a solution does not support pre-login capabilities, describe how the solution displays the banner immediately following authorization.	X			
Response: A banner on login EULA screen meets this requirement.					
SEC-20	Describe how the Bidder's proposed solution recognizes Confidential and Highly Restricted information in screens, reports and views (i.e. PHI and SSN) by restricting distribution and access based upon system security settings and roles. Describe warning banner on printed and viewed reports.	X			
Response: There are no warnings on screens or reports, but a basic warning is placed on the EULA that user must agree to in order to access the system. Users are to be trained per DHHS-IT-2018-001G - DHHS Information Technology (IT) Security and Privacy Education and Awareness Standard.					

SEC-21	<p>Describe how the Bidder's proposed solution alerts staff authorities identified by DHHS of potential violations of security and privacy safeguards and adheres to the DHHS Information Technology (IT) Incident Management Standard (DHHS-IT- 2018-001E) requirements.</p> <p>http://dhhs.ne.gov/Pages/fin_ist_policies.aspx</p>	X			
<p>Response: Hosted service provided by Codero provide 24/7 security monitoring for threats and unauthorized attempts to log in to our servers. Innovative Data Systems is notified of any attempts or compromises immediately. Additionally, Agency Admins have the ability to review recent logons by their users to ensure they don't have vulnerable dead accounts and that users are not logging on at unauthorized times.</p>					
SEC-22	<p>Describe how the Bidder's proposed solution provides the capability to monitor, identify, and report on events on the information system, detects attacks, and provides identification of unauthorized use and attempts of the system.</p>	X			
<p>Response: Codero Hosting services provide this security. Innovative Data Systems is notified of any events, attacks or unauthorized attempts to access the system or servers. Users are given 5 attempts to logon and then are locked out and must have the Agency Admin accomplish a reset.</p>					
SEC-23	<p>Describe how the Bidder's proposed solution provides a process for archiving and/or destroying data and sanitizing storage media in conformance with DHHS data governance policies and subject to applicable HIPAA, and federal (e.g., Federal Information Processing Standards (FIPS), National Institutes of Standards and Technology (NIST), and State laws.</p> <p>Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements.</p> <p>http://dhhs.ne.gov/Pages/fin_ist_policies.aspx</p>	X			
<p>Response: Upon completion of use of data drives they are wiped per DoD standards with a 7-pass secure erase and then recycled.</p>					
SEC-24	<p>Describe how the Bidder's proposed solution has defined and deployed strong controls (including access and query rights) to prevent any data misuse, such as fraud, marketing or other purposes.</p>	X			
<p>Response: Using three layers of access as well as multiple levels of access the Agency Admin has the ability to restrict rights of the user to ensure they only access authorized data. Agencies must train users per per DHHS-IT-2018-001G - DHHS Information Technology (IT) Security and Privacy Education and Awareness Standard to ensure that users do not misuse data available.</p>					

SEC-25	Describe how the Bidder's proposed solution supports logging to a common audit engine using the schema and transports specified by DHHS. Describe how the solution exports logs in such a manner as to allow correlation based on time (e.g. Coordinated Universal Time [UTC] synchronization).				
Response: Not available. State or Agency authorized personnel may request user logs for their users from Innovative Data Systems. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.					
SEC-26	Describe how the Bidder's proposed solution supports removal of a user's privileges without deleting the user from the solution to ensure a history of user's identity and actions.	X			
Response: Agency Admin enters an End Date in the User Profile. Access is terminated as of that date but records and history remain intact.					

