DATE: 11/30/2018
Version: 1.0

State of Nebraska

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES

AGING INFORMATION SOFTWARE SOLUTION

RFP 5948 Z1

Original

peerplace

SOLICITATION RESPONSE DEADLINE: DEC 3, 2018

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State of Nebraska

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES

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RFP 5948 Z1

Original

peerplace

SOLICITATION RESPONSE DEADLINE: DEC 3, 2018

350 Linden Oaks, Suite 215
Rochester, New York 14625
March 24, 2017

State Purchasing Bureau
Attn: Nancy Storant/Annette Walton
1526 K Street, Suite 130
Lincoln, NE 68508

RE: Request for proposal for contractual services RFP 5948 Z1 Aging Information Software System

Dear Ms. Storant, Ms. Walton:

Enclosed please find the proposal being submitted by PeerPlace Networks LLC.

PeerPlace provides a collaborative software application that enables community-wide case management and care coordination for health & human service agencies.

Supported initiatives for State and local governments include: ADRC/No Wrong Door, AAA/NAPIS & Ombudsman NORS Compliance Reporting, Care Transitions, State Health Insurance Counseling, Adult Protective Services (APS), Multi-system interoperability & Provider Management

PeerPlace is uniquely qualified and well-positioned to deliver each requirement detailed in the RFP. PeerPlace has successfully implemented agency, county and state level data management systems across the country. For example, PeerPlace has statewide deployments in Colorado, New York, Virginia, Minnesota, Illinois and California as well as regional deployments in Tennessee, Alabama, Missouri, Ohio, North Carolina, Michigan, and Washington.

Our data management architecture provides a unique collaborative cloud-based platform that allows staff and supervisors to securely share the information required to serve the holistic needs of their clients. Robust security and role-based access permits thousands of caseworkers to manage their clients simultaneously while maintaining and sharing an unduplicated record of clients being served.

In addition, PeerPlace has read and acknowledges both Addendum One and Addendum Two.

Sincerely,

Todd Baitsholts

Director of Business Development

ADDENDUM ONE
REVISED SCHEDULE OF EVENTS

Date: November 14, 2018

To: All Bidders

From: Nancy Storant, Buyer
AS Materiel Purchasing

RE: Addendum for RFP Number 5948 Z1 to be opened December 3, 2018 at 2:00 p.m. Central

Schedule of Events

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

ACTIVITY		DATE/TIME
1.	State responds to written questions through RFP "Addendum" and/or "Amendment" to be posted to the Internet at: http://das.nebraska.gov/materiel/purchasing.html	~~November 14, 2018~~ **November 16, 2018**
2.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	December 3, 2018 2:00 PM Central Time
3.	Review for conformance to RFP requirements	December 3, 2018
4.	Evaluation period	December 10, 2018 through December 21, 2018
5.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
6.	Post "Intent to Award" to Internet at: http://das.nebraska.gov/materiel/purchasing.html	January 23, 2019
7.	Contract finalization period	January 23, 2019 through February 28, 2019
8.	Contract award	March 1, 2019
9.	Contractor start date	March 1, 2019

This addendum will become part of the proposal and should be acknowledged with the RFP.

ADDENDUM TWO
QUESTIONS and ANSWERS

Date: November 15, 2018

To: All Bidders

From: Nancy Storant/Annette Walton, Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal Number 5948 Z1 to be opened December 3, 2018 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1.	V.F.2.b Interfaces	P 35	This section references interface to Mediware SAMS product. Our product has the same or better capabilities than those being used in SAMS and will cost little or no extra to be used as all of our modules are integral to the core product with no separate charges by module. Will there be consideration for transferring use of those capabilities to our product to eliminate duplicate entry and unnecessary import and export several times per day?	The bidder should provide the solution that meets the requirements of the RFP. The States' objective is not to change the system used by AAA's but your solution must interface with SAMS system.
2.	V.F.2.b Interfaces	P 35	Does Mediware SAMS have an API or established interface structure for import/export/transfer of data?	The State is unaware if Mediware SAMS has an API or established interface structure.
3.	Attch B-	P 9	"Describe how the	For example, a field noted a client's

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
	1.c.SAMT-5		system reconciles data in an old assessment and new assessment." Does reconcile mean to be able to compare or does this involve some automated update. Please define "reconciles" as it applies to Nebraska assessments.	dominant hand. A user could select one choice: left hand or right hand. At a later date, the State updates wants to add new choices and update the old choices. Choice selection would be updated to: left-handed, right-handed, or ambidextrous. Can the system accommodate updating "left hand" to "left-handed" and "right hand" to "right-handed"? Will previously entered data (e.g. left hand) be available until manually updated by the user? Or will it be automatically updated (e.g. to "left-handed")? What happens if a choice is deleted? The system should reconcile possible contradictory information updates.
4.	Attch B-1.k.DAT-5	P 25	Please provide detail on the established convention for data exchange with Mediware's SAMS product. Do they have an existing API, import/export module, etc? What is the data exchange format?	See response to Question #2
5.	Attch C-1.10	P 3	Conversion of previous FFY data (2017, 2018 and 2019). What is the data format and structure currently used?	The Ombudsman conversion data is in Microsoft Excel format. The current structure is in Microsoft Access.
6.	RFP	P28 – B.3	Please confirm that the AAA's will continue to use the Public Assistance System for Home and Community Based Waiver Programs.	This RFP is not seeking a solution to the Public Assistance System for Home and Community Based Waiver Programs,

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
7.	RFP	P27-A.5.g.c	Will the 200 senior centers be directly connected to the system as users in addition to the 150-250 SUA, IS&T team and AAA users?	Some senior centers may be connected, and are included in the usage estimates. See Section V.D.2
8.	RFP	P27-A.5.g.c	What will be the total number of providers connected to the system?	At go live, the eight Area Agencies on Aging will be connected. During production, the exact number of connected providers may increase. Also see question #7.See Section V.D.2
9.	RFP	P27 – A.5.e	Can you provide more detail on the separately funded care management service via legislative appropriation, and the more stringent reporting requirements?	See Attachment E - Appendix D-1 #2 & #5, and http://dhhs.ne.gov/medicaid/Aging/Documents/Current%20Taxonomy.pdf
10.	RFP	P28 – B.	Project Environment – Paragraph 2 & #4. - The State is soliciting bids for software to meet the needs of the SUA, AAA and a public resource directory. Is it the intent that the current Trilogy's NOC resource directory "public component" will be replaced, or is just the "internal staff component" being replaced? Note: There is no mention of data migration for the Agency/AIRS data conversion in Attachment B (sect k. / data, data warehouse). Note: There is no mention of Agency/AIRS data conversion in RFP p.36 (section F.3)	The Trilogy NOC resource directory data will be available for upload to a new system. Please submit a response that best meets the requirements of the RFP.
11.	RFP	P28 – B.	Is there a desire to keep just the "public component" of Trilogy's NOC resource directory solution, and link the	Please see response to Question #10

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
			existing AIRS/service taxonomy to the new Aging Information System Software Solution?	
12.	RFP	P32 – E.1.d.v	Will the project also accommodate change orders that will require change to the budget?	Please see Section II.E.
13.	RFP	P33 – E.2.c	Pilot/Prototype – Can you provide details on what is expected with this deliverable beyond a working generic (off-the-shelf) test system with sample data.	A Pilot/Prototype can be a business model (user screens, test system, or diagrams) of how the proposed user functionality will work. It ensures that that the State requirements are being met. Generic data will be accepted.
14.	RFP	P35 – F.2.b	Interfaces – Is this Interface going in one direction from Mediware to collect data for the purpose of state reporting requirements for just NAPIS/ADRC? Will it continue to be just Home Delivered Meals for ENOA? Will it continue to be for Case and Care Management and I&R for Aging Partners?	This interface will go in one direction from Mediware to the Aging Information System Solution. Please see response to Question #2.
15.	RFP	42	There does not seem to be a requirement for returning Attachment C. "Optional Ombudsman Business Requirements Traceability Matrix". Where would you like this inserted in the response format?	Attachment C is Optional so the bidder may or may not include this in their bid response. If bidder does decide to include Attachment C, it should be added as a separate document the same as Attachment B.
16.	Attachment B.	ASMT-2	Please clarify "multiple value choices". Are these referring to drop down choices where more than one choice is allowable for the same question, or history of values that	Yes, ASMT-2 references multiple choice answers. Yes, ASMT-3 references history of values for the same question.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
			change over time (i.e. re-assessments) for the same question?	
17.	Attachment B.	ASMT-3	Please clarify "aggregates" data. What is different from a reporting feature to analyze data across a population for specific outcome data related to a specific service over time (as specified in ASMT-7)?	Aggregates references history of values. ASMT-3 and ASMT-7 are the same.
18.	Attachment B.	ASMT-5	Please clarify "Reconciles" data. Is this referring to retaining all data points as snap shots for each assessment and re-assessment for the same client?	Yes, reconciles refers to retaining all data points as snap shots for the same client.
19.	Attachment B.	ASMT-7	Please clarify "Deleted Assessment Questions". Does this refer to a revised assessment tool that does not ask a certain question anymore? Does it refer to deleting information in a completed assessment for a specific client?	Yes, this refers to a revised assessment tool that does not ask a certain question any more. No, it does not refer to deleting information in a completed assessment for a specific client.
20.	Attachment B.	ASMT-13	Please specify which InterRAI tools are desired and/or in scope for the proposed new Aging Information System Software Solution.	Please provide the best solution to meet the requirements of the RFP. The State has not made a determination on an InterRAI tool. Please provide information on solution's capabilities.
21.	Attachment B.	ASMT-8, 9, 10, 11, 12, 13, 14	Are all requested assessment tools in production today?	ASMT-8, -9, -10, -11, -12 are in production. ASMT-13 and ASMT-14 are not in production.
22.	Attachment B.	ASMT-8, 9,	Which requested assessment tools require	No assessment tools will require a data conversion. See #21 for assessment

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
		10, 11, 12, 13, 14	data conversion?	tools that are in production.
23.	Attachment B.	ASMT-8, 9, 10, 11, 12, 13, 14	Which requested assessment tools are mandatory and should be included in the proposed new Aging Information System Software Solution scope/price?	ASMT-8, -9, -10, -11, -12 are mandatory and must be included in the proposed New Aging Software Solution. ASMT-13 and ASMT 14 are not required in the proposed New Aging Software Solution
24.	Attachment D.	STN-1	Is 508 or WCAG accessibility compliance considered satisfaction of the state accessibility requirements?	Yes.
25.	Attachment B	p. 6	SER-3 The system must be able to distinguish between service delivery models: self-directed care services and traditionally delivered services. *Can the state provide examples of each scenario?*	Traditionally Delivered Service: The Care Manager coordinates a Personal Care Service Provider to provide services to a client. Self-Directed Care Service: The Client selects a Personal Care provider and schedules the provider. The Care Manager may coordinate payment to the Personal Care provider or may issue a grant to the Client. If the Client receives the funds directly, the Care Manager validates the service was provided.
26.	Attachment B	p. 8	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. *How are waitlists currently being managed?* *Is there specific desired functionality?*	Service prioritization and waitlists are managed at the AAA level, following OAA guidelines. Service prioritization and wait list capabilities should be objectively enforced by AAAs. Bidders should submit a response that best meets the requirements of the RFP. No.
27.	Attachment B	p. 9	ASMT-6 Describe how the system would retain previously deleted assessment questions. *Is this asking how the*	Please see response to Question #19.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
			responses *to deleted questions would be retained?*	
28.	Attachment B	p. 13	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. *Can the state provide an example of this desired functionality?*	An ADRC service provider may do an intake for an individual, and refer the individual to the AAA for services.
29.	Attachment D	p. 17	SEC-8: State of Nebraska requires identification and authorization of users through an enterprise directory known as the Nebraska Directory Services (NDS) to access web-based applications: Does DHHS support the use of SAML-based authentication within their NDS?	Yes. The State supports the use of SAML-based authentication.
30.	Attachment D	p. 22	SEC-25: Describe how the Bidder's proposed solution supports logging to a common audit engine using the schema and transports specified by DHHS: Can DHHS provide more details on what "using the schema and transports specified by DHHS" means? What type of information is DHHS expecting to include in the audit engine?	Refer DHHS-IT-2018-001F - DHHS Information Technology (IT) Auditing Standard located in the polices at http://dhhs.ne.gov/Pages/fin_ist_policies.aspx
31.	Attachment C,	3	Please provide an example of what is	Example: Describe how the State Ombudsman would validate data entry

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
	Req. # 8		meant by "system data verification activities at the state and local level." Does this refer to tracking NORS required fields or something else?	completed by a local ombudsman. Yes, this refers to tracking NORS required fields.
32.	Section II Terms and Conditions and Section VI.A.1	7, 42	Section II Terms and Conditions and Section VI.A.1 Request for Proposal Form indicate that Sections II through VII must be completed and returned with the proposal response. What is the expected response to Section V in the Request for Proposal Form? It appears that this section outlines the background and expected scope of work for the project. Response to Section VI A.3 requires vendors to provide narrative including an understanding of the project and a proposed development approach. Typically, vendors would reference the background and scope of work in those narratives. Does the State intend that vendors will also acknowledge the background and scope of work section by section or line by line in some way.? Or does the State have something else in mind?	Complete section by section ensuring you address each, in the order presented in the RFP. Bidders should submit a response that best meets the requirements of the RFP.
33.	Section II Terms and Conditions and Section	7, 42	Section II Terms and Conditions and Section VI.A.1 Request for Proposal Form indicate	Please see response to Question #32

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
	VI.A.1		that Sections II through VII must be completed and returned with the proposal response. What is the expected response to Section VI in the Request for Proposal Form? It appears that this section outlines the requirements for submission. Typically, vendors would create a Technical Proposal response using the defined order in this section, addressing the required topics in turn. Does the State expect that vendors also, as part of the response to the Request for Proposal form, will acknowledge the proposal requirements section by section or line by line in some way?	
34.	Section II Terms and Conditions and Section VI.A.1	7, 42	Section II Terms and Conditions and Section VI.A.1 Request for Proposal Form indicate that Sections II through VII must be completed and returned with the proposal response. What is the expected response to Section V in the Request for Proposal Form? It appears that this section outlines instructions for the cost sheet. There would not appear to be any narrative response directly required with this section. Does the State expect that vendors will acknowledge these	For the cost proposal requirements submit Attachment A Cost Proposal.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
			instructions section by section or line by line in some way?	
35.	Attachments B-D	All pages	In the requirements matrices (Attachments B-D) where a description is not specifically requested, Is it the State's intention that vendors only complete the Bidder's Response section below each requirement when providing clarifications on the means by which vendors will meet the requirement or when providing required explanations regarding the response to (1) Comply? Does the State desire additional narrative descriptions of functionality in cases where the vendor's solution complies with the requirement "out of the box" with core functionality?	Yes, the State desires narrative with each. Language appears at the top of the attachments: The traceability matrices should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The State 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 the State with sufficient information to differentiate the bidder's business solution from other bidders' solutions.
36.	VII. COST PROPOSAL REQUIREMENTS	45	Please provide details of the allocated budget is for this project.	Please provide your solution to meet all the requirements of the RFP and the Cost associated to accomplish that.
37.	5948 Z1 specs final VI. Proposal Instructions	Page-44	Attachment C: State Long-Term Care Ombudsman Program is not included in Technical Approach section. Where do we need to provide the responses?	Please see response to Question #15.
38.	5948 Z1 specs final VII. Cost Proposal Instructions	Page-45	Does the cost proposal need to be a separate document?	Yes. Complete Attachment A.
39.	5948 Z1 specs		Do we need to provide	Yes. See p. 43, section VI.A.2.h.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
	final		Client References?	
40.	5948 Z1 specs final		Where do we need to provide product value added services in the technical proposal?	Any Optional Product Value Added Services that are added should be noted on a separate document and all costs associated with that should be added to the Optional section of the Cost Proposal.
41.	5948 Z1 Attachment B		Does the vendor users will have access to create or import client records in NAPIS or only AAA users will be accessing the system?	At go live, the eight Area Agencies on Aging will be connected. During production, the exact number of connected providers may increase. Also see question #7. The State would be interested in hearing about bidder import solutions. Please see response to Question #40.
42.	5948 Z1 Attachment B State Unit on Aging requirements -> CLI-12	Page-4	Please elaborate what do you mean by 'relationship with separate client record'.	The caregiver should have a separate client profile. If the care recipient is known, they should have their own client profile. Also need to describe how the system would note the relationship between the two profiles.
43.	5948 Z1 Attachment B Service --> SER-4	Page-3	Is there any pre-defined format in which the user will upload Service and Service Provider data?	There is not a pre-defined format.
44.	5948 Z1 Attachment B Service --> SER-7	Page-4	What is the eligibility criteria for the client?	OAA eligibility can vary between grants. The update to the link in Appendix D-1, #1. Federal Regulations, Aging: https://legcounsel.house.gov/Comps/Older%20Americans%20Act%20Of%201965.pdf
45.	5948 Z1 Attachment B Service --> SER-8	Page-4	What is a difference between OAA eligible client and non-OAA eligible client?	Please see response to Question #44.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
46.	5948 Z1 Attachment B Service --> SER-13	Page-4	What all details will be required by the State for tracking the services?	Routing capabilities should include, but are not limited to: a. Route sequence creation, edit, and deletion. Home Delivered Meal routing should also include, but is not limited to: a. Client delivery days (Monday – Sunday), start date and end date. b. Meal delivery type (Hot Meal, Boxed, Frozen, Emergency, etc.) c. Client Diet type (diabetic, low sodium, bland, low carb, etc.) d. Exceptions for individuals (i.e. Client does not need delivery on Friday, 11-9-18, because she will be out with family) e. Exceptions for all clients for inclement weather and holidays (all clients will receive a frozen meal on Friday, 11-9-18, to reheat on Monday, 11-12-18). f. Delivery notes (i.e. knock twice, and come in.) g. Any electronic visit verification capabilities.
47.	5948 Z1 Attachment B Provider --> PRV-5	Page-21	Can a client avail services from two or three different providers?	Yes.
48.	5948 Z1 Attachment B Fiscal	Page-15	Please explain how payment cycle data is currently being provided to the State .	AAAs provide monthly reimbursement requests (Forms A & E, Form C, NSIP Report). Reimbursement forms can be found on: http://dhhs.ne.gov/medicaid/aging/pages/Resources.aspx. AAAs send forms with the scanned versions of their budgets and expenses. The State maintains Microsoft Excel spreadsheets to mirror agency budgets and expenses at a composite level by funding stream by SFY and FFY. If funding is available, funds are disbursed to AAAs.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
49.	5948 Z1 Attachment B Fiscal	Page-15	Do we have non-Medicaid Providers? If yes, can non-Medicaid providers submit claims to apply against the spenddown amount?	Yes, non-Medicaid providers are utilized at the AAA level. There is no "spenddown amount" in OAA programming.
50.	5948 Z1 Attachment B Fiscal	Page-15	Can recipients submit claims to apply against the spenddown amount?	Please see response to Question #49.
51.	5948 Z1 Attachment B Operations -> OPR-3	Page-22	What are the different type of documents does the client need to submit during Re-certification?	The link provided in OPR-3 includes the documents needed.
52.	5948 Z1 Attachment B Data / Data Warehouse -> DAT-5	Page-25	Do we also need to convert data from Mediware's SAMS product.	No.
53.	5948 Z1 Attachment B Security -> SCT-1	Page-27	Can the State provide the list of different user types who will be accessing the system?	At this time, it includes, but it not limited to: Data entry; Client review; Run pre-determined reports; resource development; Intake & Referral; quality assurance; Report creation (state administration level); and Super user (State administration level).
54.	Standards Requirements STN-1	Page-7	Does the State currently meet Federal HIPAA requirements for 837 and 835? Do all providers adhere to these formats?	This is not a requirement of the RFP. N/A
55.	Standards Requirements		Are Medically Needy affected by HIPAA guidelines?	Yes.
56.	General		Please confirm the total number of end users that need to be trained.	The estimate is for 12 Train the Trainers. Total end users are estimated at 150-250.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
57.	General		Does the State has up-to-date documentation for the current AIS applications?	No current documentation is available.
58.	General		Please confirm the availability of operating manuals/ system operating procedures and their last updated date.	Please see response to Question #57
59.	General		What are the current SLAs? Are there penalties and earn back associated with the existing support? If yes, please elaborate.	This is not applicable. There are no current SLAs, as the State built and supports the current system.
60.	General		What are the service management processes and tools in place today? Can we assume that this tool will be extended for future work as well?	There are no formal tools in place.
61.	General		Are there enhancements or defects backlogs for the applications in scope? If yes, please provide details	No.
62.	General		What is the current call volume, and a trend of call volumes over the past 1 year for end user support related calls?	The current support call volume is 2-3 requests per week.
63.	General		Does the State want to use Active Directory for user authentication and authorization?	Yes.
64.	General		Does the State want to use single sign on for the State and external users?	Yes.
65.	General		Please provide the database size of the current data stored in NAMIS, ADRC referral dashboard and other AIS applications.	Only NAMIS size is available. The NAMIS database size is approximately 10 GB.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
66.	General		Can you provide list of all the system the proposed AIS application will interface with?	Currently, two AAAs use Mediware and would require an interface.
67.	General		Does the State keep the active and inactive clients in the same database?	Yes.
68.	General		What is the State's data archival and retention policy?	See p. 29 of the RFP, V. D. 4. For records retention schedules.
69.	V. Project Description and Scope of Work	26	The section begins by stating: "The bidder should provide the following information in response to this RFP." The content of the rest of this section is primarily dedicated to explaining expectations, sometimes interspersed with specific solicitations of information. Is it expected that we responded only to specific subsections that solicit information (e.g. E-1-c, "Testing Methodology" or E-1-l, "Business Continuity/Disaster Recovery), or are we to generally respond to the expectations outlined in each subsection, including specific solicitations of information, and affirm whether and how we would meet them?	Respond to the requirements outlined in each subsection, including specific solicitations of information, and affirm whether and how you would meet them. Follow the order of the RFP.

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal response.

Table of Contents

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:
TB TB			

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:
TB TB			

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 - Todd Baitsholts
Vendor - PeerPlace Networks LLC
Vendor Street Address - 350 Linden Oaks, Suite 2-215
Vendor City, State, Zip - Rochester, NY, 14580

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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.

SERVICE AGREEMENT

This Agreement ("Agreement") is by and between _____, with a principal office located at _____, ("Customer") and PeerPlace Networks LLC, a New York limited liability company, with a principal office located at 350 Linden Oaks, Rochester, New York 14625 "Provider").

Whereas Provider owns proprietary web-based, end-to-end case management software and provides customers access to various application services through Provider's web site; and

Whereas, Customer wishes to access and use the Provider's services on the terms and conditions set forth herein.

Now, therefore, in consideration of the mutual covenants set forth herein, the parties agree as follows:

1. Service

Provider agrees to provide Customer with access to and use of peerplace.com ("Web Site") services and software, including a browser interface and data encryption, transmission, access and storage, and with content, tools and login access for individual accounts ("Users") associated with the Web Site, all in accordance with the specifications set forth in Exhibit A ("Work Order"), (together, as set forth on the Work Order, the "Service").

2. License

a. *License to the Service and Content.* Provider grants Customer, pursuant to the terms and conditions of this Agreement, a nonexclusive, limited, nontransferable license to access and use the Service, including the Content as defined in the following sentence, for internal business use only. As part of the Service, Customer will have access to audio and visual information, communications, documents, software, and other materials and services posted onto the Web Site by Provider and designated for Customer use ("Content").

b. *License to the Software.* Provider grants Customer, pursuant to the terms and conditions of this Agreement, a nonexclusive, limited, nontransferable license to access and use the software on the Web Site ("Software") for internal business use only. Customer may only use the Software in object code form on a server controlled by Provider and in connection with Customer's use of the Service. This license does not confer upon Customer any right to copy the Software or to use it on computers other than a server controlled by Provider. Customer acknowledges that the Software is intended for access and use by means of web-browsing software, and that Provider does not commit to support any particular browsing platform. Provider reserves the right at any time to revise and modify the Software, to release subsequent versions of it, and to alter its features, specifications, capabilities, functions, and other characteristics, without notice to Customer; however, Provider agrees to make commercially reasonable efforts to provide Customer with prior notice of any such changes.

c. *Restrictions.* Unauthorized use, resale or commercial exploitation of the Service and/or the Content, including the Software, in any way is expressly prohibited. Customer agrees not to (a) copy, license, sell, transfer, make available, distribute, or assign this license or the Content, including the Software; (b) modify, translate or otherwise create derivative works of the Content, including the Software; (c) disassemble, decompile or reverse engineer the object code or source code of the Software; or (d) export or re-export the Software in violation of any United States export law or regulation. Customer further agrees not to create Internet "links" to the Service or "frame" or "mirror" any Content contained on, or accessible from, the Service on other server or Internet-based device, except for links which the Provider makes available to Customer to permit consumers to submit information and data directly to Provider.

d. *Agency Procurement Regulations.* If Customer is an agency or unit of the United States Government, then the Software and User Documentation are provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the Government is subject to restrictions as set forth in The Rights in Technical Data and Computer Software clause in DOD 252.227-7013 of the DFARS, or equivalent clause in other agency procurement regulations.

3. Users

The Customer Work Order sets forth the number of initial User subscriptions that may access the Service. An authorized User administrator ("Administrator"), designated by the Customer, may add or delete Users as permitted by this Agreement by using the on-line support service. Customer agrees not to allow User login accounts to be used or shared with more than one individual User, except that User login accounts may be reassigned from time to time to new Users who are replacing former Users who have terminated employment with Customer or otherwise changed job status or function and no longer require access to the Service. Customer agrees to provide Provider with a list of Users, and to provide periodic updates to the list, upon request.

4. Subscription Fees

Provider charges and collects in advance for use of the Service. Customer shall pay all subscription fees for Customer's account in accordance with the payment terms specified in Work Order. Customer is required to provide to Provider billing information as a condition to signing up for the Service, and agrees to update billing information within 30 days of any change.

Provider will automatically invoice Customer based on billing period frequency specified in Work Order. The subscription fee will be equal to the then-current number of total Users times the subscription fee specified in Work Order. Fees will be based on the number of User subscriptions defined by Administrator, whether or not such Users are active. Fees for other services will be charged on an as-quoted basis at Provider's then prevailing rates.

Invoices will be generated approximately two months in advance of subsequent billing periods, and will be due at the beginning of each billing period. An account will be considered delinquent (in arrears) if payment in full is not received by the billing period start date.

Customer represents that it is exempt from the payment of sales taxes, fees, tariffs, or other similar levies imposed by any government, governmental unit or similar authority with respect to the charges made or payments received in connection with the Service.

5. Non-Payment

In addition to any other rights granted to Provider herein, Provider reserves the right to suspend or terminate this Agreement and Customer's access to the Service if the account becomes thirty (30) days or more delinquent. Delinquent accounts are subject to interest of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is less, plus all expenses of collection including attorneys' fees. Customer will continue to be charged, agrees to pay, subscription fees during any period of suspension. Upon termination of this Agreement, Customer shall pay the balance due on the account computed in accordance with the Subscription Fees section above.

Provider reserves the right to impose a reconnection fee in the event Customer is suspended and thereafter requests access to the Service. Customer agrees and acknowledges that Provider has the right to withhold Customer Data without notice if Customer's account is delinquent.

6. Privacy Policy and Other Web Site Policies

Customer agrees to be bound by any materials available on the Web Site, which are incorporated by reference herein, including but not limited to the Privacy and Security Statements. Provider's privacy policy may be reviewed at https://www.peerplace.com (Web Site footer). Provider reserves the right to modify its privacy policy and other Web Site policies in its reasonable discretion from time to time.

7. Ownership

Provider retains and reserves exclusive ownership of all worldwide copyrights, trade marks, service marks, trade secrets, patent rights, moral rights, property rights and all other industrial rights in the Service, Content and Software, including any derivative works, modifications, customizations, updates, or enhancements. All rights in and to the Service, Content and Software not expressly granted to Customer in this Agreement are reserved by Provider.

8. Use

Customer is responsible for any and all activities that occur under Customer's User accounts and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with use of the Service. Customer shall: (i) notify Provider immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to Provider immediately, and use reasonable efforts to stop immediately, any copying or distribution of Content, including the Software, that is known or suspected by Customer or its Users; (iii) assure that use of the Service shall at all times comply with all applicable local, state, federal, and international laws, regulations, and conventions, including without limitation those related to data privacy, international communications, and the exportation of technical or personal data; and (iv) not impersonate another User or provide false identity information to gain access to or use the Service. Customer shall indemnify, defend, and hold harmless Provider from any claim, proceeding, loss or damages, including attorneys' fees, based upon any use, misuse, or unauthorized use of Customer's User accounts.

9. Customer Data

All data submitted by Customer to the Service ("Customer Data"), shall remain the sole property of the Customer. Customer shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and copyright of all Customer Data. Notwithstanding the foregoing, and subject to Provider's Privacy and Security Statements, Provider shall have the right to access Customer Data to the extent reasonably necessary for Provider to fulfill its obligations under this Agreement. In the event that Customer terminates this Agreement (other than by reason of Customer's material breach), Provider will make available to Customer a file of the Customer Data in industry standard format (.CSV files) within thirty (30) days of termination notice if Customer so requests, for an additional time and materials based fee. Provider reserves the right to withhold Customer Data without notice for any material breach of this Agreement, including, without limitation, Customer's non-payment of fees. Upon termination of the Agreement, Customer's right to access or use Customer Data immediately ceases, and Provider shall have no obligation to maintain or forward any Customer Data other than as provided in this Section 9.

10. Warranty

Provider warrants that (a) Provider has sufficient ownership or other legal rights in the Content, Software, user manuals and other related intellectual property comprising the Service, so as to lawfully grant the licenses to Customer that are granted herein, and (b) that the Software and/or Service provided by Provider under this Agreement shall perform in accordance with Provider's most recently published user manual and the Work Order. Provider does not warrant that the Service or the Software is error-free or without interruption.

EXCEPT FOR THE LIMITED WARRANTY ABOVE, THE SERVICE IS PROVIDED "AS IS" WITHOUT ANY WARRANTY WHATSOEVER. PROVIDER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NONINFRINGEMENT. NO REPRESENTATION OR OTHER AFFIRMATION OF FACT REGARDING THE SERVICE SHALL BE DEEMED A WARRANTY FOR ANY PURPOSE OR GIVE RISE TO

ANY LIABILITY OF PROVIDER WHATSOEVER. CUSTOMER ACKNOWLEDGES THAT IT HAS RELIED ON NO WARRANTIES OTHER THAN THE EXPRESS LIMITED WARRANTIES IN THIS AGREEMENT.

11. Internet Delays and Other Service Interruptions

PROVIDER SHALL USE REASONABLE EFFORTS TO MAKE THE SERVICE AVAILABLE TWENTY-FOUR (24) HOURS PER DAY, SEVEN (7) DAYS A WEEK, HOWEVER, SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF THE INTERNET AND ELECTRONIC COMMUNICATIONS, SYSTEMS MAINTENANCE REQUIREMENTS, HARDWARE FAILURES, NETWORK INTERRUPTIONS OR OTHERWISE. PROVIDER IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS.

Systems maintenance is periodically scheduled and the service will be unavailable during this time. All scheduled down time will be between 8pm (EST) and 8am (EST), so that it is not during normal working hours. An on-line alert will notify active users when systems maintenance is scheduled.

The Service will be available for User access at least 98.98% of the time during a calendar month, outside of scheduled down time.

12. Limitation of Liability

EXCEPT AS OTHERWISE PROVIDE HEREIN: (A) PROVIDER SHALL NOT BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, REVENUE OR SAVINGS, LOSS OF GOODWILL, OR THE LOSS OF DATA, EVEN IF PROVIDER HAD BEEN ADVISED OF, KNEW, OR SHOULD HAVE KNOWN, OF THE POSSIBILITY THEREOF, AND (B) UNDER NO CIRCUMSTANCES SHALL PROVIDER'S AGGREGATE CUMULATIVE LIABILITY HEREUNDER, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNT OF FEES ACTUALLY PAID TO PROVIDER UNDER THIS AGREEMENT.

Nothing contained in this Agreement shall create a contractual relationship with, an obligation to, or a cause of action in favor of any third-party against either Provider or Customer.

13. Term

This Agreement commences and shall take effect on the date that both parties have executed this Agreement and shall continue for one (1) year after the "Go Live" date specified in the Work Order ("Effective Date"), such period being the "Initial Term". Either party may terminate this Agreement for any reason at the end of the Initial Term by giving written notice to the other party not less than thirty (30) days prior to the expiration of the Initial Term. Unless terminated in accordance with this Agreement, the Agreement shall automatically be renewed after the Initial Term on each anniversary of thereof for subsequent periods of one (1) year ("Renewal Term(s)") at Provider's then-current rates, unless either party provides written notice to the other not less than thirty (30) day prior to any anniversary date of a Renewal Term of the termination of this Agreement at the end of such Renewal Term.

14. Termination

This Agreement may be terminated prior to the expiration of a Term, as follows:

a. Customer may terminate this Agreement at any time by providing a thirty (30) day written notice to Provider.

b. Either party may terminate this Agreement if the other party breaches any material term of this Agreement and fails to cure such breach within thirty (30) days after written notice thereof. Any breach of Customer's payment obligations or unauthorized use of the Service will be deemed a material breach of this Agreement. Provider, in its sole discretion, may terminate Customer's password, account or use of the Service if Customer materially breaches this Agreement. Customer agrees and acknowledges that Provider reserves the right to withhold the Customer Data without notice if Customer has materially breached this Agreement, including but not limited to failure to pay outstanding fees, and such breach has not been cured within thirty (30) days of notice of such breach.

Upon termination of the Agreement by the Customer prior to the expiration of a Term for any reason other than a breach of a material term of the Agreement by Provider under Section 14(b), Customer shall not be entitled to the return of any prepaid fees and shall pay to Provider a termination fee of $300 payable within 30 days of the termination date. If the Agreement is terminated due to a breach of a material term of the Agreement by Provider under Section 14(b), then Customer shall be entitled to return of a portion of any prepaid Service fees based on the remaining portion of the Term for which the fees were paid.

15. Assignment

Customer shall not assign or otherwise transfer this Agreement to anyone, including any parent, subsidiaries, affiliated entities or third parties, or as part of the sale of any portion of its business, or pursuant to any merger, consolidation or reorganization, without Provider's prior written consent.

16. Indemnification

Customer shall defend, indemnify, and hold harmless Provider, and its officers, directors, employees and agents, from and against any claims, actions or demands, including without limitation reasonable legal and accounting fees, resulting from Customer's breach of any of its representation or warranties, the Customer's unauthorized use of the Service, claims that Customer Data infringes or violates the rights of third parties, provided that: (i) Provider promptly notifies Customer in writing of the claim; (ii) Provider grants Customer sole control of the defense and settlement of the claim; and (iii) Provider provides Customer with all assistance, information and authority required for the defense and settlement of the claim.

Provider shall defend, indemnify, and hold harmless Customer and its officers, directors, employees and agents, from and against any claims, actions or demands, including without limitation reasonable legal and accounting fees, resulting from an action based on a claim that the Software or Content, as provided by Provider under this Agreement and used within the scope of this Agreement, infringes any patent, copyright or trade secret, provided that: (i) Customer promptly notifies Provider in writing of the claim; (ii) Customer grants Provider sole control of the defense and settlement of the claim; and (iii) Customer provides Provider with all assistance, information and authority required for the defense and settlement of the claim. However, Provider will have no liability for infringement claims of any kind arising from: (i) modification of the Software other than by Provider; (ii) Customer's use of the Software in combination with software or hardware, if a claim would not have occurred but for such combination; (iii) Customer's failure to use updated or modified versions of the Software; or (iv) Provider's compliance with designs or specifications provided by Customer.

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17. Confidential Information

Each party agrees that during the course of this Agreement, information that is confidential or proprietary may be disclosed to the other Party, including, but not limited to, software, technical processes and formulas, codes, client information, and marketing data ("Confidential Information"). Confidential Information shall not include information that the receiving party can demonstrate (a) is, as of the time of its disclosure, or thereafter becomes part of the public domain through a source other than the receiving party, (b) was known to the receiving party as of the time of its disclosure, (c) is independently developed by the receiving Party, or (d) is subsequently learned from a third party not under a confidentiality obligation to the providing party. Except as provided for in this Agreement, each party shall not make any disclosure of the Confidential Information to anyone other than its employees who have a need to know in connection with this Agreement. Each party shall notify its employees of their confidentiality obligations with respect to the Confidential Information and shall require its employees to comply with these obligations. The confidentiality obligations of each party and its employees shall survive the expiration or termination of this Agreement.

18. Force Majeure

Neither party shall be in default or otherwise liable for any delay in or failure of its performance under this Agreement if such delay or failure arises by any reason beyond its reasonable control, including any act of God, any acts of the common enemy, the elements, earthquakes, floods, fires, epidemics, riots, failures or delay in transportation or communications, or any act or failure to act by the other party or such other party's employees, agents or contractors; provided, however, that lack of funds shall not be deemed to be a reason beyond a party's reasonable control. The parties will promptly inform and consult with each other as to any of the above causes which in their judgment may or could be the cause of a delay in the performance of this Agreement.

19. Disputes

The parties agree that any and all disputes involving this Agreement, including the breach or alleged breach thereof, shall be submitted to a court of competent jurisdiction located within Monroe County, New York, and shall not be subject to arbitration, and the parties agree to submit to the exclusive jurisdiction of such courts.

20. Notices

All notices under this Agreement are to be delivered by (i) depositing the notice in the mail, using registered or certified mail, return receipt requested, addressed to the address below or to any other address as the party may designate by providing notice, (ii) overnight delivery service addressed to the address below or to any other address as the party may designate by providing notice, or (iii) hand delivery to the individual designated below or to any other individual as the party may designate by providing notice. The notice shall be deemed delivered (i) if by registered or certified mail, four (4) days after the notice's deposit in the mail, (ii) if by overnight delivery service, on the day of delivery, and (iii) if by hand delivery, on the date of hand delivery.

21. E-Verify Certification

Contractor/Vendor agrees that it shall comply with the requirements of Article 2 of Chapter 64 of the General Statutes. Further, if Contractor/Vendor utilizes a subcontractor, Contractor/Vendor agrees that it shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the General Statues.

22. Iran Divestment Act Certification

Contractor/Vendor certifies that, it is not on the Final Divestment List as created by the State Treasurer pursuant to N.C.G.S. § 147-86-58. In compliance with the requirements of the Iran Divestment Act, Contractor/Vendor shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.

Provider: PeerPlace Networks LLC
350 Linden Oaks
Rochester, New York 14625
Attention: Eric Frey

Customer: _____

_____

_____

23. Survival

The provisions in Sections 7, 10, 11, 12, 16 and 17 and all of the parties representations and warranties shall survive the termination of this Agreement.

24. General Provisions

a. The parties agree that this Agreement is the complete and exclusive statement of the agreement between the parties, which supersedes and merges all prior proposals, understandings and all other agreements, oral or written, between the parties or any of their subsidiaries relating to the subject matter of this Agreement.

b. This Agreement may not be modified, altered or amended except by written instrument duly executed by both parties.

c. The waiver or failure of either party to exercise in any respect any right provided for in this Agreement shall not be deemed a waiver of any further right under this Agreement.

d. If any provision of this Agreement is invalid, illegal or unenforceable under any applicable statute or rule of law, it is to that extent to be deemed omitted. The remainder of the Agreement shall be valid and enforceable to the maximum extent possible.

e. This Agreement and performance hereunder shall be governed by the laws of the State of New York without regard to its conflict of laws rules.

AGREED:

In Witness Whereof, the parties hereto have caused this Agreement to be executed on the date set out below.

Provider:

Signature / Date: _____

Name / Title: _____

Customer:

Signature / Date: _____

Name / Title: _____

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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

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

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

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

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

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

1. **WORKERS' COMPENSATION INSURANCE**

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

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

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

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

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

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

3. **EVIDENCE OF COVERAGE**

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

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

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

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

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

H. ANTITRUST

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

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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

N. BUSINESS CONTINUITY/DISASTER RECOVERY

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

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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:
TB TB			

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

PeerPlace Networks understands the mission and goals outlined by the Department of Health and Human Services (DHHS) in this RFP and is proposing a combination of our Commercial Off the Shelf (COTS) software and Professional Services. PeerPlace will provide a team of experienced professionals to provide the planning, analysis, design, development, data migration, testing, training and integration services required to meet the scope of the RFP. In addition, the proposed solution will allow DHHS to implement a COTS solution that supports the Office of the Ombudsman to track ombudsman activities, manage facilities and track resident complaints in Long-Term care facilities across the State.

PeerPlace is uniquely qualified to provide the scope of work required to meet these needs and has successfully implemented agency, county and state level Data Management systems for State Units on Aging (SUA) across the country. PeerPlace has statewide Data Management deployments for State Units on Aging in Colorado, New York, Virginia, Minnesota, Illinois, and California as well as regional deployments in Tennessee, Alabama, Missouri, Ohio, New Jersey, Michigan, North Carolina and Washington.

Summary of Project Scope

The Nebraska Department of Health and Human Services would like to replace the current Nebraska Aging Management Information System (NAMIS), ADRC system and Ombudsman system with newer systems to provide an integrated data management system for AAAs, ADRCs, Ombudsman and providers to provide better support the citizens of the State of Nebraska.

Challenges of the current environment:

- Current technology has reached the end of life
- Lack of support for current technology
- Pending NAPIS and NORS reporting changes
- Multiple systems being used between the State, AAAs and Providers
- Lack of integration between systems
- Duplicate entry is being done unnecessarily
- Managing multiple funding sources
- Managing Multiple Federal and Funder Reports

Solutions:

- Implement PeerPlace's Data Management System supported through a Software as a Service (SaaS) model
- Implement PeerPlace's Ombudsman Software supported through a Software as a Service (SaaS) model
- Migrate Client Data into PeerPlace systems
- Migrate facility data into PeerPlace Ombudsman software
- Integrate PeerPlace with Trilogy's Resource Directory and Consumer Portal (PHR)
- Interface with AAA SAMS systems to provide 360-degree visibility of services delivered across the state
- Provide Professional Services to analyze, design and develop Nebraska specific solutions to meet unique requirements of the RFP

System Value:

- Improve quality of services to seniors
- Share client data across agencies and services through consent
- Provide better case management tools to AAAs and Providers
- Provide better tools to manage services such as Transportation, Respite, Home Delivered Meals, Etc.
- Track and manage multiple funding sources
- Improve reporting capabilities for Federal, State, AAA and Funder requirements
- Reduce internal cost of support
- Improve system support services
- Flexible framework that can be modified to meet changing needs

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.

ii. Structure:

a) North East Nebraska AAA,
b) South Central Nebraska AAA,
c) Midland AAA,
d) Blue Rivers AAA,
e) West Central Nebraska AAA,
f) Aging Office of Western Nebraska,
g) Lincoln AAA, dba Aging Partners (acronym is LAAA or AP), in Lincoln, is run by the City of Lincoln;
h) Eastern Nebraska Area Agency on Aging (ENOA), in Omaha, is part of Eastern Nebraska Health Services Agency (ENHSA).

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

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

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

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

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

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

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

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

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

   PeerPlace Response: Based on our 18 years of industry experience supporting State Units on Aging (SUAs), PeerPlace is uniquely qualified to deliver and support the requirements of this RFP. PeerPlace understands these requirements and the organizational structure outlined in section A1- A6 and will meet the requirements and support the State of Nebraska with a combination of our Commercial off the Shelf products and Professional Services. PeerPlace has a unique system structure that allows for the creation of a master Client Profile, tracking of all services and funding sources for a client with robust reporting capabilities to get the State and Local AAAs the data they need, while also including many other service-specific benefits to assist the user in effectively and efficiently serving their clients.