System and User Documentation Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DOC-1	Describe how the Bidder's proposed solution provides <u>on-line Help</u> for all features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics. Provide a sample copy of five screenshots with on-line help with the bidder's response.	X			
Response: Technical support through the Innovative Data Systems Support Portal is available form 8:00 a.m. to 5:00 p.m. CST Monday through Friday except holidays. This provides a way for users to show technical support personnel exactly what the question is live on screen. Additionally, there is an online help screen with User Manual Videos for the users to view. There are also Tool Tips on each screen for items which the user may question or which may need clarification.					
DOC-2	Describe how the Bidder's proposed solution provides an <u>on-line User Manual</u> with a printable version available. The documentation should include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen. Provide a sample copy of five pages of the user manual with the bidder's response.		X		
Response: User Manual Videos are being created for each function in the AgingIS application. These will demonstrate AgingIS functions as they happen on the screen.					
DOC-3	Describe how the Bidder's proposed solution will have <u>on-line Reporting Manual</u> with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report item/data element, all field calculations defined in detail, and field and report titles. Provide a sample copy of five pages of the Reporting Manual with the bidder's response.				
Response: User Manual Videos are being created for each function in the AgingIS application. These will demonstrate AgingIS functions as they happen on the screen.					

DOC-4	Describe how the Bidder's proposed solution provides a data dictionary which can be viewed online and kept updated for each modification. Provide a sample copy of five pages of the Data Dictionary with the bidder's response.				
Response: Our SQL Server database provides a data dictionary for internal use. Since this is a proprietary hosted application the Data Dictionary will not be available for viewing.					

Training Requirements

This section presents the overall training requirements that apply to the software. They are not specific to any technology or platform.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-1	Describe the Bidder's proposed solution training plan. Describe how the bidder develops and provides training material to DHHS for initial training and updates to training material for enhancements and changes made to the system. The content of these materials should be consistent with the on-line Help, User Manual, and Reporting Manual.	X			
<p>Response: User Manual Videos are being created for each function in the AgingIS application. These will demonstrate AgingIS functions as they happen on the screen. Additionally, each agency will receive online training and a follow-up question and answer training online. These sessions will be recorded and made available to the respective agency for review and subsequent training.</p>					

Production, Test and Training Requirements

DHHS requires three separate environments (Production, Test, and Training) in order to operate the solution on an ongoing basis:

Test Environment – A test environment is required that mirrors the live production environment, including hardware and software. All data should be de-identified. This test environment will be used to test application changes before they are deployed to production. This step is an important part of quality assurance, where all changes are tested to minimize the risk of adverse reactions in the production environment. While it is necessary to mirror all of the functions of the production environment, it is not necessary to maintain the same load capacity.

Training Environment – A Training environment is also required that allows DHHS to provide hands-on training to users. This environment would allow DHHS to maintain unique de-identified data for use in training and conduct training without interference with the test or production environments. This environment will have occasional use.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PTT-1	Describe how the Bidder's proposed solution supports several environments, include production environment, test environment, and training environment.	X			
Response: Innovative Data Systems has a development environment for programming and internal testing, a beta test environment for the customer to complete beta testing and a production environment. A training environment without live client data can also be provided on request.					
PTT-2	Describe how the Bidder's proposed solution supports non-production environments such as testing and training environments containing de-identified data and not include Confidential or Highly Restricted data.	X			
Response: The training environment would duplicate the services and setup currently being used but would not include existing client data to protect privacy and PHI. Users may enter client data to suit their needs for testing or training.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PTT-3	Describe how the Bidder's proposed solution provides the ability to refresh any testing or training environment. Describe whether the refresh process can be completed using DHHS resources or whether the process requires services from the Bidder.	X			
<p>Response: This is accomplished by Innovative Data Systems through a frequently used process for customer training and testing.</p>					

Interfaces/Imports/Exports Requirements

The proposed software solution is expected to be able to interface with other computer systems as necessary.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
INT-1	Describe the Bidder's proposed automated approach to managing interfaces. Describe how the proposed solution's interfaces secure and protect the data and the associated infrastructure from a confidentiality, integrity and availability perspective.				
<p>Response: At the current time AgingIS has no automated data interface with other systems. It has a data import and export portal that is used by numerous agencies to import and export data from other custom systems. These are designed on a project by project basis and require the customer to provide the data structure being imported or exported and assist in developing rules for import or export in the cases of differing data format or values. Secure file upload is accomplished in AgingIS. An automated data interface is a major development project well in excess of 500 hours. However, we can easily create a manual import and export file per spec to any external system with proper data schema. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.</p>					
INT-2	Describe how the Bidder's proposed solution has the capability to notify System Administrators/system support staff if an interface is not available for any reason.				
<p>Response: Not Available. An automated data interface is a major development project well in excess of 500 hours. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.</p>					
INT-3	Describe how the Bidder's proposed solution provides necessary Application Programming Interface (API), Web Services, and/or secure file transfers to create interfaces to and from the proposed solution.				
<p>Response: Ref INT-1. Secure file upload/import and export is accomplished through AgingIS by the user. Automated interface not available. An automated data interface is a major development project well in excess of 500 hours. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.</p>					
INT-4	Describe how the Bidder's proposed solution supports data exchanges between components in real-time so that data is always synchronous across the entire solution.				
<p>Response: Not available. An automated data interface is a major development project well in excess of 500 hours. We would be happy to meet with the customer to determine design requirements and specifications to add this capability.</p>					