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.

   PeerPlace Response: PeerPlace has read and understands the current project environment as described in B1- B4 above. PeerPlace will replace the NAMIS, ADRC and Ombudsman systems and will integrate with Trilogy's Network of Care recently updated statewide Resource Directory and Consumer Portal and Mediware's SAMS product as part of this project. It is our understanding from the question and answer responses, that the current public assistance waiver system will not be replaced and there is no requirement to integrate with the current public assistance system as part of this project.

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.

PeerPlace Response: PeerPlace understands the scope of work requirements identified in section C. PeerPlace is proposing our Commercial Off the Shelf (COTS) Information Management Systems coupled with PeerPlace Professional Services to meet the requirements of the RFP. Please see Appendix A for additional details on PeerPlace COTS Products.

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.

PeerPlace Response: PeerPlace understands the functional requirements outlined in D1 above. PeerPlace Networks LLC provides continual compliance with the following Federal reporting standards: NAPIS, NORS and HIICAP. The current HIICAP system called ShipTalk is being replaced by a new STARS system in 2018. PeerPlace is on target to submit data to ACL for the new STARS system as part of our service agreement at no additional charge. PeerPlace is also working closely with the ACL to ensure our data management system will be able to meet the new NORS and NAPIS reporting requirements targeted for 2019 and 2020.

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.

PeerPlace Response: PeerPlace understands the functional requirements outlined in D2 above. PeerPlace hosts our Information Management systems with Amazon Web Services (AWS) in the United States. AWS currently provides on-demand scalability for more than 10,000 PeerPlace users per day.

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.

PeerPlace Response: PeerPlace complies with the requirements listed above. PeerPlace is SSAE SOC II certified and audited annually. Please see Appendix B for additional security details.

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.

PeerPlace Response: PeerPlace is a Software as a Service (SaaS) and is hosted on AWS servers in the United States. PeerPlace and AWS meet the requirements of section 4 above by maintaining all hardware, software updates and licensing on behalf of our customers.

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 • Risk Management and Resolution Plan • Issue Management and Resolution Plan • Organizational Change Management Plan • Work Management Plan • Change Control Documents	Due 2 weeks after Contract Start Date
1.5		Status Reporting Plan Project Status Meeting Protocol	Due 2 weeks after Contract Start Date
1.6		Electronic Project Library	Due 2 weeks after Contract Start Date
1.7		Security Plan	Due 2 weeks after Contract Start Date
1.8		Business Continuity Plan/Disaster Recovery Plan	Due 2 weeks after Contract Start Date
2.1	2.0 Requirements Analysis	Requirements Validation Document (RVD)	Due dates to be determined in the Detailed Work Plan
2.2		Fit/Gap Analysis	Due dates to be determined in the Detailed Work Plan
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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.0 through 1.1) above. PeerPlace has provided a draft work plan in section VI, 3.e. PeerPlace will manage the entire project using Microsoft Project for the full project plan and a formal Status Report that will be updated each week, used during status calls and sent out the entire project team.

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)
ii. Anticipated Start dates for tasks, subtasks, and activities, if schedule fluctuation has occurred
iii. 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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.2) above and will provide a detailed project work plan within 2 weeks of the project start date. Project communication between all team members will be critical to the success of this project. PeerPlace Project Managers will work closely with DHHS Project leaders to ensure good communication across the entire project. PeerPlace Project Managers will provide weekly project status updates using a formal Status Report and status meetings with the project team.

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.

PeerPlace Response: The PeerPlace testing team will test all components of the DHHS project to certify that each program, module and sub-system meets or exceeds all of the functional, technical and performance requirements prior to implementation.

A. Testing Components
   1. Software system development and industry compliance
   2. Interface development with Mediware SAMS
   3. Data conversion of client demographic data from NAMIS and ADRC referral dashboard systems
B. Testing Process Overview
   1. Testing team and developers create testing plan for each component
   2. Testing environment created to mirror production environment
   3. Developer completes development & performs unit tests
   4. Testing team creates test script/checklist
   5. Testing team performs test and approves
   6. Testing team reviews with project manager
   7. Project manager to demo and train DHHS team for testing purposes
   8. DHHS to perform user acceptance testing
   9. DHHS to approve for production
   10. PeerPlace to move to production
C. Testing Considerations and Standards
   1. Create detailed test scripts and test cases
   2. Determine expected results
   3. Establish test procedures and protocols
   4. System releases and code vs. configuration test procedures
   5. Inclusion of all system functions in software and network, data content, output and connectivity
      a. Internet browser testing
      b. Link access internal and external
      c. External portal page loads
      d. Field validation of type and maximum input
      e. Error messages
      f. Required vs. optional fields
      g. Spelling errors
      h. Print on screen and PDF loads
      i. Database table and application comparison
      j. Provider search function
      k. ViewBuilder function
      l. Report function and 508 compliance/accessibility
   6. Documentation of test results, errors and corrections

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 appliceble, contingency plans for various risks should be documented and contingency plan triggers should be identified.

PeerPlace Response: PeerPlace agrees to the requirements in (1.4) above. PeerPlace will deliver a Risk Management and Resolution Plan within 2 weeks of contract award. The Risk Management plan will be reviewed and updated weekly with the Status Report. If any risks are identified as being high risk, it will be escalated to the Project Managers and discussed during weekly status calls until resolved.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.4) above. PeerPlace will deliver an Issue Management and Resolution Plan within 2 weeks of contract award. The Issue Management plan will be reviewed and updated weekly with the Status Report. If any issues are identified, it will be escalated to the Project Managers and discussed during weekly status calls until resolved.

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 chenge management, including organizational change management roles and responsibilities, processes, and methods necessary for communicating and managing organizational change during the life of the Project.

PeerPlace Response: PeerPlace agrees to the requirements in (1.4) above. PeerPlace will deliver an Organizational Change Management Plan within 2 weeks of contract award.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.4) above. PeerPlace will deliver a Work Management Plan within 2 weeks of contract award.

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.

g) Provide a clear description of what is included from each change request.
h) Delineate impacts to the project's schedule.
i) Require successful completion of testing before the implementation stages.
j) Incorporate multiple levels of priority for change requests (e.g., critical, must-have, desired, etc.).
k) 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

PeerPlace Response: PeerPlace agrees to the requirements in (1.4) above. PeerPlace has a proven Change Control methodology and will work with DHHS to establish a mutually agreeable Change Control Process for this project.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.5) above. PeerPlace recognizes that one of the most important aspects of any successful project is good communication. The more clearly tasks are understood, the better the communication and the more efficient and successful the whole project will be. A formal status reporting process will be employed to facilitate communication during the project. PeerPlace will provide weekly and monthly status reports for this project. The Change Control document will be shared, reviewed and agreed upon as a team during project kick off.

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).

PeerPlace Response: PeerPlace agrees to the requirements in (1.5) above. The process outlined above for Project and Status Meeting Protocol emulates the current process used by our Project Management staff. As previously stated, communication is critical to the project and PeerPlace supports and agrees to this process.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.6) above. PeerPlace is SSAE SOC II certified and audited annually. PeerPlace will enforce our internal policy for password control to ensure only authorized personnel access 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.

PeerPlace Response: PeerPlace agrees to the requirements in (1.7) above. PeerPlace end-user logins are constrained to a single concurrent session, and the password strength, complexity and expiry rules of the PeerPlace customer. Specific role-based security mappings control the data to which the end-user has access. In addition, PeerPlace enforces a 30-minute lockout after three unsuccessful login attempts. Each customer can change the lockout period and the number of unsuccessful attempts that will trigger it. Application sessions that have been inactive for 30 minutes will be automatically logged out.

PeerPlace Networks hosts its SaaS products in Tier-4 data centers with AWS located in Northern Virginia, with disaster recovery Tier-4 data centers in Northern California and Oregon. All data centers maintain staffed hours of operation of 24 hours per day, 7 days per week, 365 days per year. Each data center is served by multiple independent, high-bandwidth Internet connections to provide fast network response and fault tolerance. PeerPlace will deliver a security plan within 2 weeks of contract award.

See Appendix B for more details on PeerPlace security.

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

PeerPlace Response: PeerPlace agrees to the requirements in (1.8) above. PeerPlace will provide a Disaster Recovery Plan within 2 weeks of contract award.

5. REQUIREMENTS ANALYSIS (2.0)

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

a. REQUIREMENTS VALIDATION DOCUMENT (RVD) (2.1)

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

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.

PeerPlace Response: PeerPlace agrees to the requirements in (2.0 through 2.3) above. PeerPlace is proposing our COTS-based solution coupled with our Professional Services to address the Information Management System requirements for the State of Nebraska. Documented project requirements (Attachments B &D) will be incorporated into the final project requirement traceability matrix (RTM). PeerPlace will provide product demonstrations and workflow charts to review core functionality with the project team.

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.

PeerPlace Response: PeerPlace will meet all the requirements in the table below and is committed to providing a project plan and due dates that will ensure the successful delivery of the project.

	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
8.2		Problem Resolution Plan	Due dates to be determined in the Detailed Work Plan

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

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

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

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

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

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

PeerPlace Response: PeerPlace agrees to the requirements in (3.0 through 3.2) above. These requirements follow PeerPlace's project delivery methodology. PeerPlace supports and will follow the methodology listed above. PeerPlace believes that proper upfront design sessions with both teams and formal business requirements and specification documents are critical for project success. These documents will be created and finalized before development begins. For additional detail see section 3.b (Proposed Development Approach).

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

a. **DEVELOPMENT**

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

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

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

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

PeerPlace Response: PeerPlace agrees to the requirements in (4.0 through 4.3) above. Custom development requirements will be documented during the JAD sessions and managed against the RTM. Any custom items will have a formal specification document that will be agreed upon and signed off on before development begins. The specification will also be used by the development team for unit testing and the testing team for formal test scripts.

b. **INTERFACES**

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

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

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

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

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

PeerPlace Response: PeerPlace agrees to the requirements in (4.4 through 4.6) above. During the design phase, PeerPlace will conduct separate JAD sessions to document the interface requirements for SAMS Mediware and integration requirements for Trilogy's resource directory data on a scheduled basis. Formal specification document will need to be created and agreed upon before formal development will begin. Estimates will also be created and added into the master project schedule once the formal requirements are completed. Please see Appendix C – PeerPlace Interoperability Guide for additional detail.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (5.0 through 5.2) above. Formal data migration specification and mapping documents will be created and agreed upon before formal development begins. Please see Appendix D – PeerPlace Data Migration Overview for additional detail.

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.

PeerPlace Response: PeerPlace agrees to the requirements above in (6.0 through 6.2). PeerPlace will provide the user acceptance testing (UAT) environment for testing, as well as all test scripts for each component of the application. PeerPlace also provides demonstrations of the system prior to formal UAT to ensure the testers are clear of the expectations. PeerPlace team is available for any questions or assistance needed during the testing process. Issues log is provided to the UAT team and weekly touchpoints are scheduled between the project teams to review any questions or issues.

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.

PeerPlace Response: PeerPlace agrees to the training requirements above in (7.0 through 7.4) and will provide a training plan (2) months prior to the train-the-trainer sessions. In addition, PeerPlace provides standard video training materials for every area of the application, as well as a full product user manual, quick steps and flow charts for each area of the system as part of the support link on the user portal.

6. IMPLEMENTATION (8.0)

a. SYSTEM IMPLEMENTATION PLAN (8.1)

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

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

b. PROBLEM RESOLUTION PLAN (8.2)

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

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

PeerPlace Response: PeerPlace agrees to the requirements in (8.0 through 8.2) above.

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.

PeerPlace Response: PeerPlace agrees to the requirements above in (8.3).

d. DOCUMENTATION (8.4)

Additionally, the contractor must develop and meintain 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.)

PeerPlace Response: PeerPlace agrees to the requirements in (8.4) above. PeerPlace does provide many online help features for the users in tarms of on-screen messages/instructions, questions and pop-up windows.

PeerPlace also provides a full suite of quick step documents for each area of the system. PeerPlace provides a full user manual with screenshots for each area of the system.

For reports, PeerPlace will provide details in a master Best Practice Spreadsheet, which includes a tab on each report complete with report title, description, which programs/users have access and overall comments. PeerPlace also creates a formal definition tab on each excel report that explains all details, data elements, calculations, etc. in the report. We have found it helpful for the users to have access to the information right in the report itself, so they do not have to go to another source for it.

Finally, PeerPlace does have links to PeerPlace sysfem requirements and any specification installation requirements when needed (i.e. barcode scanner utility) under the portal support link for ease of access.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (8.5) above. PeerPlace has created the draft project work plan based on the five milestones and eight phases of the project. This is open for review and discussion during project kick off. PeerPlace would like to advise that we have added ample time to project requirements gathering and specifications, as well as development based on past project experiences. If the team would like to move faster on the requirements gathering and agree to timely sign off for items to go to development, the timeline could be shortened.

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

PeerPlace Response: PeerPlace agrees to the requirements above. As new items are added to the system, the PeerPlace Account Services Team will update the corresponding documentation.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (9.1) above.

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.

PeerPlace Response: PeerPlace agrees to the requirements in (9.2) above. PeerPlace has a toll-free Help Desk number, with voicemail capability. PeerPlace also has an online help desk ticket system so that users can submit Help Desk tickets anytime, which will be answered during operating hours. PeerPlace will also provide a complete Help Desk plan that lays out all Help Desk procedures (ticket types, resolution types, assignment, notifications when complete, etc.). See Appendix E – Help Desk and Support.

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.

PeerPlace Response: Users can submit Help Desk tickets and track the process through completion. PeerPlace has a Notifications section in the system that allows us to Notify users of any new items, issues, updates, etc. on the system. See Appendix E – Help Desk and Support.

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	10%	3/14/2019
Requirements Analysis	5%	4/30/2019
Design	5%	4/30/2019
Development, Interfaces and Integration	5%	7/31/2019
Data Conversion	5%	7/31/2019
Testing	5%	7/31/2019
Training	0%	8/30/2019
Implementation	65%	9/1/2019
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

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:	PeerPlace Networks LLC
Bidder Address:	350 Linden Oaks Suite 215 Rochester, New York 14625
Contact Person & Title:	Todd Baitsholts, Director of Business Development
E-mail Address:	toddb@peerplace.com
Telephone Number (Office):	585-586-1940
Telephone Number (Cellular):	585-737-6798
Fax Number:	585-264-5909

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:	PeerPlace Networks LLC
Bidder Address:	350 Linden Oaks Suite 215 Rochester, New York 14625
Contact Person & Title:	Todd Baitsholts, Director of Business Development
E-mail Address:	toddb@peerplace.com
Telephone Number (Office):	585-586-1940
Telephone Number (Cellular):	585-737-6798
Fax Number:	585-264-5909

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:	**PeerPlace Networks LLC**
COMPLETE ADDRESS:	**350 Linden Oaks Suite 215 Rochester, New York 14625**
TELEPHONE NUMBER:	**585-586-1940**
FAX NUMBER:	**585-264-5909**
DATE:	**11/29/2018**
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	**Todd Baitsholts, Director of Business Development**

VI. PROPOSAL SUBMISSION

1. REQUEST FOR PROPOSAL FORM

a. See form inserted in front of this section.

2. CORPORATE OVERVIEW

PeerPlace's mission is to provide best-in-class data management software for human services and healthcare organizations.

To better understand the commitment behind that statement, requires an understanding of the history of PeerPlace Networks LLC. In 1999, PeerPlace (Then Jaw Networks) was approached by the United Way along with the Monroe County Office of the Aging in greater Rochester, New York with an idea. These organizations had a vision of connecting 40 providers offering 67 different services together in what would be one of the first No Wrong Door Networks in the country. PeerPlace was chosen as the technology partner because of our corporate experience in software development, networking and internet knowledge. The project was wildly successful and for the first time, client information and services could be shared across all the connected agencies in the county.

The owners of the company saw the need to be able to help other agencies achieve these same results and made the commitment to refocus the company specifically on Social Service Data Management systems. This decision is what shaped the direction and success of what PeerPlace is today.

As a result of the strong relationships developed during this project, PeerPlace hired Lorrie Anderson who was the AAA Director for Monroe County as well as the New York State Association Director. Lorrie brought an invaluable knowledge set of AAA services, workflow and reporting to PeerPlace. With Lorrie's input, the first version of PeerPlace with NAPIS reporting was developed from the ground up and designed to specifically meet the needs of a AAA and their data collection and reporting requirements. As a result, PeerPlace installed its first AAA Data Management system in Monroe County New York. From this one installation, PeerPlace has grown to support all 59 counties in New York including New York City.

Over the past 18 years, PeerPlace has continued to enhance our core product functionality to support the changing needs of our customers. Today, our cloud-based data management solutions support more than 1000 organizations across the nation with our Commercial Off the Shelf (COTS) applications. Those organizations represent state units on aging, State Office of the Ombudsman, Area Agencies on Aging and contracted Providers. More than 10,000 users conduct their business on a daily basis through PeerPlace by documenting activity, tracking related case information and client activity, generating reports and tracking outcomes.

However, PeerPlace's true success comes from the relationships we build with our clients. We make sure we listen to our clients' needs and continue to support our clients over the long-term. PeerPlace is there as a technology and post implementation partner, not just a software vendor. We continue to support our clients with enhancements, customization, training, webinars, account services check-ups and sales support from implementation to post-implementation on-going support. One of our proudest accomplishments is that we continue to support the very same customers that helped make PeerPlace successful since the early 2000s.

a. BIDDER IDENTIFICATION AND INFORMATION

- PeerPlace was founded in 2001 in the State of New York under the name of Jaw Networks. The company was legally re-named to PeerPlace Networks LLC in 2005.
- PeerPlace Networks is organized as a Limited Liability Corporation in the State of New York and is not affiliated with any other parent company. PeerPlace Networks LLC will be performing 100% of the work for this RFP.
- Currently PeerPlace has 28 Employees in our Rochester, NY Office. All project employees will be assigned out of the Rochester, NY office.

b. FINANCIAL STATEMENTS

PeerPlace Networks is a privately held company and does not provide financial statements.

PeerPlace Networks is headquartered in Rochester, New York and has 18 years' experience providing cloud-based data management services for more than 1000 organizations and more than 10,000 users across the nation with commercial off-the-shelf (COTS) applications. Those organizations represent state units on aging, area agencies on aging and contracted providers of aging services.

PeerPlace has statewide aging services deployments in New York, Virginia, Minnesota, Illinois, and California as well as regional deployments in Tennessee, Alabama, Missouri, Ohio, New Jersey, Michigan, North Carolina, Washington, and Florida.

Bank Reference:

Patrick N. Socker
Vice President, Business & Professional Banking
M&T Bank at 3 City Center
180 South Clinton Avenue, Suite 600
Rochester, NY 14604
Office 585-258-8453
Cell 585-755-5286
Fax 585-258-8364

c. CHANGE OF OWNERSHIP

PeerPlace does not anticipate any change in ownership during the 12 months following the proposal due date. PeerPlace understands that any change in ownership will require notifying the State.

d. OFFICE LOACTION

Currently PeerPlace has 28 Employees in our Rochester, NY Office. All project employees will be assigned out of the Rochester, NY office located at 350 Linden Oaks, Rochester New York, 14625.

e. RELATIONSHIP WITH THE STATE

PeerPlace has not had any previous contracts with the State of Nebraska.

f. BIDDERS EMPLOYEE RELATIONS TO STATE

PeerPlace does not have any employees that had been previously employed by the State of Nebraska.

g. CONTRACT PREFORMANCE

PeerPlace has not had any contracts terminated for default.

h. SUMMARY OF BIDDERS EXPERIENCE

PeerPlace was one of the first companies to produce a 100% web-based Software as a Service (SaaS) platform dedicated to supporting SUA and AAA programs and services. Over the past 17 years PeerPlace has continued to enhance the core product functionality to support the changing needs of our aging network customers.

PeerPlace Networks has 18 years' experience providing cloud-based data management systems for more than 1000 organizations and more than 10,000 users across the nation with commercial off-the-shelf (COTS) applications. Those organizations represent state units on aging, area agencies on aging and contracted providers of aging services.

PeerPlace Networks provides data management services for our customers that enable coordinated 360-degree care planning across community-based agencies. Through a Software-as-a-Service (SaaS) model, PeerPlace manages the entire client lifecycle of client services and supports. The system is designed to mirror the workflow of front-line AAA, ADRC, HIICAP and Ombudsman users by automating real life business processes and improving their ability to provide services efficiently.

Our most recent state level customer, Colorado SUA in 2017 -18, most closely emulates the size and scope of this RFP. PeerPlace is in very good standing with the Colorado SUA based on the quality of functionality delivered, adherence to timelines and budgets and post implementation support.

Current PeerPlace Statewide AAA / NAPIS data management systems:

- Virginia Department for Aging and Rehabilitative Services (DARS) – Since 2008
- Minnesota Board on Aging – Since 2011
- New York State Office for Aging – Since 2015 (Initial County AAAs starting in 2001)
- Colorado Department of Human Services State Unit on Aging (SUA) – Since 2017

Current PeerPlace Statewide ADRC No Wrong Door data management systems:

- Virginia Department for Aging and Rehabilitative Services (DARS) – 2008 to Present
- New York State Office for Aging – 2015 to Present
- Colorado SUA – 2017 to Present
- Alabama AAA Association (12 AAAs in AL) 2016 to Present
- North Carolina AAA Association (10 AAA in NC) 2017 to Present

Current PeerPlace Statewide Ombudsman NORS data management systems:

- Minnesota Board on Aging (MBA) – 2011 to Present
- Illinois State Unit on Aging – 2017 to Present
- New York State Office for the Aging – 2017 to Present
- Virginia DARS – 2017 to Present
- Colorado SUA – 2017 to Present

Current PeerPlace Statewide Health Insurance Information Counseling and Assistance Program (HIICAP) data management systems:

- California Department on Aging (CDA) – 2009 to Present
- New York State Office for the Aging (NYOFA) – 2015 to Present
- Alabama Department of Senior Services – 2016 to Present
- Colorado SUA - 2017 to Present

Reference Customer Budgets

Customer Project	Proposed Budget	Actual Budget (Invoiced)	Proposed Time Line	Actual Time Line
VA DARS NAPIS/ADRC No Subcontractors Linked to 3rd party Sr. Navigator Resource Directory	$300,000	$300,000	6 Months	6 Months
VA DARS APS No Subcontractors	$500,000	$500,000	1 Year	1 Year
VA DARS Ombudsman No Subcontractors	$70,000	$70,000	3 Months	3 Months
MN Board on Aging NAPIS, Ombudsman No Subcontractors	$650,000	$650,000	6 Months	6 Months

CO SUA NAPIS/ADRC/OMB No Subcontractors	$230,000	$230,000	9 Months	9 Months
NYSOFA NAPIS/ADRC/OMB Used 1 Sub Contractor (CareDirector for Resource Directory and Consumer Portal)	$5,000,000	$5,000,000	12 Months	24 Months (converted to 3 Phases)
NYC DFTA NAPIS/ADRC No Subcontractors	$1,200,000	$1,200,000	12 Mo	12 Months
Cuyahoga Country Aging Services, Case Management No Subcontractors	$450,000	$340,000	6 Months	6 Months

PeerPlace Customer References

SUA Statewide NAPIS References:
Virginia Department of Aging and Rehabilitative Services
Leonard Eshmont - 8004 Franklin Farms Drive - Henrico, VA 23229
Telephone: (804) 662-9800 **Email Address:** Leonard.Eshmont@dars.virginia.gov

Colorado Office of Community Access & Independence State Unit on Aging
Todd Coffey 1575 Sherman St., 10th Floor, Denver, CO 80203
Telephone: (303) 866-2750 **Email Address:** todd.coffey@state.co.us

Minnesota Department of Human Services, Minnesota Board on Aging
Margaret Bisek - PO Box 64976, St. Paul, MN 55164
Telephone: (651) 431-2576 x- 46 - **Email Address:** rossdal.bisek@state.mn.us

SUA Statewide ADRC No Wrong Door Reference:
Virginia Department of Aging and Rehabilitative Services
Leonard Eshmont - 8004 Franklin Farms Drive - Henrico, VA 23229
Telephone: (804) 662-9800 **Email Address:** Leonard.Eshmont@dars.virginia.gov

Colorado Office of Community Access & Independence State Unit on Aging
Todd Coffey 1575 Sherman St., 10th Floor, Denver, CO 80203
Telephone: (303) 866-2750 **Email Address:** todd.coffey@state.co.us

Alabama Association of Area Agencies on Aging
Pam McDaniel, Director, West Alabama AAA and President,
4200 Highway 69 N, Suite 1, Northport, AL 35473
Telephone: (205) 333-2990 **Email Address:** pam.mcdaniel@westal.org

SUA Statewide Health Insurance Counseling and Assistance Program (HICAP) Reference:
California Department of Aging
Kelli Kemper - 1300 National Drive, Ste 200 - Sacramento, CA 95834
Telephone: (916) 419-7537 **Email Address:** Kelli.Kemper@aging.ca.gov

SUA Statewide Ombudsman NORS Reference:
Minnesota Board on Aging Office of Ombudsman for Long-Term Care
Cheryl Hennen, Deputy Ombudsman - 540 Cedar Street - St.Paul,MN. 55164-0971
Telephone: (651) 431-2553 **Email Address:** cheryl.hennen@state.mn.us

Virginia Department of Aging and Rehabilitative Services

Leonard Eshmont - 8004 Franklin Farms Drive - Henrico, VA 23229
Telephone: (804) 662-9800 **Email Address:** Leonard.Eshmont@dars.virginia.gov

Colorado Office of Community Access & Independence State Unit on Aging
Todd Coffey 1575 Sherman St., 10th Floor, Denver, CO 80203
Telephone: (303) 866-2750 **Email Address:** todd.coffey@state.co.us

Major US City References:
New York City Department for the Aging
Michael Bosnik, Deputy Commissioner for Aging
2 Lafayette Street, 7th Floor, New York, New York 10007
Telephone: (212) 602-4111 **Email Address:** mbosnick@aging.nyc.gov

Cuyahoga County, Ohio, Division of Senior & Adult Services (Cleveland)
Kit Newell, Supervisor of DSAS Performance Management Unit
13815 Kinsman Road, Cleveland, OH 44120
Telephone: 216-698-6672 **Email Address:** kit.newell@jfs.ohio.gov

i. SUMMARY OF BIDDERS PROPOSED PERSONNEL / MANAGEMENT APPROACH

The PeerPlace Project lead will be Carrie Frey, VP Account Services, PMP. Carrie has 15 years' experience delivering regional and state-wide information management systems for State Units on Aging and AAAs. The team members that will be assigned to this project are listed below. All team members are direct employees of PeerPlace and no contractors will be used on this project.

Name	Title	Role
Chris Dewey	Chief Information Officer	PeerPlace Technical Oversight
Carrie Frey	V.P. Account Services, PMP	Project Director
Michelle Hall	Director of Operations	Software Release Manager, Manager of Testing
Carol Sullivan	Account and Project Manager	Project Manager
Katie Thomas	Corporate Trainer	Training
Ryan Brown	Solutions Architect	System & Data Migration Architecture
Billy Vazquez	Senior Solution Architect	
Paul Brunswick	Solutions Developer	System Configuration & Data Migration
Steve Pratt	Senior Solutions Developer	Database Setup, Data Migration
Scott Welkley	Senior Testing Engineer	System Testing

Please refer to Appendix G for team member resumes.

j. SUBCONTRACTORS

PeerPlace will not use any subcontractors for this project.

3. TECHNICAL APPROACH

a. Understanding of the project requirements

PeerPlace Networks understands the mission and goals outlined by the Department of Health and Human Services (DHHS) in this RFP and is proposing a combination of our Commercial Off the Shelf (COTS) software and Professional Services. PeerPlace will provide a team of experienced professionals to provide the planning, analysis, design, development, data migration, testing, training and integration services required to meet the scope of the RFP. In addition, the proposed solution will allow DHHS to implement a COTS solution that supports the Office of the Ombudsman to track ombudsman activities, manage facilities and track resident complaints in Long-Term care facilities across the State.

PeerPlace is uniquely qualified to provide the scope of work required to meet these needs and has sucoessfully implemented agency, county and state level Data Management systems for State Units on Aging (SUA) across the country. PeerPlace has statewide Data Management deployments for State Units on Aging in Colorado, New York, Virginia, Minnesota, Illinois, and California as well as regional deployments in Tennessee, Alabama, Missouri, Ohio, New Jersey, Michigan, North Carolina and Washington.

Summary of Project Scope

The Nebraska Department of Health and Human Services would like to replace the current Nebraska Aging Management Information System (NAMIS), ADRC system and Ombudsman system with newer systems to provide an integrated data management system for AAAs, ADRCs, Ombudsman and providers to provide better support the citizens of the State of Nebraska.

Challenges of the current environment:

- Current technology has reached the end of life
- Lack of support for current technology
- Pending NAPIS and NORS reporting changes
- Multiple systems being used between the State, AAAs and Providers
- Lack of integration between systems
- Duplicate entry is being done unnecessarily
- Managing multiple funding sources
- Managing Multiple Federal and Funder Reports

Solutions:

- Implement PeerPlace's Data Management System supported through a Software as a Service (SaaS) model
- Implement PeerPlace's Ombudsman Software supported through a Software as a Service (SaaS) model
- Migrate Client Data into PeerPlace systems
- Migrate facility data into PeerPlace Ombudsman software
- Integrate PeerPlace with Trilogy's Resource Directory and Consumer Portal (PHR)
- Interface with AAA SAMS systems to provide 360-degree visibility of services delivered across the state
- Provide Professional Services to analyze, design and develop Nebraska specific solutions to meet unique requirements of the RFP

System Value:

- Improve quality of services to seniors
- Share client data across agencies and services through consent
- Provide better case management tools to AAAs and Providers
- Provide better tools to manage services such as Transportation, Respite, Home Delivered Meals, Etc.
- Track and manage multiple funding sources
- Improve reporting capabilities for Federal, State, AAA and Funder requirements
- Reduce internal cost of support
- Improve system support services
- Flexible framework that can be modified to meet changing needs

b. Proposed Development Approach

The key to success for any project is teamwork, leadership, communication and process. These 4 components make up the foundational walls to support any project. It will be critical to the success of the project that PeerPlace team members and Nebraska project team members work together during each phase of the project to ensure a successful outcome. It will be equally critical that project managers and team leaders follow a proven process and provide clear communication across the team as they move through the project. To keep all of these critical components in sync, PeerPlace will develop a Project Plan and lead all team members through our proven process to ensure success.

The PeerPlace methodology organizes the approach into five distinct processes during the implementation project lifecycle. Your certified PMP Project Manager carries out these processes that line up with the Project Management Institute (PMI) Global Standards. The five processes include:

1. **Initiating** – Processes performed to define the new project by obtaining authorization to start the project.

2. **Planning** – Processes required to establish the scope of the project, refine the objectives, and define the course of action required to attain the objectives that the project is undertaken to achieve.

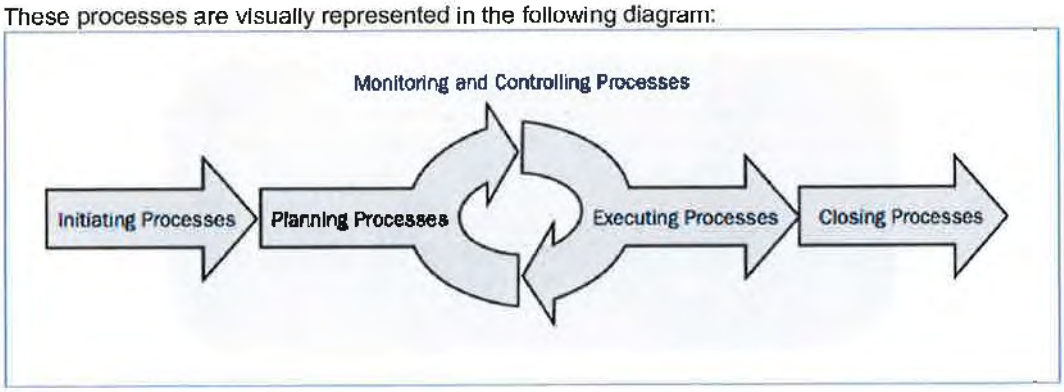
3. **Executing** – Processes performed to complete the work defined in the Project Management Plan to satisfy the project specifications.

4. **Monitoring and Controlling** – Processes required to track, review, and regulate the progress and performance of the project; identify any areas that changes to the plan are required; and initiate the corresponding changes.

5. **Closing** – Processes performed to finalize all activities across all previous process groups to formally close the project.

PeerPlace uses these processes as the major milestones in the formal Microsoft Project Management Plan.

These processes are visually represented in the following diagram:



Within the five processes described above, the PeerPlace Project Manager and Account Services Team have traditionally used our eight phases to manage the PeerPlace project from start to finish. The current Implementation Plan would include:

1. Finalize Contract - *Initiating*
2. Finalize Project Work Plan - *Planning*
3. Design (JAD Review Sessions & Welcome Kit Facilitation) - *Planning*
4. Development - *Executing*
5. Testing and Quality Assurance - *Executing*
6. Training - *Executing*
7. Go Live - *Executing*
8. Post Implementation - Acceptance & Ongoing Support – *Monitor, Controlling & Closing*

*Note that the main process is listed beside each phase in blue for reference. It is important to also note that the Monitoring & Controlling is going on through every phase.

Phase 1: Execution of Contract with the Client
Sign contract and approve the start of project.

Phase 2: Finalize Project Work Plan

Once the contract has been signed, PeerPlace with work with the client to schedule the onsite project kickoff to review all documents, including the detailed Project Work Plan which will be reviewed and then finalized and approved by all parties. The Project Work Plan will include the final Project Plan with associated dates for each step; details regarding the Review JAD Sessions/Design, Development; Testing and Quality Assurance Phases; Training; Go Live; and Post-Implementation Hosting Plan.

Phase 3: Design (Review JAD Sessions & Welcome Kit Facilitation)

PeerPlace believes strongly in the importance of the upfront review Joint Application Design (JAD) sessions with team members with decision-making ability from every area and the creation of final specification documents for every area of the system. During the JAD sessions the PeerPlace Project Manager will document the workflow for each program and any major decisions that were made and why they were made to have as a reference throughout the project life cycle.

This phase will begin with identification of PeerPlace and Client team members for each area and each member's respective role. A complete PeerPlace demonstration will be given and discussions will begin to help all team members understand the development and configuration possibilities and the corresponding decisions that need to be made. It is important that the client team members can make executive decisions regarding overall system workflow; new system forms, reporting specifications, data migration decisions and overall system rollout.

Team members, led by the Project Director, will be responsible for documenting the "Best Practice" model for every service/program during the onsite design sessions and ongoing on-line meetings using the "GoToMeeting" web tool. These sessions will result in an approved specification document for the installation of the complete system. The completed Requirements Document will serve as a blueprint for the Development and Implementation Teams to build the entire application.

The Design phase for this project will be kicked off with a two-day onsite collaborative session with all team members. Additional sessions will be held on site and via conference calls, as needed, to complete all aspects of the project. Once the sessions are over, it is up to the Project Director and client team members to complete and approve the specification documents.

The database-wide Welcome Kit will assist in establishing the client-specific fields and dropdown choices that will be utilized by everyone. These are areas that need to be defined once, regardless of agency. This is the first area that needs to be completed so we can begin to build out the master database as soon as possible.

There will also be corresponding Agency level Welcome Kits, which will be used to gather the formal Agency Name and Program Names for all identified services that the agencies and their subcontractors provide. PeerPlace plans to provide multiple webinars so that each agency can receive an overview of the project and what is needed from each of them. Each Agency will be required to attend one webinar, however, multiple webinars will be provided so that everyone can be sure to attend a session. We believe that the upfront communication will get the project off to the right start and assist with the completion of the Welcome Kits in the designated timeframe. With the pre-work that has already been done to define the best practices program paths, we anticipate that each Agency will only need 2-8 hours to complete their portion of the Welcome Kit. The range depends on the size of the agency and the number of providers.

Phase 4: Development Phase

Once the Welcome Kits and Functional Specification documents are approved, the PeerPlace Development and Implementation Teams will begin work. Work will begin on the client master database set up, workflow, new forms configuration by Program/Service type, report generation, interface build out, new tool development, data migration mapping and test data loads. PeerPlace Networks provide the configuration services on behalf of the customer to maintain the integrity of the product and to enable accurate reports to be generated at the "push of a button." This also allows for a significant level of standardization across a specific service area.

In addition, PeerPlace Networks staff members bring their expertise to the project by understanding the wide array of reporting requirements and applying that knowledge to the PeerPlace application. This process negates the need for customers to learn the intricacies of the product to configure it on their own as some software products require. Experience has shown that the implementation process is completed more quickly and more accurately when PeerPlace staff members are responsible for the configuration.

We would also like to point out how we "kick off" the development of each area. Once the specifications are final, the PeerPlace Implementation Manager distributes them to the developers who will be working on that area of the project and provides them a formal review of all tasks from start to finish. The Client Team is invited to send a representative to join via conference call for this review.

The initial data load will take place during this phase, with the final loading taking place just before Go Live. We also believe in sharing the progress of any new items being developed during our weekly meetings to ensure that

you are comfortable with the output as we go rather than waiting until it is 100% complete.

Phase 5: Testing & Quality Assurance

Once the database is set up, the application is configured, reports are built and the testing will begin. Many scenarios are tested as each form and file is tested, workflow processes are verified from start to finish and reports are reviewed for accuracy.

Testing is critical to a successful implementation. It will be conducted at many levels beginning with the PeerPlace Testing Team, the Client Testing Team and then end user PeerPlace Champion testing.

The PeerPlace Project Director and Training Team will support end users during their testing by providing a complete training session, training materials, the PeerPlace Support Ticket system and weekly phone calls to monitor the progress of the testing. The Team will receive test cases to practice with that simulate a real-life experience.

The end user testing will be performed on a replica of the live system called the QA site. This will allow the users to emulate a production environment with test data to follow a client through the entire system from beginning to end. This will include the full working system itself, any system enhancements or modifications the Client Team has made and will include interfaces that have been developed.

If issues are found during testing, they will be entered into the PeerPlace Issue Log for proper tracking and follow up by the PeerPlace Team. Once an item is submitted, it is reproduced and then passed to the Development Team to be remedied, sent back for further PeerPlace testing and then into user testing. It is also important to note that even after *Go Live*, PeerPlace will keep the QA site available as a training and test environment for new users and new features that come over time. The QA site will always be an exact replica of the live site.

Phase 6: Training

The Client Team and PeerPlace Training Manager will work together to develop a complete Training Program for the project rollout, including options for ongoing training. The program will consist of a complete Training Curriculum that addresses training needs for each program.

PeerPlace believes that user training is one of the most important aspects of a successful implementation. It is important that all PeerPlace users understand not only how to use the system but why they are using different pieces of the system. We believe that if users are initially trained correctly and supported with effective materials and "hands on" practice time, their "Go Live" experience will be positive. This will result in better data collection and more accurate reports in the long run.

Phase 7: Go Live!

The "Go Live" Phase is where all the efforts of the project team come together for a successful transition to the new PeerPlace solution! Key activities in this phase include final data migration, user set up and the actual move to the new production environment.

Upon successful completion of Testing by Key Users, a business go/no-go decision is made on whether to proceed with the Go-Live date or to defer until any identified issues are resolved.

The Infrastructure and Technical teams prepare the production environment for the cutover tasks that lead to the Go-Live state. Tweaks to the configurations may be made and performance tuning will be performed, if necessary.

The final data load will take place and the PeerPlace Client Master Database, and all new Programs, Services, Forms, Tools and Reports will be made live on the production site so users can start using the new system.

The Technical Team performs a production environment audit and obtains final system approval from the customer. The system is now ready for Go-Live and any subsequent environment changes are placed under the change control process. All PeerPlace team members will be available "Go Live" day and beyond, as well as making additional Help Desk lines available if needed.

Phase 8: Post Implementation – Acceptance & Ongoing Support

The Client Team will give final acceptance on all aspects of the live system.

The system is operational, and the ongoing hosting and maintenance support begin. The Help Desk will be fully operational to assist users anytime they need help.

Modifications can be made to the system via the Change Control process. Support staff will continue to work with users to ensure the system is operating as smoothly as possible.

It is also important to note that PeerPlace will continue to monitor, evaluate and accept feedback from users at any

time.

Project Close

The Closing process involves the final activities that are required to close out the implementation project and transition the solution and knowledge to the customer. The Program Management team prepares the final invoices, lessons learned, and the project closure report. The team also prepares a folder with all the project deliverable documents with their acceptance forms. These documents are reviewed with the customer to obtain final approval and acceptance.

The Functional and Technical teams hand off the resources required to provide post Go-Live support, resolving any issues that arise out of deployment. At this point, the Support team is activated and stands ready to resolve any new issues that may arise. The smooth transition of the solution to the customer is assured and on-going support is in place.

Any remaining items that were not covered during the previous phases are completed in this phase. Upon completion of the post Go-Live support activities, the team completes all necessary logistical activities, and obtains final signoff on the project.

The project will be considered complete, when any of the following are met:

- All of the service deliverables identified within the Project Plan and Requirements Documents have been completed, delivered and accepted or deemed accepted, including approved Change Request Forms.

Please note that the nature of this project is that PeerPlace will be live and used for years to come. Even though the original project work will be complete, PeerPlace will continue supporting the client for many years to come. The Help Desk will be active, and any new features can be reviewed and purchased through the Change Request process.

Attachment D

c. Attachment D

Attachment D is included on the following pages.

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
	• Capability does not currently exist in the proposed system, but is planned in the near future (within the next few months) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard capability • Requires an extensive integration effort of more than 500 hours
(a) Core	The bidder should insert an "X" if the requirement is met by existing capabilities of the core system or with minor modifications or configuration to existing functionality.
(b) Custom	The bidder should insert an "X" if the bidder proposes to custom develop the capability to meet this requirement. Describe and indicate "custom" for those features that require substantial or "from the ground up" development efforts.
(c) 3rd Party	The bidder should insert an "X" if the bidder proposed to meet this requirement using a 3rd party component or product (e.g., a COTS vendor, or other 3rd party). The bidder must describe the product, including product name, its functionality and benefits in their response.

TECHNICAL REQUIREMENTS

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

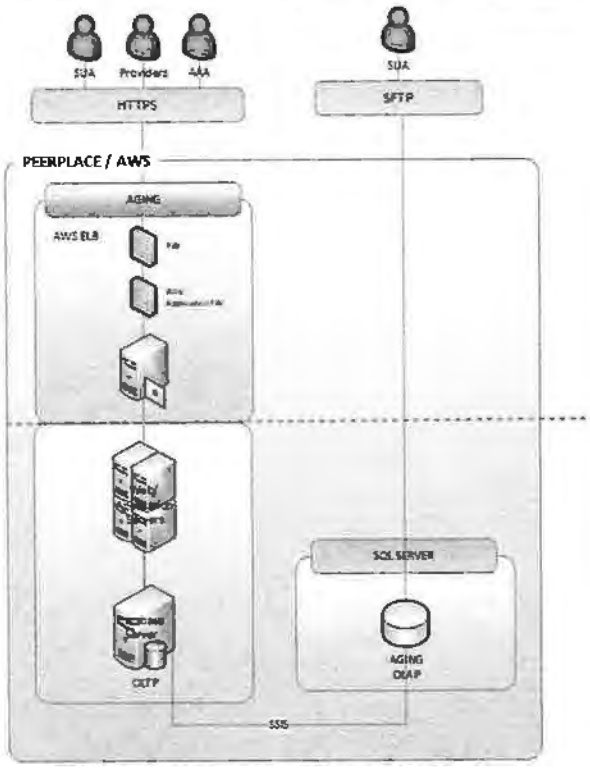
Each requirement is identified by the following first three characters:

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

General Technical Requirements

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TEC-1	Provide a description and diagram of the Bidder's proposed technical architecture. Include all database/web/networking hardware, software, tools, and information on where the solution is hosted.	X	X		



Response:

PeerPlace provides it's SaaS application through continental-US, AWS-hosted resources. The application is secured via TLS 1.2 and the database is at-rest AES encrypted.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TEC-2	If the Bidder's proposed solution requires any DHHS data to be stored off-site (including data "in the cloud") describe how the data is stored in federally compliant data centers residing within the continental United States of America and follows HIPAA standards.	X	X		
Response: PeerPlace utilizes AWS to provision resources for application hosting. All data is stored in continental-US availability zones. AWS is FedRamp compliant and per HIPAA security rules, the data is encrypted both in-motion and at-rest.					
TEC-3	Describe how the solution is designed so that business rule parameters and code lookup tables can be easily updated without changing the overall application program logic.	X	X		
Response: PeerPlace provides administrative portal link applications to support the need for customers to manage lookup tables including the assignment of foreign-key values that are coded for alignment to existing application logic.					