System Performance Requirements

This section describes requirements related to the proposed systems' on-line performance, response times, and sizing from a system architecture standpoint.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PER-1	Describe the Bidder's proposed system performance functionality and monitoring tools.	X			
<p>Response: The system uses IIS web servers configured as a web farm and are fully load balanced. The SQL database is housed on a separate high performance server. Web servers can be removed and added in production without user disruption. This system can scale as needed. Currently the web servers are configured to handle several thousand connections each without performance degradation. Everything was designed to have a 2 second or less response time during heavy loads. These servers are replaced every 3 years with newer models.</p>					
PER-2	<p>Describe the Bidder's expected minimum response times for the following functions, even at peak load. For example, expected response time will be within two (2) seconds 95% of the time, and under 10 seconds for 100% of the time.</p> <ul style="list-style-type: none"> • Record Search Time • Record Retrieval Time • Transaction Response Time • Print Initiation Time • Subsequent Page Display Response Time • Document Availability • Report Generation and Adhoc Queries 	X			
<p>Response:</p> <p>Our system was designed to have an average response time of 2 seconds or less. There are a few very complex reports that pull several years' worth of data that are run once a year that could exceed 10 seconds due to the extreme amount of data manipulation involved. Every process has been indexed and performance tuned to provide the best performance possible.</p>					
PER-3	Describe how the Bidder's proposed solution captures system downtimes, along with the causes of the downtimes where applicable. Describe the Bidder's proposed method and timing of communication to DHHS on downtimes.	X			
<p>Response:</p> <p>The system records errors in the Windows Server Application event log. The managed hosting contract includes server monitoring and website status alerts. For communication we either post a system message on the product that shows on all pages or if it were to be down due to unscheduled event we would use our email contact list to notify customers. Scheduled events are communicated via system message usually 24 to 48 hours ahead of time. Scheduled events typically happen after hours or during the weekend to minimize disruption.</p>					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PER-4	Describe how the Bidder's proposed solution supports concurrent users with minimal impact to response time, with the ability to increase the demand on the system by 50% without modification to the software or degradation in performance.	X			
<p>Response:</p> <p>The system is designed to handle several thousand users per server. The server farm is load balanced and fully scalable. As the need arises to add another server to the server farm it is done seamlessly without programming. The servers in the load balanced server farm can be hot swapped without disruption to the users.</p>					
PER-5	Describe how the Bidder's proposed solution is available online 24 hours a day and 7 days a week, 99.9% of the time each month. Describe any known timeframes where the system will be unavailable for use.	X			
<p>Response:</p> <p>The data center and the fully managed hosting contract we have includes a 99.9% SLA and the service and staff are available 24/7/365. The data center provides full redundancy for our hosted environment. The only time we do scheduled maintenance is after hours or on weekends to minimize downtime. All servers are backed up in a way that they can be rebuilt and brought back online in a very short time in the event of a complete disaster.</p>					
PER-6	Describe how the Bidder's proposed solution provides application performance monitoring and management capabilities, including any key performance indicators (KPI) or other metrics to measure and report system performance for the proposed system.	X			
<p>Response:</p> <p>We have metrics on hardware, networking and software response time. We also have a log that shows reporting response times for each of the 200+ reports as they are run by the end user so we can monitor performance issues.</p>					

Attachment C Optional Ombudsman Business Requirements Traceability Matrix

Request for Proposal Number 5948 Z1

How to complete the Optional Ombudsman Business Requirement Traceability Matrix:

Column Description	Bidder Responsibility
Req #	The unique identifier for the requirement as assigned by DHHS, followed by the specific requirement number. This column is dictated by this RFP and must not be modified by the bidder.
Requirement	The statement of the requirement to which the bidder must respond. This column is dictated by the RFP and must not be modified by the bidder.
(1) Comply	<p>The bidder should insert an "X" if the bidder's proposed solution complies with the requirement. The bidder should leave blank if the bidder's proposed solution does not comply with the requirement.</p> <p>If left blank, the bidder must also address the following:</p> <ul style="list-style-type: none"> • Capability does not currently exist in the proposed system, but is planned in the near future (within four months from the date of submission of the bid) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the bidder's standard capability • Requires an extensive integration effort of more than 500 hours
(a) Core	The bidder should insert an "X" if the requirement is met by existing capabilities of the core system or with minor modifications to existing functionality.
(b) Custom	The bidder should insert an "X" if the bidder proposes to custom develop the capability to meet this requirement. Indicate "custom" for those features that require substantial or "from the ground up" development efforts.
(c) 3rd Party	The bidder should insert an "X" if the bidder proposed to meet this requirement using a 3rd party component or product (e.g., a COTS vendor, or other 3rd party). The bidder must describe the product, including product name, its functionality and benefits in their response.

1, Unique to the State Long-Term Care Ombudsman Program (LTCOP)

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
1.	Describe the long term care ombudsman capabilities that can track all required fields for National Ombudsman Report System (NORS). Bidder's Response: Currently there are 3 states using the Ombud program. Since 1995 it has been used for NORS reporting. The Ombud program was specifically designed to track items required for NORS reporting.	X			
2.	Describe how the system accommodates different user roles. Bidder's Response: Agency and SUA level logons are available.	X			
3.	Describe how volunteer Ombudsman are managed in the system. Volunteers will not need access to system. Bidder's Response: All Ombudsmen are entered in the Ombudsman data and identified as volunteer or staff for NORS reporting.	X			
4.	Describe how nursing facilities and assisted living facilities are managed in the system. Bidder's Response: Type of Facility is a field in all facility records for facilitate NORS reporting.	X			
5.	Describe how the system creates and tracks corrective action plans. Bidder's Response: Each visit data entry for a resident visit documents complaint category and status and a comments box is available to document corrective action plans. This record becomes a part of the complaint/case history.	X			
6.	Describe how the system documents LTCOP cases, complaints, corrective action plans, and follow up. Bidder's Response: Ombudsman visit logs are entered into the Ombud program. The Ombud program checks to see if the resident has an open complaint for the logged complaint number. If so, it recommends adding this visit and its results to the existing case, however, the user can override this and create a new case if it follow state policy. A closeout status code will close the complaint for the case it's in and if there are no more open complaints then it will also close the case.	X			

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
7.	Describe how the system tracks LTCOP activities, consultations, and trainings.	X			
	Bidder's Response: LTCOP activities, consultations, and trainings are logged on separate screens and collect the data required for NORS reporting.				
8.	Describe how the system data verification activities are managed at the local and state level.	X			
	Bidder's Response: Numerous reports are available to show complaint case activity and LTCOP support activities for audit purposes. These are generally done on a monthly basis.				
9.	Describe information regarding the database, collection of required data elements, how required fields are flagged, and how data is verified prior to submission and certification at the federal level.	X			
	Bidder's Response: This program was specifically designed to support NORS reporting so all required data elements must be entered in order to save the record. A data audit function is available to crosscheck annual NORS reporting to ensure data elements meet NORS criteria.				
10.	Bidder must be able to convert Federal Fiscal Year 2017, 2018 and 2019 Ombudsman database data into proposed system. Provide a conversion plan.	X			
	Bidder's Response: Customer will provide a sample database for data conversion design. Internal testing will be done to identify any field errors. Upon completion of internal testing reports will be run to ensure the same results as from the previous system. Any errors found will be traced back to determine if it was a conversion error or a reporting error. Corrections will be made as appropriate.				