TEC-4	Describe the software licensing model of the solution, including any required third party licensing. Describe how the Bidder's maintains licensed software no more than two supported versions behind the latest release and updated with latest security patches	X	X		
Response: PeerPlace licenses users on a named-user basis. The application stack is based on open-source Linux, and Java technologies. The database is licensed DB2. PeerPlace maintains support for it's DB2 database under version 9 of the database. The current offered version of DB2 is 11. PeerPlace implements a vulnerability management policy that confirms patch audits on sub-production resources every week, and patch audits on production resources every month.					

TEC-5	Describe any impact to the solution when customizations are made for upgrades and maintenance processes. DHHS prefers to minimize downtime and impact to the users.	X	X		
Response: PeerPlace installs updates to it's application according to a preset release schedule. The product update occurs off-hours on every third-Thursday. Not all customers will see differences related to a release. If a pending development or bug-fix does relate to a specific customer, they will be informed by release notes prior to the deployment.					
TEC-6	Describe how the proposed solution is scalable and flexible enough to accommodate any changes required by the State and/or federal statute, mandate, decision or policy.	X	X		
Response: PeerPlace offers a scalable SaaS solution, by provisioning base, imutable client and workflow objects, and then allowing each customer an unlimited number of custom forms that relate to the base objects. The custom forms are compartmentalized to the customer and stored only in their instance of the PeerPlace OLTP database.					
TEC-7	Describe how the system stores objects such as pictures, documents, PDF files, etc. If an electronic document management system is part of the solution, provide a description of the proposed document system and how it is able to support multiple objects.	X	X		
Response: PeerPlace offers attachment management throughout the structure of the product. One or more attachments can be attached to any principle dimension or transaction.					

TEC-8	Describe how the proposed solution is responsive to mobile technology and works with mobile devices such as smart phone or tablets.	X	X		

Response:

PeerPlace is written for browser compatibility with Mozilla Firefox 3.5 or higher, Microsoft Internet Explorer 11 or higher, Apple Safari 9 or higher, Google Chrome 47 or higher. Tablet devices with broadband access and a supported browsers can run the PeerPlace application with the same functionality as a desktop or notebook browser.

PeerPlace Networks supports the Windows operating system with Internet Explorer, Firefox and Chrome browsers. These platforms do support the use of off-line assessment functionality.

PeerPlace reserves the right to discontinue support of existing browsers if they no longer conform to World Wide Web Consortium (W3C) standards or have reached their end of life and are not supported by their development company. Customers who use older browser versions or a beta version of a browser, may experience visual or functional difficulties.

TEC-9	Describe what industry standard browsers are supported by the Bidder's solution.	X	X		

Response:
Mozilla Firefox 3.5 or higher, Microsoft Internet Explorer 11 or higher, Apple Safari 9 or higher, Google Chrome 47 or higher.

PeerPlace Networks supports the Windows operating system with Internet Explorer, Firefox and Chrome browsers. These platforms do support the use of off-line assessment functionality.

PeerPlace reserves the right to discontinue support of existing browsers if they no longer conform to World Wide Web Consortium (W3C) standards or have reached their end of life and are not supported by their development company. Customers who use older browser versions or a beta version of a browser, may experience visual or functional difficulties.

Standards Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
STN-1	Describe how the Bidder's proposed solution complies with accessibility requirements described in the State of Nebraska accessibility requirements located at http://nitc.nebraska.gov/standards/2-101.html	X	X		
Response: PeerPlace has obtained Section 508 and WCAG certification by engaging an outside auditor; Criterion 508 Solutions.					
STN-2	Describe how the Bidder's proposed solution conforms to the sub-parts of Section 508 of the Americans with Disabilities Act (ADA), and any other appropriate State or federal disability legislation. Refer to http://www.ada.gov/508/.	X	X		
Response: PeerPlace has obtained Section 508 and WCAG certification by engaging an outside auditor; Criterion 508 Solutions.					
STN-3	Describe how the Bidder's proposed solution is consistent with all HIPAA and other statutory, regulatory and policy requirements as defined and adopted by DHHS. Refer to http://dhhs.ne.gov/Pages/fin_ist_policies.aspx for policies and standards.	X	X		
Response: PeerPlace meets HIPAA security rule requirements for protecting patient information that is being housed or transmitted in electronic form. Data is encrypted in-motion via TLS 1.2 encryption and at-rest via AES encryption. The authorization model restricts accessibility to data by associating users with specific programs that align to their job responsibilities. To support compliance with Part 164, Subpart C, PeerPlace maintains a SOC2 Type II certification which defines a framework of independently audited policies and procedures for administrative, physical and technical safeguards.					

Error Handling Requirements

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ERR-1	Describe the Bidder's proposed Error Handling functionality.	X	X		
Response: All errors encountered through the application are captured and summarized to the user in a "red message" area.					
ERR-2	Describe how the Bidder's proposed solution provides a comprehensive set of edits at the point of data entry to minimize data errors and provide immediate feedback in order for incorrect data to be corrected before further processing.	X	X		
Response: Where possible, client-side validations notifiy the user of invalid data entry. Upon an attempted record save, all applicable validations are applied and attributes failing validation are summarized to the user.					
ERR-3	Describe how the Bidder's proposed solution ensures all errors are written and categorized to an error log. Describe how the Bidder's proposed solution allows for a user to view, filter, sort, and search the error log.	X	X		
Response: PeerPlace captures all errors in log files. Log files will be provided to authorized users upon request. Files provided can be sorted and filtered using standard software tools such as Excel.					
ERR-4	Describe how the Bidder's proposed solution provides for the generation of standard and customizable error reports.	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: PeerPlace can implement what are commonly referred to as "Missing Data" reports. The reports are intended to query a set of transactions looking for logical anomalies and second-level validation that pose problems with compliance and overall data quality. The reports can be implemented as "Views", thereby allowing the reviewing user to follow links of problematic transactions to the source to correct errors and omissions.					
ERR-5	Describe how the Bidder's proposed solution has the ability to suppress error messages based upon user-defined criteria.				
Response: PeerPlace does not have a capability to suppress error messages based on user-defined criteria.					

Database/Data Management Requirements

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DBM-1	Describe the Bidder's proposed Database architecture including the database software is supported by the proposed application.	X	X		
Response: PeerPlace uses DB2 for the OLTP database and Microsoft SQL Server for the OLAP database.					
DBM-2	Describe the Bidder's proposed Database Warehouse solution, if applicable.				
Response: N/A					
DBM-3	Describe how the Bidder's proposed solution is built upon an integrated data model, such as a Relational Database Management System (RDBMS), with referential integrity enforced. Describe the integrated data model.	X	X		
Response: The PeerPlace OLTP data model is hosted on the IBM DB2 RDBMS. The application data model defines an integrated design where core dimensional concepts such as client, contact, agency, program, etc are related to encounter/transactional concepts such as registrations, intakes, assessments, case files, etc by maintaining required referencial integrity primary and foreign keys.					
DBM-4	Describe how the Bidder's proposed solution maintains an automated history of all transactions, including, but not limited to: date and time of change, "before" and "after" data field contents, and operator identifier or source of the update.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: PeerPlace supports automated history tracking for all sections of the client profile and any/all encounter data configured to use versioning.					
DBM-5	Describe the ability for the Bidder to convert data from the current systems utilized into the Bidder's proposed solution. Describe the technology used to complete the conversion.	X	X		
Response: PeerPlace has broad experience with converting/migrating data from external systems. PeerPlace uses the Microsoft SSIS ETL framework to support best practices in package version management and repeatability, validation, logging, and exception management. Added to the technical framework are years of experience in converting common competitive or custom source data.					

Backup and System Recovery Requirements

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

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

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
BKP-1	Describe the Bidder's proposed Backup and System Recovery plan and readiness. Describe the Bidder's service level agreement on returning the solution to service from a backup. Describe the Bidder's proposed backup retention schedules – daily, weekly, monthly, quarterly, etc.	X	X		
Response: PeerPlace operates with a standard RPO service level of 24 hours. All backups are performed daily during off-hours. Monday-Saturday are online backups involving no disruption of service. Sunday backups are offline and include planned service disruption. 8 weeks of backups are held in tier-2 disk storage. 52 weeks of backps are held in tier-3 disk storage. Additionally, if a restore is required and the logs are still accessible, PeerPlace will be able to restore from the latest RPO and subsequently apply logged transactions for an effective RPO of less than 24 hours.					
BKP-2	Describe the Bidder's proposed Disaster Recovery Plan. Describe the Bidder's service level agreement on returning the solution back to operational service.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: PeerPlace maintains disaster recovery plans supporting 24-hour RPO and 72 hour RTO. The plan includes the ability to host PeerPlace applications in an alternate AWS availability zone. The plan is tested logically and/or physically each year.					
BKP-3	Describe how backups of the Bidder's proposed solution are able to be scheduled without user intervention and without interruption to the system.	X	X		
Response: All backups are automated and include daily notifications to the PeerPlace sysadmin DL. Monday-Saturday backups do not include disruption of service. By design, Sunday backups include a disruption of service.					
BKP-4	Describe how the Bidder's proposed solution provides information on their test and validation process for all of the backup requirements listed previously (BKP-1, BKP-2, and BKP-3).	X	X		
Response: PeerPlace conducts test restores to alternate database instances on a regular basis. Seeded or objective data is confirmed to be available in the alternate instance.					
BKP-5	If there is a backup failure or downtime, describe the Bidder's proposed method and timing of communication to DHHS.	X	X		
Response: If there is failure in backup processes, impacted customers will be informed within 48-hours of the incident with regular follow ups until resolution is confirmed.					

Security and Audit Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-1	Describe the Bidder's proposed security safeguards integrated into their application and how these safeguards address DHHS security. Refer to DHHS Information Technology (IT) Access Control Standard (DHHS-IT- 2018-001B) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Response: PeerPlace includes application functionality to allow customer administrative users to maintain user accounts and authorizations. When the PeerPlace Helpdesk maintains user authentication and authorization, they operate within the SOC2 defined controls.					
SEC-2	Describe how the Bidder's proposed solution complies with Federal, State, and division-specific security requirements including but not limited to: • Health Insurance Portability and Accountability Act (HIPAA) of 1996 • Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 • Privacy Act of 1974 • 45 CFR Part 164 Security standards for PHI • Office of the National Coordinator's Nationwide Privacy and Security Framework for Electronic Exchange of Individually Identifiable Health information Refer to the Nebraska DHHS Information Systems and Technology Security Policies and Standards for more information (http://dhhs.ne.gov/Pages/fin_ist_policies.aspx).	X	X		
Response: PeerPlace meets HIPAA security rule requirements for protecting patient information that is being housed or transmitted in electronic form. Data is encrypted in-motion via TLS 1.2 encryption and at-rest via AES encryption. The authorization model restricts accessibility to data by associating users with specific programs that align to their job responsibilities. To support compliance with Part 164, Subpart C and HITECH, PeerPlace maintains a SOC2 Type II certification which defines a framework of independently audited policies and procedures for administrative, physical and technical safeguards.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-3	Describe how the Bidder's proposed solution meets the DHHS requirements for unique user ID access. Include: • Specification on configuration of the unique user ID. • How the unique user ID is assigned and managed. • How the unique user ID is used to log system activity. • How the system handles the creation of duplicate user ID accounts.	X	X		

Response:

All PeerPlace user IDs are unique. User IDs can be assigned/managed by customer administrative users, or by the PeerPlace Helpdesk. The authenticated (or attempted) user ID is used to record log activity throughout the system and record specific information on the user session. Any attempt to create a duplicate user ID is invalidated/rejected by the User Administration application.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-4	Describe how the Bidder's proposed solution meets the DHHS standard for administering passwords: • Initial Password assignment. • Strong Password Requirements. • Password reset process. • Password expiration policy. • Password controls for automatic lockout access to any user or user group after an administrator-defined number of unsuccessful log-on attempts.	X	X		

Response:

Initial password assignment is a one-time-use password with an expiry of 24-hours. Peerplace supports customer-specific password policy definitions allowing customers to define the length and complexity of valid passwords for user accounts. The 'Forgot Password' functionality emails a one-time-use to the user via the on-record email address with a 24-hour expiry. Whenever a user receives a one-time use password, they will be required to choose a new password upon login. Password expiration is a customer-specific configuration, defined in hours. Automatic lockout is triggered after 3 unsuccessful login attempts. The lockout period is 15 minutes for all customers.

SEC-5	Describe how the Bidder's proposed solution supports the use of multi-factor authentication.	X		X	

Response:

PeerPlace can integrate with an customer-maintained identity provider to receive/confirm SAML assertions and connect to existing PeerPlace active user accounts.

SEC-6	Describe any security processes for managing security updates, and integrated components subject to vulnerability, including anti-virus.	X	X		

Response:

PeerPlace maintains a Vulnerability Management Policy which defines weekly and monthly patch audits. Sub-production enviroments are patch audited weekly with notifications provided to the PeerPlace sysadmin DL. Production environments are patch audited monthly with notifications provided to the PeerPlace sysadmin DL. Administrators apply and test patches to sub-production environments to determine stability and suitability for application to production equivalents. Threat traffic is monitored and blocked by web application firewalls and Apache mod_security filtering. Anti-virus products are not installed on application or database servers.

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-7	Describe how the Bidder's proposed solution provides the ability to maintain a directory of all personnel who currently use or access the system.	X	X		
Response: PeerPlace maintains a user account record (active or inactive) for all authorized users of the application.					
SEC-8	State of Nebraska requires identification and authorization of users through an enterprise directory known as the Nebraska Directory Services (NDS) to access web-based applications. Describe how the Bidder's proposed solution will integrate NDS authentication. Refer to the Nebraska Information Technology Commission Security Architecture – Identification and Authorization – (8-303) for specific requirements: http://nitc.nebraska.gov/standards/8-303.pdf	X		X	
Response: PeerPlace could receive push SAML assertions from the NDS, confirm related certificates, and authenticate the enclosed user to a related PeerPlace active user account.					

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SEC-9	Describe how the Bidder's proposed solution provides role-based security and allows restricted access to system features, function, screens, fields, database, etc. Role authentication may occur at the directory level, application level, or database level (depending on database platform). Describe the security administration functions integrated into the proposed system that manage role-based access to system functions, features, and data. Include a description of: • How and where the proposed system stores security attributes or roles (e.g., LDAP attributes, database tables, a file). • The interface between the LDAP and the application, if roles are assigned in an LDAP directory. • How roles are created and security is applied to the role based on how and where security attributes are stored (if multiple options describe each). • How groups are defined and how roles and security are applied to each group. • How access limits are applied to screens and data on screens by role or group. • How users are created and assigned to one or more roles or groups. • How role and group creation and assignment activity is logged.	X	X		
Response: Admin/Non-Admin user roles are included in the definition of a PeerPlace user account, and are stored in database tables. User groups/categories are an extension of user roles, and can be created for a specific customer definitions/requirements. User groups/categories are implemented by enabling/disabling specific application functionality by PeerPlace updating desired form meta-data to react to the group/category of the current user. Groups/categories are available for account management functions, either customer or PeerPlace Helpdesk via the User Admin tools.					
SEC-10	Describe how the Bidder's proposed solution automatically disconnects based upon inactivity, as required by DHHS Policies and Procedures. Describe how the feature is administered and what effect disconnect has on any activity or transaction in process at the time of disconnection. Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements. http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: PeerPlace first warns, then automatically logs out users with an inactive session exceeding 25 minutes. Unsaved transactions at the time of an automatic logout are discarded.					
SEC-11	Describe how the Bidder's proposed solution protects Confidential and Highly Restricted Data from unauthorized access during transmission. Describe transmission safeguards that are integrated into the proposed system to protect data during transmission, including any encryption technology. Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Response: PeerPlace encrypts all customer data (attachments and database files) at-rest via AES encryption. PeerPlace encrypts in-motion data transmitted to a client browser via TLS 1.2.					

SEC-12	The proposed system will process Confidential and Highly restricted Data. Describe the Bidder's auditing functions for all data that is viewed or changed. Describe how the Bidder's proposed solution provides System Auditing functions, including but not limited to: • The user ID of the person who viewed or made the change to the data. • The date and time of the view or change. • The physical, software/hardware and/or network location of the person while viewing or making the change. • The information that was viewed or changed. • The outcome of the event. Refer to DHHS Information Technology (IT) Audit Standard (DHHS-IT-2018-001F) for specific audit requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Response: PeerPlace supports automated history tracking for all sections of the Client Profile (Client Record).					
SEC-13	If the Bidder's proposed solution has the ability to override edits, describe how the solution audits all overridden edits and identifies information including, but not limited to, the login ID, date, and time.				
Response: This requirement requires more definition.					
SEC-14	Describe how the Bidder's proposed solution produces daily audit trail reports and allows inquiries, showing updates applied to the data.	X	X		
Response: PeerPlace supports automated history tracking for all sections of the Client Profile (Client Record). PeerPlace will include an audit trail report.					

SEC-15	Describe how the Bidder's proposed solution provides an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters.	X	X		
Response: PeerPlace implements a Log Management Policy. 24-hours of application log activity is kept locally on each server in the cluster. Log entries between 2 days and 90 days are secured and archived to separate storage.					
SEC-16	Describe how the Bidder's proposed solution supports encryption of data at rest or an equivalent alternative protection mechanism. Describe the proposed encryption of data. If data is not encrypted, describe in detail compensating controls. Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements: http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Response: Customer data is encrypted at-rest via AES, and in-motion via TLS 1.2.					
SEC-17	Describe how the Bidder's proposed solution adheres to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.	X	X		
Response: Pages potentially containing error information have been made generic.					

SEC-18	Describe how the Bidder's proposed solution is configurable to prevent corruption or loss of data already entered into the solution in the event of failure.	X	X		
Response: The DB2 RDBMS controls protection of data from logical or physical corruption. Should a failure occur during the commit of data to the database, the database will rollback the transaction when restarted.					
SEC-19	Describe how the Bidder's proposed solution, prior to access of any Confidential or Highly Restricted Data, displays a configurable warning or login banner. In the event that a solution does not support pre-login capabilities, describe how the solution displays the banner immediately following authorization.	X		X	
Response: PeerPlace can configure disclosure statements and warning/login banners per customer specifications.					
SEC-20	Describe how the Bidder's proposed solution recognizes Confidential and Highly Restricted information in screens, reports and views (i.e. PHI and SSN) by restricting distribution and access based upon system security settings and roles. Describe warning banner on printed and viewed reports.	X	X		
Response: Definition of user groups/categories and subsequent assignment of users to the groups/categories is implemented by PeerPlace updating customer-specified forms to affect a difference in either functionality or data access. Customers can specify disclosure warnings they would like to be included on their reports.					

SEC-21	Describe how the Bidder's proposed solution alerts staff authorities identified by DHHS of potential violations of security and privacy safeguards and adheres to the DHHS Information Technology (IT) Incident Management Standard (DHHS-IT- 2018-001E) requirements. http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Response: PeerPlace implements a Security Incident Response policy and related procedures which include customer notification.					
SEC-22	Describe how the Bidder's proposed solution provides the capability to monitor, identify, and report on events on the information system, detects attacks, and provides identification of unauthorized use and attempts of the system.	X	X		
Response: PeerPlace implements mitigating controls such as web application firewalls and Apache mod_security filtering. Threat activity is monitored in real-time with notifications to the PeerPlace sysadmin DL.					
SEC-23	Describe how the Bidder's proposed solution provides a process for archiving and/or destroying data and sanitizing storage media in conformance with DHHS data governance policies and subject to applicable HIPAA, and federal (e.g., Federal Information Processing Standards (FIPS), National Institutes of Standards and Technology (NIST), and State laws. Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements. http://dhhs.ne.gov/Pages/fin_ist_policies.aspx	X	X		
Response: PeerPlace implements a Data Destruction Policy to define procedures for securely destroying/sanitizing electronic data.					

SEC-24	Describe how the Bidder's proposed solution has defined and deployed strong controls (including access and query rights) to prevent any data misuse, such as fraud, marketing or other purposes.	X	X		
Response: The underlying DB2 RDBMS provides restricted access to only the PeerPlace application. By design, no additional access accounts are permitted.					
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: PeerPlace's Software as a Services (SaaS) business model and architecture does not allow for logs to be exported automaticly. Log files will be provided to authorized users upon request.					
SEC-26	Describe how the Bidder's proposed solution supports removal of a user's privileges without deleting the user from the solution to ensure a history of user's identity and actions.	X	X		
Response: There is no application facility to delete a user account. User accounts can be made inactive, thus preserving the referential integrity of any log entries or inserted/updated data of the inactive account.					

System and User Documentation Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DOC-1	Describe how the Bidder's proposed solution provides on-line Help for all features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics. Provide a sample copy of five screenshots with on-line help with the bidder's response.	X		X	
Response: Individual forms can implement tool-tips that open popups to provide extended descriptions at appropriate locations. If necessary/indicated, all form fields can show tool-tips.					
DOC-2	Describe how the Bidder's proposed solution provides an on-line User Manual with a printable version available. The documentation should include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen. Provide a sample copy of five pages of the user manual with the bidder's response.	X	X		

Response:

The user manual is accessible through the application Support page.

PeerPlace® Login

PeerPlace® is a web-based System, which means you can login from anywhere as long as you have an Internet connection.

PeerPlace® has created a System that is unique, based on the individual's Username and Password. When you login, the Portal Page that is displayed is based on the Agency and Program(s) that you have been given access to, as well as the roles that you have in that Agency or Program(s).

2.1 PeerPlace® Login Steps

Use the following steps to Login to PeerPlace®:

our web browser, go to: **https://www. (your database url)**

2. **Type** in the **Username and Password** that was supplied to you and **click** the **Login** button.

.1 – PeerPlace® ***Login Page***

2.2 Password Requirements

User passwords are required to have all four (4) of the requirements listed below:

- Passwords must be at least 8 characters long;
- have at least one (1) upper case letter;
- have at least one (1) lower case letter;
- have at least one (1) number

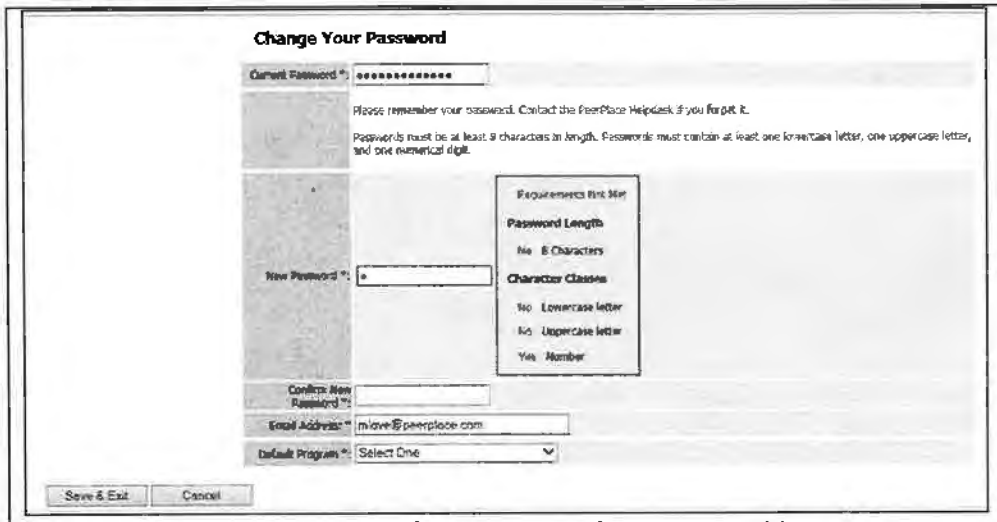
Strong Password Example meeting all Password Requirements: P33rplac3

2.3 Changing a Password

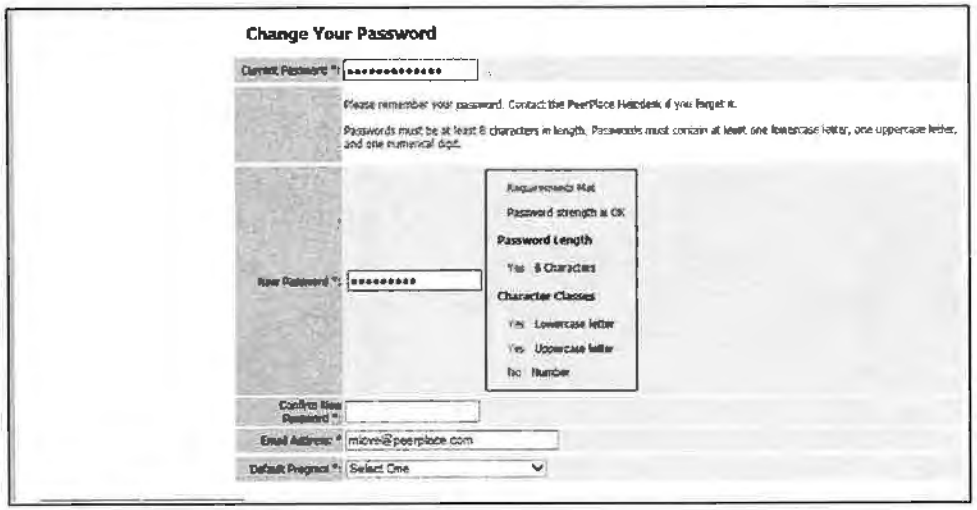
To change a password, click the Support link located on the left-hand side of the Portal Page.

When changing a Password, either when a Password has been reset or via the change Password Link under the Support Link on left hand side of Portal, *a pop-up* will appear next to the *new Password* and will show all requirements with a red [*No*] next to them until they are met. When all the requirements are met, the red [*No*] will turn into a green [*Yes*] meaning the requirement has been met.

lote: If an Administrator has reset a password for you, your first login attempt after the reset will direct you to the change password screen. Plea t password in the old password field.



.2 – PeerPlace® Change Password Screen – Requirements Not Met



.3 – PeerPlace® *Change Password Screen – Requirements Met*

2.4 Login Attempts

If you forget your Password and attempt to login three times incorrectly, you will be locked out of the System and not able to attempt to login again for 15 minutes. If you know your Password, you can wait 15 minutes and attempt to login again. If you have forgotten your Password or do not want to wait, call your agency's System Administrator or the Help Desk and have a Support person reset it for you. Please keep your Password handy as it is your responsibility as a User to know what it is.

lote: We cannot unlock the system login. If you have forgotten your password, it must be reset.

– PeerPlace® ***Forgot you password?***

link and hit Reset Password.

– PeerPlace® ***Reset Password***

Once you hit the 'Reset Password' button, you will see the message below.

- **An email was sent to the address on file for the Username.**

If your username is entered incorrectly or you do not have an email address in PeerPlace – you will receive the message shown in the second screenshot.

- Error resetting password. There is either no account or no email address associated with this Username. Please contact your administrator to check your Username or update your email address.

Below is an example of an email that you would receive. If you do not receive the email, please check with your admin or PeerPlace because the email we have on file for your username may be incorrect.

Subject: PeerPlace Password Reset Request

Timestamp: Wed Jun 12 12:42:49 EDT 2013

Your temporary PeerPlace password is: KI7z3Z0M4s2b

Click this link to login:

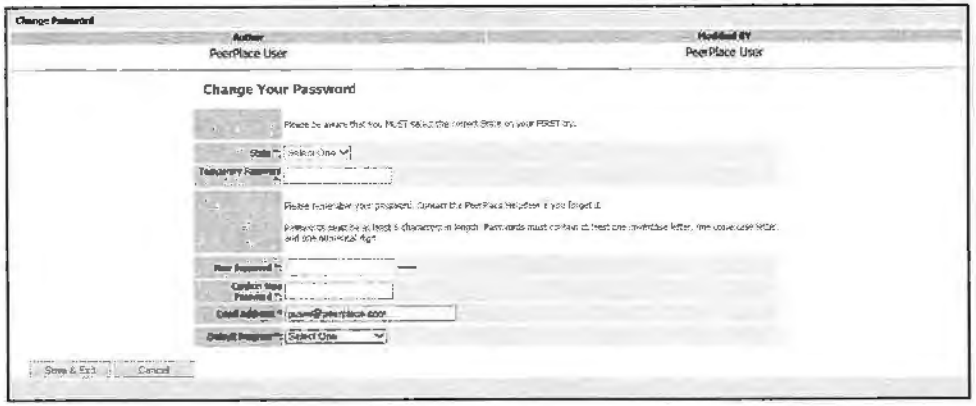
https://apps.peerplace.com/peerplace/

Please do not reply to this email. It does not deliver.

PeerPlace - The Human Services Connection (TM)

– PeerPlace® ***Reset Password Email***

Once you log in with your temporary password, you will be asked to change your password. When using the auto reset - you will also need to choose your state. Please note that if you do not choose the correct State you will be locked out of the system for 15 minutes. You can wait and try logging in again after 15 minutes or you may choose to reset your password again.



Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DOC-3	Describe how the Bidder's proposed solution will have on-line Reporting Manual with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report item/data element, all field calculations defined in detail, and field and report titles. Provide a sample copy of five pages of the Reporting Manual with the bidder's response.	X	X		

Response:

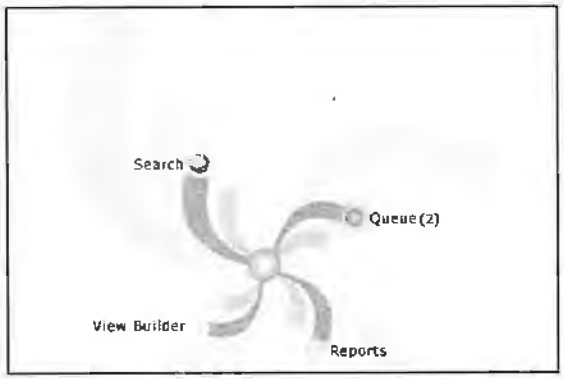
The user manual accessible on the Support page includes guidance on all View Builders and Reports available from the system. In addition to the user manual, each report includes a definition tab which provides detailed information for each attribute on the report.

Reports

All Programs have different Reporting needs. The PeerPlace® Reporting Engine allows for many different report types. While the View Builder allows you to obtain many different types of data, the Reporting Engine allows you to run predefined template Reports. There are many PeerPlace® Product reports that have been developed for you that you will have available when beginning with PeerPlace®.

There are also many types of Reports that have been built for different customers. These Reports were defined by states or agencies and the template was built by PeerPlace®. Once a Report is built, you can run it as often as you like. Keep in mind that any type or style Report can be built as long as the data is being collected by the System.

Additional charges will apply for new Reports and Views beyond those provided in the initial implementation of PeerPlace®.



***e 17.1* – Portal Page – Reporting**

17.1 Report Details

In order to run a Report, you need to complete the Report Type, Report Title, Status, Start Date and End Date fields. To get to the Report Details screen, you must click the [*New Report*] button located in the Main Report Section from the Portal Page. All fields in the New Report screen are marked as mandatory (asterisk *) fields. You must fill in the New Report screen so that the Report engine knows which data to pull.

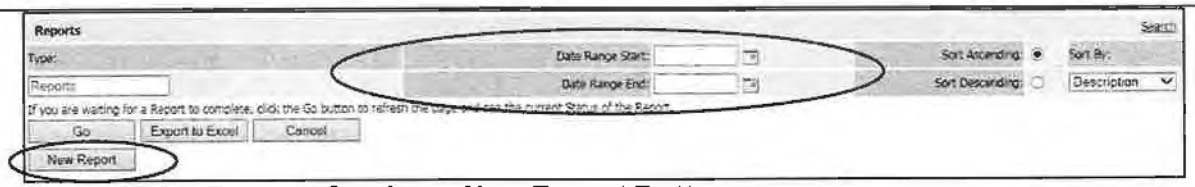


Figure 17.2 – Reports Section – New Report Button

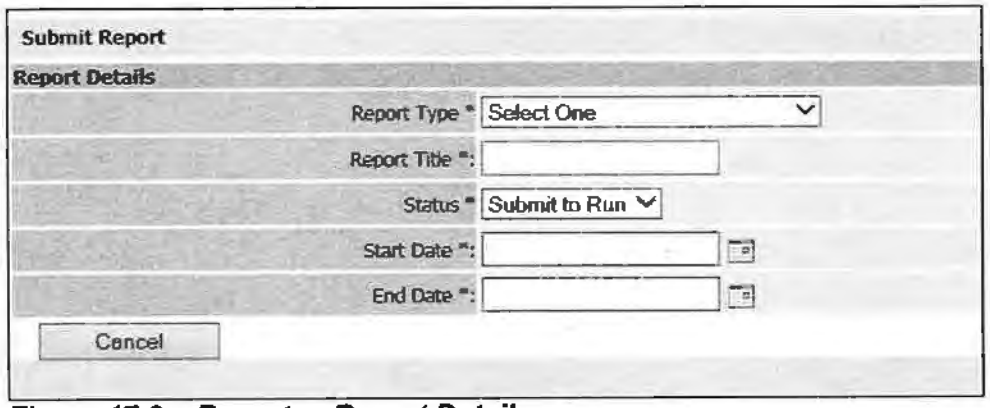


Figure 17.3 – Reports - Report Details

Report Type*

The *Report Type* is a drop-down list of all Reports that you have access to within the Reporting section.

> ***Please Note:*** *Users may have access to different Reports depending upon Program Access, User Roles and Job Needs. If you do not see in the drop-down list that you think you need, see your PeerPlace® Program Administrator.*

After selecting your Report Type, the screen may refresh and pull up additional fields that need to be completed for that Report type.

Report Title*

The *Report Title* field allows you to select whatever name you would like to name the report. This is used so when you look at your list of all Reports ran you can tell which one is which.

Status*

The *Status* drop-down list box is a list of actions you can take when creating, editing, or re-running a Report. The following is a list of Status options you can choose from:

Submit to Run - This is the default status when creating a new Report. This status will submit the Report and it will be run in the order it was received.

Canceled – This status gives you have the ability to cancel any Report in *Submit to Run* Status.

Delete Report - If you would like to remove the Report from your list, you can change the status to "Delete" and it will be removed.

Hold - You can set a Report to *Hold* status if you are still working on defining the Report but are not ready to run it yet.

Select One - If you are re-running an old Report template, the default is *Select One*, which will prompt you to select *Submit to Run* when you are ready to run the Report again.

Start Date*

The *Start Date* or the first date that you want the System to pull your data from and should be in the following format DD/MM/YYYY.

End Date*

The *End Date* or the last date that you want the System to pull your data from and should be in the following format DD/MM/YYYY.

Other Fields

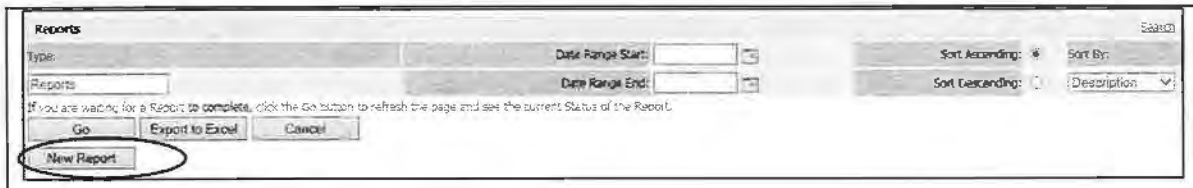
Depending on your Reports and their customization, additional Report Detail fields may be available to you when creating and running a Report. The fields listed above are the main or base sections for any report. You will always have those fields above included in any of your Reports. Additional fields may be required based on the information your customized Report needs to pull from the PeerPlace® database.

17.2 Running a Report

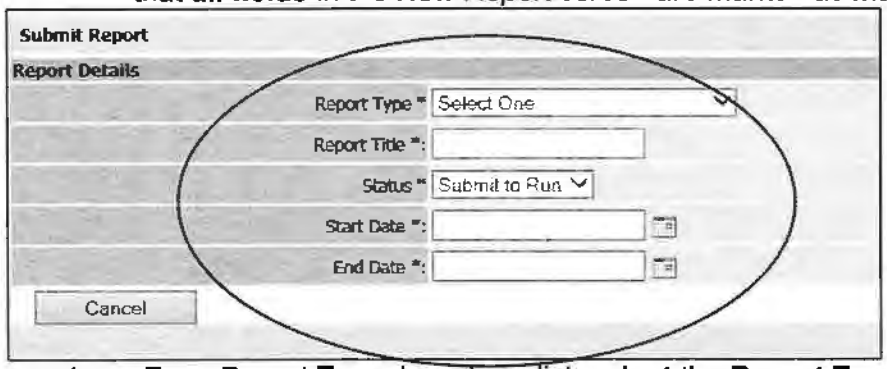
Follow the steps below to run a report.

1. To run a Report, **select** the **Report** link from the main Portal Page.

2. **Click** the **New Report** button to create a new Report.



3. After clicking the New Report button, you are presented with a screen to define the Report that you would like to run. **Obs** that **all fields** in the *New Report* screen are marked as mandatory (asterisk *).



4. From Report Type drop-down list, **select** the **Report Type.**

5. In the Report Title textbox, **type a title** for your Report. You can name the Report whatever you would like.

6. From the Status drop-down list, **select** a **Report Status.**

7. In the Start Date text field, **type** the **first or start date** that you want the System to pull your data from in the following for DD/MM/YYYY.

8. In the End Date text field, **type** the **last or end date** that you want the System to pull your data from in the following form DD/MM/YYYY.

9. **Fill out any additional fields.**

10. Once you fill in all of the appropriate report data, **click** the **Save & Exit** button. Make sure that the Status is [*Submit to R* that the job engine knows to run the Report. This will submit the Report and it will be run in the order it was received. O job is running, the status column will say *Running* and when it is complete it will say *Completed*. In the last column, *Dow* will show up once the Report is complete.

11. **Click** the **Download** link to open the Report so you can review and/or print it.

PeerPlace® Helpful Hint: *You will need to refresh the screen display to see a completed Report. Click [F5] or click on the [Go] button. Reports are run in the order that they are submitted. Depending on the volume of Reports, running, you may have to wait for your Report to become available for Download. The actual run time is when the report shows "Running" in the status column and time stamps will populate in Last Run Start and Last Run End.*

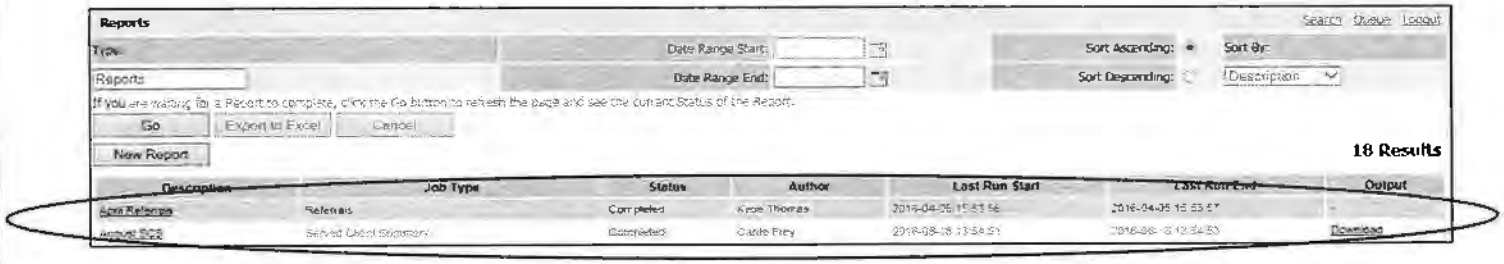


Figure 17.4 – Reports - Submitted Report

17.3 Re-Running a Report

You have the ability to run any Report at any time and as many times as you wish. If you would like to re-run a Report, you can click on the title in the Description column of the Report from your job list, change any of the fields as needed, change the status back to *Submit to Run*, and click [*Save & Exit*].

PeerPlace® Helpful Hint: *The [Download] Status Link will not stay on the Report List View forever. Completed Reports are typically removed after two weeks due to database storage needs. If the [Download] Link is no longer there, simply rerun the Report.*

17.4 Deleting a Report

To remove a Report from your job list, you can click the title of the Report from your job list in the Report Section and change the Status field to *Delete Report*, and click the [*Save and Exit*] button. This will remove the Report from your list. It is good to clean out your Reports from time to time; otherwise your list will get very long. Remember, you can always run the Report again in the future if you need it for any reason.

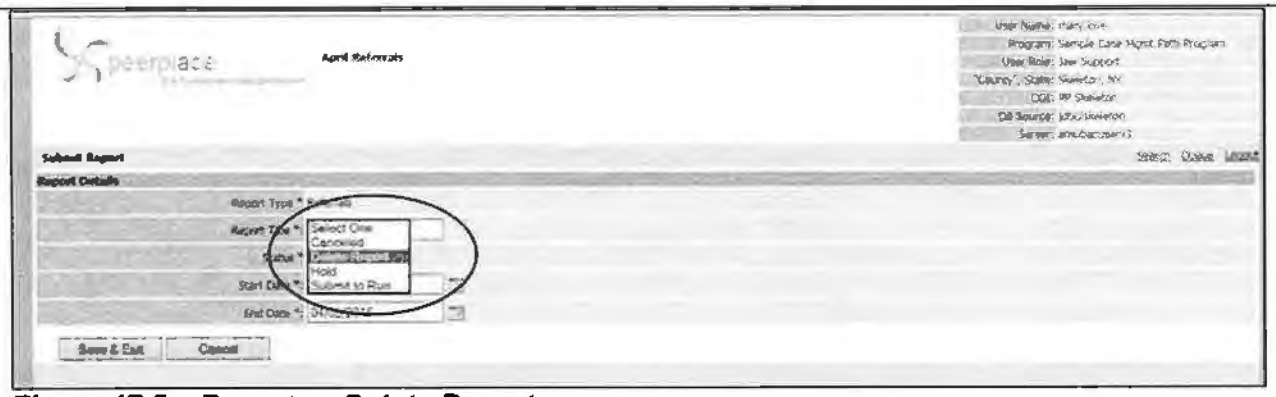


Figure 17.5 – Reports – Delete Report

17.5 Sorting Options for Report Display

Within the Reports Section, you can use the [*Sort Ascending]* and [*Sort Descending]* Radio buttons and the *Sort By* drop-down list to sort all of the Reports that you have created and saved.

You can choose either the [*Sort Ascending]* or [*Sort Descending]* radio button, and/or one of the options from the *Sort By* down-list and click the [Go] button. This is a time saver if you have multiple pages of saved Reports on your list.

Figure 17.6 **– Reporting – Filtering**

Sort Ascending and Sort Descending Radio Buttons

The [*Sort Ascending]* Radio button sorts your Reports in a symbol-numeric-alpha list. (It starts the sorted list with symbols, then lowest number to highest, and then letters A – Z).

The [*Sort Descending*] Radio button sorts your Reports in an alpha –numeric-symbol list. (It starts the sorted list with the letters Z – A, then highest number to lowest, and then symbols).

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party

Description	Job Type
ERR	Event Roster Report
Event Mailing	Event Mailing List
Event Roster Report	Event Roster Report
Intake test	Event Roster Report
Summary	IA Record Summary Report
event mailing test	Event Mailing List
event roster test	Event Roster Report
event route test	Event Route Report
ia services	IA Record Services Requested
ia summary test	IA Record Summary Report
test co newsletter	County Newsletter Mailing List

e 17.7 – Reports – Sort Ascending

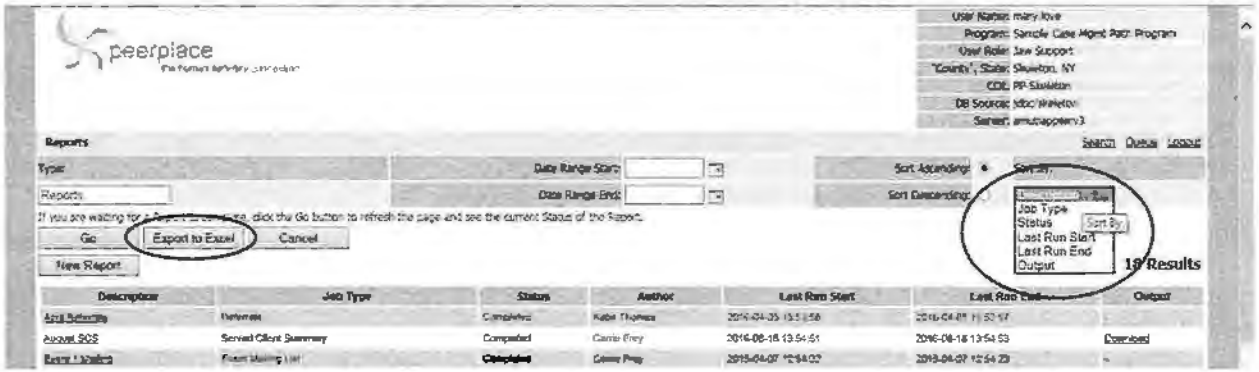
Description	Job Type
test co newsletter	County Newsletter Mailing List
ia summary test	IA Record Summary Report
ia services	IA Record Services Requested
event route test	Event Route Report
event roster test	Event Roster Report
event mailing test	Event Mailing List
Summary	IA Record Summary Report
Intake test	Event Roster Report
Event Roster Report	Event Roster Report
Event Mailing	Event Mailing List
ERR	Event Roster Report

Figure 17.8 – Reports – Sort Descending

PeerPlace® Helpful Hint: *All Reports are defaulted to Sort Ascending and Sort By Description order. If you would like to Sort Descending or Sort By a different drop-down option, you will need to select the Sort Descending Radio button and a different Sort By option from the drop-down list.*

Sort-By Drop-down List

You can also use the Sort By Drop-down list to sort by Description, Job Type, Status, Last Run Start, Last Run End or Output. Choose one of the options from the Sort By drop-down list and click the [Go] button. This will give you a list of all Reports that fit the criteria.



re 17.9 – Reports – Sort By drop-down List

DOC-4	Describe how the Bidder's proposed solution provides a data dictionary which can be viewed online and kept updated for each modification. Provide a sample copy of five pages of the Data Dictionary with the bidder's response.	X	X		

Response:

Data dictionary information is included in the User Manual accessible on the Support page.

Training Requirements

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-1	Describe the Bidder's proposed solution training plan. Describe how the bidder develops and provides training material to DHHS for initial training and updates to training material for enhancements and changes made to the system. The content of these materials should be consistent with the on-line Help, User Manual, and Reporting Manual.	X	X		

Response: During the initiation phase of the implementation process, the training team conducts the PeerPlace solution overview, captures the training requirements and creates the core team training plan. At a high level, the training plan will consist of:

- Identification of the training location(s), dates, time and trainers
- Identification of the training classes required, including the number of each, trainers and participants
- Set up of the Training schedule
- Set up of the Train-The-Trainer sessions
- Documentation of the Learning Objectives of each class
- Identification and scheduling of online Webinars for training
- Identification of the required Training materials, and modifications to existing ones
- Identification of the Training Videos

Training Summary:

- Train-The-Trainer Model
- Trainer Webinar
- Complete Set of Training Material
- Complete Set of Training Videos (25 Videos = PeerPlace Basics & Overview
- Post Go Live Webinars
- User Manual

PeerPlace has exsisting training material and videos for every feature of our COTS products. These materials will be used as the foundation for developing specific Nebraska training materials. All training materials will be available on the support link in the user portal.

Production, Test and Training Requirements

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

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

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PTT-1	Describe how the Bidder's proposed solution supports several environments, include production environment, test environment, and training environment.	X	X		
Response: PeerPlace maintains production, QA, and training environments for each customer. The purpose of the QA environment is to provide an environment with data representative to the production database to support iterative SDLC activity for an individual customer. PeerPlace uses the QA environment to thoroughly test modifications prior to an analogous production release. When indicated, PeerPlace can provide customer access for specific accounts to the QA environment. The purpose of the training environment is to provide an environment identical to the production environment, but with only test data.					
PTT-2	Describe how the Bidder's proposed solution supports non-production environments such as testing and training environments containing de-identified data and not include Confidential or Highly Restricted data.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: PeerPlace maintains production, QA, and training environments for each customer. The purpose of the QA environment is to provide an environment with data representative to the production database to support iterative SDLC activity for an individual customer. PeerPlace uses the QA environment to thoroughly test modifications prior to an analogous production release. When indicated, PeerPlace can provide customer access for specific accounts to the QA environment. The purpose of the training environment is to provide an environment identical to the production environment, but with only test data.					
PTT-3	Describe how the Bidder's proposed solution provides the ability to refresh any testing or training environment. Describe whether the refresh process can be completed using DHHS resources or whether the process requires services from the Bidder.	X	X		
Response: PeerPlace maintains procedures for refreshing QA or training environment. To initiate such a refresh, an authorized customer user would request the refresh.					

Interfaces/Imports/Exports Requirements

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
INT-1	Describe the Bidder's proposed automated approach to managing interfaces. Describe how the proposed solution's interfaces secure and protect the data and the associated infrastructure from a confidentiality, integrity and availability perspective.	X	X		
Response: PeerPlace offers two shared-use batch data interfaces; CLSU and CGCR that are built and deployed through the PeerPlace implementation of Microsoft SSIS, termed PPIX. In addition to the shared use interfaces, PeerPlace can build an unlimited number of interfaces dedicated to a specific customer. Each interface, whether shared or dedicated, has compartmentalization of the customer data sources.					
INT-2	Describe how the Bidder's proposed solution has the capability to notify System Administrators/system support staff if an interface is not available for any reason.	X	X		
Response: Any standard PPIX package deploys a 4 distinct DLs for notification of interface events; package events, package warnings, package errors, and package QC. Each customer has the option of enrolling on one or more of the DLs to receive related notificaitons in real-time.					
INT-3	Describe how the Bidder's proposed solution provides necessary Application Programming Interface (API), Web Services, and/or secure file transfers to create interfaces to and from the proposed solution.	X	X		
Response: PPIX packages receive and transmit files via SFTP accounts. The accounts can be hosted by PeerPlace, or by the customer.					
INT-4	Describe how the Bidder's proposed solution supports data exchanges between components in real-time so that data is always synchronous across the entire solution.	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: The PeerPlace application and PPIX packages can implement SOAP or REST web service calls, either to query data from an external SOR, or to support integration with an external system.					

System Performance Requirements

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PER-1	Describe the Bidder's proposed system performance functionality and monitoring tools.	X	X		
Response: PeerPlace implements three independent performance monitoring control systems. Host performance metrics are monitored every 15 minutes, 24x7 with notifications of metrics exceeding threshold sent to system administrators. AWS Cloudwatch monitors key performance metrics in real-time 24x7 with notification of metrics exceeding threshold sent to system administrators. Alertra, monitors application availability every 10 minutes 24x7 with notifications of unavailability sent to system adminstrators.					
PER-2	Describe the Bidder's expected minimum response times for the following functions, even at peak load. For example, expected response time will be within two (2) seconds 95% of the time, and under 10 seconds for 100% of the time. • Record Search Time • Record Retrieval Time • Transaction Response Time • Print Initiation Time • Subsequent Page Display Response Time • Document Availability • Report Generation and Adhoc Queries	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
Response: Record Search Time: < 5 seconds. Record Retrieval Time: < 2 seconds. Transaction Response Time: < 2 seconds. Print Initiation Time: < 2 seconds. Subsequent Page Display Response Time: < 2 seconds. Document Availability: < 5 seconds. Report Generation and ViewBuilder Views: Dependent on report or viewbuilder.					
PER-3	Describe how the Bidder's proposed solution captures system downtimes, along with the causes of the downtimes where applicable. Describe the Bidder's proposed method and timing of communication to DHHS on downtimes.	X	X		
Response: All three monitoring control systems maintain history of any downtime, and allow for computation of uptime % whenever needed. PeerPlace will communicate any measured downtime per customer requirements.					
PER-4	Describe how the Bidder's proposed solution supports concurrent users with minimal impact to response time, with the ability to increase the demand on the system by 50% without modification to the software or degradation in performance.	X	X		
Response: PeerPlace can scale the application cluster used to maintain active user sessions whenever needed without software modifications or performance degradations. Additionally, the host of the underlying database can be upgraded off hours if indicated.					
PER-5	Describe how the Bidder's proposed solution is available online 24 hours a day and 7 days a week, 99.9% of the time each month. Describe any known timeframes where the system will be unavailable for use.	X	X		
Response: PeerPlace maintains an average uptime of 99.994%					
PER-6	Describe how the Bidder's proposed solution provides application performance monitoring and management capabilities, including any key performance indicators (KPI) or other metrics to measure and report system performance for the proposed system.	X	X		
Response: PeerPlace maintains records of each report request timestamp, and the timestamp of the completion of the report.					

Attachment B

d. Attachment B

Attachment B is included on the following pages.

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

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

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

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

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

How to complete the traceability matrix:

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

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

1. State Unit on Aging requirements:
   a. Clients

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-1	Describe how software creates a focus on the person receiving the services instead of focus on the services.	X	X		
	Bidder's Response: The PeerPlace master client record includes various tools to see the complete history for a specific client, such as program / service history, encounter history, case monitor and service / care plan are all available from within one master client record.				
CLI-2	The system must have a unique identifier (client number) for client records besides Social Security Number.	X	X		
	Bidder's Response: The system generates a unique 20-digit client number for each client.				
CLI-3	The system must be able to manage and identify possible duplicate clients, merge clients, and client creation.	X	X		
	Bidder's Response: Prior to creating a new client, the user must perform at least one client search. The search screen displays any potential matches on the screen in an alphabetical listing. In the event that a duplicate client does exist, there is a merge client process.				
CLI-4	The system must collect all National Aging Program Information System (NAPIS) required demographic fields in the client record.	X	X		
	Bidder's Response: The PeerPlace system captures all required NAPIS data elements. PeerPlace has been successfully producing state level NAPIS reports since 2008. Virginia Department of Aging and Rehabilitative Services (DARS 2008 – Present) Minnesota Board on Aging (MBA 2011 – Present) New York State Office for the Aging (NYSOFA 2017 – Present) Colorado Department of Health & Human Services (CDHS State Unit on Aging 2018 – Present)				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-5	The state must be able to add additional (ad-hoc) fields added to the client record to track non-Older Americans Act (OAA) information.	X	X		
	Bidder's Response: Allowing our customers to modify their implementation of PeerPlace is a major strength of both our company and our product. During the Joint Application Design (JAD) phase of the project, the Project Manager will document any additional fields required, make recommendations and provide the specific requirements to the development team.				
CLI-6	The system must accommodate adding new fields post implementation.	X	X		
	Bidder's Response: PeerPlace allows these modifications as a change request through our helpdesk. The key advantage of PeerPlace adding fields on your client's behalf is that we can fully test the functionality of each modification prior to release to the production environment and ensure data integrity on all reports. Our base service level provides a block of hours for these types of post "Go Live" requests.				
CLI-7	The system must include and track federal Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) for each client.	X	X		
	Bidder's Response: ADL and IDAL tracking is built into the core PeerPlace system.				
CLI-8	The system must provide historical values for client ADL and IADL indicators.	X	X		
	Bidder's Response: PeerPlace provides a historical list view of ADL and IADL indicators that can be filtered to display in chronological order.				
CLI-9	The system must differentiate between "not answered" and "no" for ADL and IADL responses.	X	X		
	Bidder's Response: PeerPlace uses the following standard 3 choices when capturing ADL and IADL responses. No, Unknown and Yes. PeerPlace can change the response label to "Not Answered" as part of our Welcome Kit process.				
CLI-10	Describe how the system would accommodate ADLs that are different from the federal ADLs.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response: Custom sections housing additional screenings can be added to PeerPlace forms. Custom sections will be defined and documented during the design phase of the project.				
CLI-11	The system must include a way to manage client status, including but not limited to: active, inactive, and deceased clients.	X	X		
	Bidder's Response: PeerPlace manages primary client's status by active or inactive. In addition, clients can be managed by a secondary status of Deceased, Moved Away or Nursing Home.				
CLI-12	The system must track the care recipient to caregiver relationship with separate client records.	X	X		
	Bidder's Response: PeerPlace accommodates this with our "Linked Contact" feature. Each person is tracked in a separate client profile and information such as Relationship, Caregiver / Care Receiver, Primary or Secondary Caregiver, Primary or Secondary Emergency Contact is tracked across the relationship.				
CLI-13	Describe how the system tracks out of state caregivers.	X	X		
	Bidder's Response: The PeerPlace Client Profile does not limit data to a single State. Caregiver demographic information is tracked independent of the client demographic information.				
CLI-14	The system must be able to manage emergency and other contact information including but not limited to contact name, relationship, and contact information.	X	X		
	Bidder's Response: PeerPlace captures both primary and secondary emergency contact information for the client as well as the relationship between the contacts and any reverse emergency contact information. As an example, both a husband and wife can be "Linked contacts" and be connected to each other as primary emergency contacts as well as have a daughter as a linked contact that is a secondary emergency contact.				
CLI-15	The system must contain a section that allows users to input observations, notes, follow ups, and other text-based summaries in the client record. All notes must be saved chronologically in a historical log (not over-written with the next update).	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response: Users can enter case notes with regard to a client. The system captures the date and time of the note, person entering the note and allows the user to categorize the note by note type. In addition, users can save the note as draft or finalize their note. Notes are then displayed in a list view in chronological order and can be sorted by date, subject, person entering, and status.				
CLI-16	The system must be able to have multiple files/documents attached to a client record.	X	X		
	Bidder's Response: The system allows documents to be attached at any level of the system. As an example, documents can be attached to the Client Profile the Case File or both. Saved attachments can be shared across the program only, agency wide or database wide. Attachments are displayed in a list view and can be sorted by date, title, author etc.				
CLI-17	Describe how an area agency on aging (AAA) would transfer a client to another AAA in the system.	X	X		
	Bidder's Response: PeerPlace uses our consent module to transfer consent from one agency to another as well as maintain consent across multiple agencies if required.				
CLI-18	List fields that users at the AAA or State Unit on Aging (SUA) level can search by. List any additional fields that would be considered a customization to the standard search fields.	X	X		
	Bidder's Response: PeerPlace supports full or partial text searching for clients in the database by the following fields: Client Type, Last Name, First Name, Address 1, Address 2, City, State, Zip, Phone Number, Social Security Number, Date of Birth and Unique Client ID.				

b. Services

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-1	The system must be able to track federal, state, and local taxonomies. Describe how the system reconciles different taxonomies. Describe how the system incorporates the AIRS taxonomy.	X	X		
	Bidder's Response: During the Welcome Kit and JAD sessions, PeerPlace will create a mapping / matrix of all federal, state and local taxonomies to all service types tracked within PeerPlace, as well as funding sources, and related business rules for proper categorization as you track services for client records.				
SER-2	The system must be able to differentiate between Aging and Disability Resource Center (ADRC) services and OAA services.	X	X		
	Bidder's Response: PeerPlace tracks the difference between ADRC and OAA services through the use of service type drop-down field selections.				
SER-3	The system must be able to distinguish between service delivery models: self-directed care services and traditionally delivered services.	X	X		
	Bidder's Response: PeerPlace provides flexible work-flow pathways to meet both self-directed care and traditionally delivered service requirements				
SER-4	The system must be able to do rapid or bulk data entry by service and service provider (i.e. entering daily congregate meal recipients at a senior center).	X	X		
	Bidder's Response: PeerPlace includes a bulk entry tool as part of the Event Profile. This tool can be used for bulk entry for both aggerate events such as congregate meals as well as registration type events such as home delivered meals.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-5	Describe how the system handles canceling or rescheduling authorized services due to inclement weather or other unforeseen circumstances.	X	X		
	Bidder's Response: In the Service Delivery module, PeerPlace allows for an exception. An exception allows a user to change the delivery day of a one-time occurrence due to unforeseen circumstances (i.e. bad weather, no answer, etc.). We also have emergency services that allows us to go across a whole HDM route as a one-time occurrence to deliver a specific service for a specific day. This is under the category called Special Delivery (i.e. for snow storms). As for entering or changing the actual units in bulk, the event profile allows for services to be entered before or after services. Date of service can be changed in real-time or batch.				
SER-6	Describe how the system tracks OAA registered service recipients before an intake is received.	X	X		
	Bidder's Response: Clients can be entered into the PeerPlace system at any point before an intake is performed either through an I/A record or entered directly into the client profile within any program.				
SER-7	Describe how the system administers or customizes eligibility types. Eligibility will differ between various state and federal programs.	X	X		
	Bidder's Response: PeerPlace allows different eligibility rules to be define by service and by AAA. As an example, AAA #1 can have different eligibility rules for the same service as AAA #2				
SER-8	The system must be able to track services received by non-OAA eligible individuals.	X	X		
	Bidder's Response: PeerPlace can track clients and delivered services for any funding source. As an example, an individual may not qualify for OAA services but is receiving services through the AAA as part of a caregiver grant. In this example, the services delivered would not be part of the NAPIS reporting.				
SER-9	The system must include historical eligibility tracking. For example, a 59 year old person can join their 60 year old spouse for an OAA Congregate Meal. Once the 59 year old spouse turns 60, they would qualify for OAA Congregate Meals.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response: PeerPlace tracks eligibility criteria for individuals receiving meals. Specific eligibility requirements can be documented during the Welcome Kit process and incorporated into the Nebraska instance of PeerPlace. Historical tracking requires that citizen data be entered into the system as a contact. Both contacts can be associated together as "linked contacts" When eligible, a contact can be promoted to a client upon reaching age 60.				
SER-10	The system must track special diets and delivery notes required for Home Delivered Meal service.	X	X		
	Bidder's Response: The PeerPlace system tracks both of these requirements.				
SER-11	Describe how the system would track take-out meals that are taken off senior center/nutrition site premise.	X	X		
	Bidder's Response: Takeout meals are tracked as a separate meal type on the event profile unit entry form.				
SER-12	Describe the system's electronic visit verification capabilities (EVV).	X	X		
	Bidder's Response: PeerPlace's core product tracks all the criteria for EVV including: Service type, Individual receiving the service, Date of service, Location of service delivery, Individual providing the service and begin and end times of service. Our current method for verifying the physical visit is electronic signature. Q4 2019 PeerPlace is planning to release of a smart phone version of EVV.				
SER-13	Describe the system's routing capabilities for services like transportation and home delivered meal routing. Include a description of GIS mapping, monitoring from a central location, etc.	X	X		
	Bidder's Response: The Home Delivered Meal module includes user tools to review and re-order routes, map route information on Google Maps and print driver route lists including any special instructions such as: Go to back door, beware of dog, knock loud, doorbell is broken etc. In addition, all Client Profiles, include a link to Google maps for detailed location and driving instructions				
SER-14	Describe how the system automates and customizes workflows to determine client eligibility for services. Describe how it can be customized by AAA and service.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response: The PeerPalce Welcome Kit and JAD session will allow the state of Nebraska to establish work-flow and business rules for client eligibility per service. The PeerPlace data management system provides different program pathway options for different services per AAA.				
SER-15	Describe how the system automates and customizes waitlist and prioritization capabilities post system implementation. Describe how it can be customized by AAA and service.	X	X		
	Bidder's Response: The PeerPlace system has the ability to track services on a waitlist and provides a corresponding waitlist report. Custom prioritization business rules can be defined and documented during the JAD phase of the project. Post implementation custom business rules beyond the standard PeerPlace Waitlist COTS functionality will require a change order.				
SER-16	Post implementation describe the system customizable prior authorization forms. Describe how it can be customized by AAA and service.	X	X		
	Bidder's Response: PeerPlace users with role-based security access to a client's casefile can authorize service plan changes post implementation. PeerPlace allows each AAA to create / modify a provider profile with custom service types with budget and threshold amounts anytime post implementation.				
SER-17	Describe the system's real time data entry for information & assistance staff to track calls and walk-ins, where staff provide information and referral services.	X	X		
	Bidder's Response: The PeerPlace system includes an Information and Assistance program that allows workers to search for clients and capture data in real time with regard to client type, services requested, track referrals made etc.				
SER-18	Describe how the system records anonymous clients, referrals made, and level of assistance provided.	X	X		
	Bidder's Response: PeerPlace uses a client name of "Anonymous" to document services requested and referrals made for clients that do not want to provide their name.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-19	Describe how the system supports a "lending library" tracking system. For example, describe how the AAA would track durable medical equipment that has been lent to a client, including how it would be administered, such as donations of equipment, loaning, and marked returned and available for use.	X	X		
	Bidder's Response: Each AAA will be setup with a program that allows durable medical equipment to be input into a lending library so that the equipment can be tracked, assigned to clients and marked available when returned. PeerPlace has provided such a library for other clients in the past to track walkers, crutches and other durable equipment.				

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	X		
	Bidder's Response: Allowing our customers to modify their implementation of PeerPlace is a major strength of both our company and our product. During the Joint Application Design (JAD) phase of the project, the Project Manager will review and provide analysis on all required assessment tools to be integrated within PeerPlace. This analysis includes documenting any additional fields required, making recommendations, and providing specific design requirements to the development team. The assessment tools will benefit from being integrated in with core PeerPlace functionalities, such as; check-in/check-out, off-line, print-on-demand, inherit-to-new reassessment, locking read-only mode for prior assessments, case monitor alerts and follow-ups. PeerPlace allows these modifications as a change request through our helpdesk. The key advantage of PeerPlace adding fields on your client's behalf is that we can fully test the functionality of each modification prior to release to the production environment and ensure data integrity on all reports. Our base service level provides a block of hours for these types of post "Go Live" requests.				
ASMT-2	Describe how the system accommodates multiple value choices.	X	X		
	Bidder's Response: PeerPlace core functionality allows for many format types for fields across all forms, of which includes a "Multi-Select" type field to choose more than one for the same field. This feature has also been designed to be in compliance with Section 508 / Accessibility. The PeerPlace database model is also designed so that all reports can accommodate analysis on the multi-select data elements.				
ASMT-3	Describe how the system aggregates collected data.	X	X		
	Bidder's Response: PeerPlace's core functionality provides a "List View" representation of every outcome-based form, which is document version control to snap shot and preserve all data points for each point in time the data is collected. During the upfront Welcome Kit process, the customer can choose workflow options to finalize and lock prior data in read-only mode.				
ASMT-4	Newly created assessments must be available to previously created client profiles.	X	X		
	Bidder's Response: PeerPlace provides a "Master" unduplicated common Client Profile, that is securely shared across all participating agencies and program/services. Each agency and program/service department is setup with different workflow configurations, that allow optional sharing of additional forms (such as assessments) depending on user and/or program business rules.				
	Describe how the system reconciles data in an old assessment and new assessment.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-5	Bidder's Response: Same as ASMT-3 above.				
ASMT-6	Describe how the system would retain previously deleted assessment questions.	X	X		
	Bidder's Response: The PeerPlace core "List View" snap shot functionality is designed to retain different versions of the tools over time. During the design of changes to these tools, options are provided to retain data as-is or migrate data to new fields. The List View of prior versions will include indications of tool versions, and open forms to relevant versions.				
ASMT-7	Describe how the system provides historical data and trending with previous assessment answers.	X	X		
	Bidder's Response: Same as ASMT-3 above.				
ASMT-8	The system must include the DETERMINE Assessment tool (from the Nutrition Screening Initiative) to evaluate nutrition risk. (**D**isease; **E**ating Poorly; **T**ooth Loss/Mouth Pain; **E**conomic Hardship; **R**educed Social Contact; **M**ultiple Medicines; **I**nvoluntary Weight Loss/Gain; **N**eeds Assistance in Self- Care; **E**lder Years Above Age 80).	X	X		
	Bidder's Response: This is a core assessment tool that already exists in PeerPlace.				
ASMT-9	The system must include the St. Louis University Mental Status (SLUMS) Assessment to evaluate cognitive performance.	X		X	
	Bidder's Response: As described in ASMT-1 above, this is included in the scope of work for this project.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-10	Describe how the state care management assessment would be set up in the system. An example of the assessment can be found at this URL: http://dhhs.ne.gov/medicaid/Aging/Documents/CM%20Assessment%20Form.pdf	X		X	
	Bidder's Response: As described in ASMT-1 above, this is included in the scope of work for this project				
ASMT-11	Describe how the state would administer and customize a caregiver assessment form in the system. The assessment can be found online at: http://dhhs.ne.gov/medicaid/Aging/Documents/SUA-18-IM-04%20Comprehensive%20Caregiver%20Assessment.pdf	X		X	
	Bidder's Response: As described in ASMT-1 above, this is included in the scope of work for this project.				
ASMT-12	Describe how the system supports the administration and customization of an intake form to support an ADRC/NWD (No Wrong Door) in the system. The intake form can be found online at: http://dhhs.ne.gov/medicaid/Aging/Documents/I_R%20and%20OC%20Intake.doc	X		X	
	Bidder's Response: As described in ASMT-1 above, this is included in the scope of work for this project.				
ASMT-13	Describe how the system accommodates InterRAI Assessment Instruments.	X		X	
	Bidder's Response: PeerPlace is an InterRAI partner with experience integrating their tools, however not in scope per Q&A.				
ASMT-14	Describe how the system accommodates the Supports Intensity Scale (SIS).	X		X	
	Bidder's Response: As described in ASMT-1 above, however not in scope per Q&A.				

d. Usability

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-1	The system must have copy/paste functionality.	X	X		
	Bidder's Response: PeerPlace Supports all standard copy and paste functionality. In addition, our solution allows users to copy and inherent to new for forms such as assessments if necessary.				
USE-2	The system must be able to print, display, or export any information gathered in the client record, related to service usage, on a form and/or in a report.	X	X		
	Bidder's Response: The PeerPlace Client Profile contains summary views for client encounter history and program history. These views along with the client demographic data can be viewed or printed directly from the client profile screen. Additionally, all forms in PeerPlace can be printed.				
USE-3	The system date must have 4-digit years.	X	X		
	Bidder's Response: The PeerPlace system complies with this requirement.				
USE-4	The system must have task and date reminder tracking.	X	X		
	Bidder's Response: The system has a user tool called "My Ticklers". This feature allows users to set reminders for follow up, notify additional users, assign tasks to themselves or to others and includes a reporting tool to sort and filter ticklers by date, status, client, owner, etc.				
USE-5	Describe the system's customizable alerts. Describe how users are able to set alerts for activities like follow ups and next visits.	X	X		
	Bidder's Response: Users tools are provided on the user's portal for "My Pushpins", "My Ticklers" and "My Follow Ups". These tools allow users to save quick links to their work as well as assign tasks to themselves and another user. As an example, a manager may be reviewing a case file but assign a task to a case manager for follow up. This task will show up on the case managers portal page.				
USE-6	Describe the system's customizable workflows. For example, how a user would select, review, and document checked case files, service authorizations, service entries, and client demographics.	X	X		

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response: PeerPlace program pathway config to collect different elements per service per AAA. The PeerPlace Case Monitor allows users to track information within the case file including service authorizations.				
USE-7	Describe how the system supports cross-module workflows. For example, client eligibility for a funding source may be determined in one module by a separate state agency, and the client then referred to the AAA for services.	X	X		
	Bidder's Response: PeerPlace systems universal referral capability creates a true No Wrong Door model. Clients can be checked in at any agency and referred to another program / agency				
USE-8	Describe client portal products or options that are currently available. A client portal should be accessible by the client, or any person in their support network (caregiver, family member, neighbor, or friend). Describe security and access among public users.	X			X
	Bidder's Response: PeerPlace proposes to integrate our OAA NAPIS and ADRC data management system with the State of Nebraska's recently updated consumer portal / personal health record (PHR) powered by Trilogy as part of this project. PeerPlace has successfully integrated our ADRC module with external consumer portals for the New York State Office for the Aging (with a sub-contractor CareDirector) and for the Virginia Department of Aging and Rehabilitative Services (integrating with Senior Navigator's Portal). PeerPlace will integrate our ADRC Module with the current Trilogy Consumer Portal / PHR in Nebraska. This will allow PeerPlace to share care plan data with the consumer and their caregivers and will also allow for consumers to make service requests in the PHR that link directly into our ADRC module for processing.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-9	Describe service provider portal products or options that are currently available.	X	X		
	Bidder's Response: The Provider Profile module in PeerPlace tracks contracted Service Providers, along with their funding sources, service types and locations. Each AAA will enter their complete list of providers and all of their contractual data. This information is fully integrated with Client Information for the Provider Billing Reports and Cost Share Billing. A Service Profile is available to AAA staff or providers to enter Service Information (Rate, Budget Units, Threshold, etc.) for every Service; this will then tie into the Unit Entry for the Provider Services Report and Billing. After the Provider is set up, the provider profile will be available on the Units Entry screens to tie the Provider and the actual units of service for future reporting. The Provider Services Report provides very detailed information to the users in terms of each provider, what was delivered and the cost of those services.				
USE-10	Describe the system's public service directory. Describe management and reporting options for information and referral component. Include website hits, validation, tracing incoming links, and comparison metrics.	X			X
	Bidder's Response: PeerPlace proposes to integrate our OAA NAPIS and ADRC data management system with the State of Nebraska's recently updated Resource Directory powered by Trilogy as part of this project. PeerPlace has successfully integrated our ADRC module with external Resource Directories for the New York State Office for the Aging (with a sub-contractor CareDirector) and for the Virginia Department of Aging and Rehabilitative Services (integrating with Senior Navigator's Resource Directory). PeerPlace will integrate our ADRC Module with the current Trilogy Resource Directory in Nebraska. This will allow PeerPlace ADRC Module users to directly search the statewide Resource Directory and link community resources to consumers during their information, assistance and referrals interactions with the consumer. Additionally, consumers and / or their caregivers can request services or follow up from ADRC specialists from the existing directory that will become immediately available in the ADRC Queue in PeerPlace.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-11	Describe how the system manages Rural/Non-Rural designations.	X	X		
	Bidder's Response: PeerPlace has the ability to address this in 2 different ways depending on our client requirements. Option #1 is to check a field on Client Portal to indicate the clients Rural/Non-Rural designation. Option #2 is PeerPlace provides a table based on zip code and automatically indicates the client designation based on the zip code and business rules defined in Welcome kit and JAD process.				
USE-12	Describe how an AAA user would use the system to review a senior center's daily congregate meal entry for quality assurance purposes.	X	X		
	Bidder's Response: The system includes dynamic reports called view builders to allow users to review units of service reported on a daily basis. These reports can be viewed over any time frame. Standard date range chooses include: 3 Months, Past Week, Past Month, Past Year, Year to Date, Month to Date or Enter a Date Range.				
USE-13	Describe automatic data capture technology capabilities such as bar coding.	X	X		
	Bidder's Response: Clients have a bar code associated with their Client Profile. Clients can be issued an optional key tag which can be scanned for recording units of service such as congregate meals. In addition, bar codes can be printed on registration lists and can be scanned by facility personnel to register a unit of service for a client, or for tracking volunteer meal or caregiver meals etc.				

e. Fiscal

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-1	Describe how the system tracks multiple funding sources for services, including Non-OAA funding sources. A client's meals may be originally paid for by one funding source, but then receive back-dated payment from another funding source. Describe how the software system would handle this scenario.	X	X		
	Bidder's Response: The Welcome Kit is the PeerPlace tool that is used during the Joint-Application-Design sessions, of which a primary component is the Service Mapping. This includes the details definition of all services types across all agency and program/service workflows, that include service type labels, taxonomy mapping, funding sources, business rules for data entry and validation. Relating to the funding source scenario, PeerPlace includes a split funding feature that allows an administrator to go back and change funding source for prior delivered services.				
FIS-2	Describe how the system tracks client funding across AAAs when the client record is moved from one AAA to another.	X	X		
	Bidder's Response: Utilizing the PeerPlace unduplicated master Client Profile functionality, each agency is setup with a separate enrollment form, but is still linked a single common Client Profile in the backend. Therefore, there would be an effective date to inactivate the original AAA, and an effective date to activate the new AAA. The same Client Profile remains in place, including all service delivery history. Configuration options are available to setup additional forms and related consents (i.e. assessments) for sharing across AAA's to avoid duplicate data entry.				
FIS-3	Describe how the system provides reconciliation, tracking and validating options for funding sources between the AAA and SUA.	X	X		
	Bidder's Response: As describe in FIS-1 above, PeerPlace includes an extremely robust engine for managing service definitions across all funding sources. The Contract Profile is the core feature that establishes each valid funding source across the database, along with effective dating. The Provider Profile facility is tightly integrated with Contract Profiles, to setup up all service delivery utilization back to each funding source. Various reports are available to indicate funding source status and actual utilization compared to budgets. There is an option to link service authorization at the client level to funding source status.				
FIS-4	Describe how multiple fiscal years are tracked in the system.	X	X		
	Bidder's Response: Effective Dating is utilized throughout the PeerPlace system, for defining funding sources, services, providers and all related data collection. This allows for multiple profiles to be defined in all areas for different effective dates.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
FIS-5	Describe how the system provides FFR 425 reports.	X		X	
	Bidder's Response: During the Joint Application Design (JAD) phase of the project, the Project Manager will review and provide analysis on all required reports to be integrated within PeerPlace. This analysis includes documenting all data specification requirements, making recommendations, and providing specific design requirements to the development team. The FFR 425 reports are included in the scope of work for this project.				
FIS-6	Describe how the system allows staff to track time per program and/or client, and bill for time within the system.	X	X		
	Bidder's Response: Staff time will be setup as a Service Type, as described in FIS-1. The Welcome Kit tool will be completed during the Joint-Application-Design sessions, where the format for tracking time will be determined. Options include drop-downs for a single field to select a duration, or entering actual begin/end times. The PeerPlace billing module allows for billing this time direct to clients, or from the provider to the contracting agency.				
FIS-7	Describe how the system tracks received anonymous contributions by service. For example, how are Transportation service contributions kept separate from Congregate Meal contributions, and not tied to a client record?	X	X		
	Bidder's Response: The PeerPlace Event Profile module allows for tracking various events that include sign-up/rosters, and tracking participation. Contributions can be tracked related to individual clients or an aggregate amount for the specific event occurrence.				
FIS-8	Describe how indirect costs of services are tracked in the system.	X	X		
	Bidder's Response: PeerPlace provides a facility to track operational expenses, with forms to establish budgets, forms to collects actual expenses, and reports to show history details. This is a tool available on the main PeerPlace portal, not connected to client level records.				
FIS-9	Describe how direct costs of services are tracked in the system. Include costs that are not tied to a client.	X	X		
	Bidder's Response: PeerPlace includes a consistent "Units Entry" feature across all workflow paths to track services, as referenced in response to FIS-1 above. This feature allows for tracking other data elements such as direct cost. Direct costs types/details are available to manage by customer via a self-service tool available to program administrators. Costs not tied to clients can be tracked either via Event Profile as described in FIS-7 above, or Operations Expenses as described in FIS-8 above.				

a. Reporting

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-1	List state(s) that have utilized the system for federal NAPIS reports for at least two federal fiscal years. Bidders that do not meet this qualification will not be considered.	X	X		
	Bidder's Response: Virginia Department of Aging and Rehabilitative Services (DARS 2008 – Present) Minnesota Board on Aging (MBA 2011 – Present) New York State Office for the Aging (NYSOFA 2017 – Present) Colorado Department of Health & Human Services (CDHS State Unit on Aging 2018 – Present)				
REP-2	The system must be able to support the federal NAPIS reporting. The State Program Report (SPR) requirements are expected to change by October 2019. Describe the bidders plan for these changes. https://acl.gov/news-and-events/announcements/older-americans-act-oaa-state-program-performance-report-spr-redesign	X	X		
	Bidder's Response: PeerPlace maintains compliance with federal NAPIS reporting for all of our state customers at no additional change since 2008. PeerPlace is in direct contract with the Administration on Community Living (ACL) regarding the planned changes the NORS and NAPIS in 2019 / 2020. PeerPlace works with Scott Cory (CIO) at the Administration for Community Living and Louise Ryan (Ombudsman NORS Next) to ensure alignment with the pending NAPIS and NORS changes.				
REP-3	The system must be able to report on client demographic, service usage, units of service by service provider. List all standard reports included with the system.	X	X		
	Bidder's Response: The PeerPlace COTS software provides extensive reports to allow AAAs to report on client demographics, service usage and units of service by provider. Please see Appendix A. for a full lists of standard COTS reports.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-4	Describe how the system creates mailing lists based off of client demographics or service activity.	X	X		
	Bidder's Response: The PeerPlace Event Profile, or Bulk Entry, was created to be a quick way to enter ongoing service units in bulk fashion to save data entry time. It was also created as a way to enter a group session unit of service when you have multiple people attending and can only track one unit of service regardless of the number of attendees. The Event Profile is used for services like Congregate Meals, Home Delivered Meals, Support Groups, and Events. The Event Profile template allows a user to set up the event name, event type, service type, unit type and funding source one time and then sign up the appropriate clients and use it over and over again. The programs that use the Event Profile will also have the Event Sign Up section on each encounter to save time. This allows users to sign the client up for the Event when activating them in the program versus switching over to the Event Profile. Users can create the Event Roster Report or mailing lists from any event, which will allow them to customize preferences and get a roster of all clients if needed.				
REP-5	Describe dashboarding capabilities in the system, such as graphs, dashboards, cross fiscal year reporting, year to date, and year to year comparisons.	X	X		
	Bidder's Response: PeerPlace offers advanced reporting and BI Analytic capabilities for longitudinal studies, cross fiscal year reporting year to date and year over year analysis. Please see Appendix A for a detailed overview of the PeerPlace BI Analytics. PeerPlace utilizes Microsoft's SSRS and Report Builder for customer BI Analytics.				
REP-6	Describe the system's ability to create ad-hoc reports. Include specific user roles and licensing that may be required.	X	X		
	Bidder's Response: The PeerPlace View Builder (ad hoc real-time reporting tool) with role-based access allows users to quickly build reports with multiple filters as a part of our core product offering. See Appendix A. for additional reporting details.				

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.	X	X		
	Bidder's Response: PeerPlace provides a standard Served Client Summary View Builder report that can be run against the users desired date range. There are filters available on the Served Client Summary report that allow for individual county, town or zip code selections.				
REP-8	Describe the system's ability to generate reports for federal Congressional districts. Describe how districts realignment is managed.	X		X	
	Bidder's Response: PeerPlace has provided this capability for New York City's Department for the Aging (NYC DFTA since 2012). PeerPlace will provide a reporting specific Joint Application Design (JAD) session for the state of Nebraska to document the business rules for this requirement. Due to the nature of this requirement the State of Nebraska will be required to provide an approved and acknowledged dataset (roof top address level) as the source of record for congressional district coding.				
REP-9	Describe the system's ability to generate reports for state legislative districts. Describe how districts realignment is managed.	X		X	
	Bidder's Response: PeerPlace has provided this capability for New York City's Department for the Aging (NYC DFTA since 2012). PeerPlace will provide a reporting specific Joint Application Design (JAD) session for the state of Nebraska to document the business rules for this requirement. Due to the nature of this requirement the State of Nebraska will be required to provide an approved and acknowledged dataset (roof top address level) as the source of record for legislative district coding.				
REP-10	Describe the system's ability to generate Explanation of Benefits (EOB) reports that are personalized based on a client's assessment results and demographic data.	X		X	
	Bidder's Response: PeerPlace will provide a reporting specific JAD session to document the State of Nebraska's specific EOB reporting requirements. The EOB report will pull from client demographics and assessment results.				
REP-11	The system must be able to generate contribution request letters to enable program cost sharing.	X	X		
	Bidder's Response: The system supports print on demand letter for contributions. As an example, a user can send a letter to all people that received a meal within a specific time frame. Letters that are pre-fill with the client information based on program registration and formatted for print automatically.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-12	Describe the system's forecasting capabilities for service units and cost based off of previously entered data.	X	X		
	Bidder's Response: Detailed provider services reports can be produced across any time frame. These reports are available in Microsoft Excel allowing for multiple financial/forecasting models and formulas to be run using the historical data.				
REP-13	The system must be able to export data in reports. Describe file types that can be exported.	X	X		
	Bidder's Response: PeerPlace reports can be exported to CSV and PDF formats.				
REP-14	The system must be able to provide an audit log or snapshot of services provided, as entered on a specific date.	X	X		
	Bidder's Response: Every master client record in PeerPlace includes Program History that lists all program service areas and status, and Encounter History that lists all service activity specific to service area based on user access. Depending on user access, the system provides navigation to service activity in all program service areas. Encounter History includes a copy of every encounter (referrals, registration/intake/casefiles) created on behalf of the client. Program History displays the program name, worker and current status in any program that the client is currently, or has in the past, been served in.				
REP-15	Describe how the system tracks unpaid client balances for non-OAA services.	X	X		
	Bidder's Response: The PeerPlace system includes a Client Billing module that tracks services payable by the client, generates client invoices and tracks payments made to the clients account. In addition, the system produces aging reports for 30, 60 and 90 day past due invoices.				

g. Volunteer management

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
VOL-1	Describe the system's volunteer management capabilities.	X	X		
	Bidder's Response: PeerPlace's Volunteer Tracker documents a volunteer's demographic information, Interests and preferences, training certifications, provides for time tracking and programs their associated with.				
VOL-2	Describe how the system differentiates between stipend volunteers like the Federal Senior Companion, Foster Grandparents programs, and unpaid volunteers.	X	X		
	Bidder's Response: PeerPlace's Volunteer Tracker includes fields on the volunteer form to indicate volunteer status.				

h. Provider Information

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PRV-1	The system must be able to manage service provider information, including services, population served, address, name, email, phone, and website.	X	X		
	Bidder's Response: The PeerPlace Provider Module tracks and manages all of these requirements. Providers can be tracked by multiple locations, the services offered at each location and contracted rates of service for per location.				
PRV-2	The system must be able to manage multiple service contracts/rates for a single provider.	X	X		
	Bidder's Response: The PeerPlace Provider Module tracks and manages all of these requirements. As an example: A Provider could have different rates based on location of service.				
PRV-3	Describe how the State can customize the system with ad-hoc field creation for Service Providers, including contract/rate management.	X	X		
	Bidder's Response: New providers, provider contracts, provider contacts, multiple provider locations, services provided, and rates can be managed by authorized users (the State).				
PRV-4	The system must provide service provider search functions.	X	X		
	Bidder's Response: System forms such as I&A record are integrated with the provider directory. Providers are then searched by their profile information such as area of coverage, services offered, capability etc.				
PRV-5	The system must be able to edit a service provider for multiple clients at once. For example, Company X provides Emergency Response Systems to fifty clients in January. The contracted service provider is changed to Company Y in February. Describe a bulk client move from Company X to Company Y.	X	X		
	Bidder's Response: This can be accomplished by simply changing the provider in the Event Profile template. All client register for that service will be associated with the new provider.				

i. Operations

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
OPR-1	Describe how the system will support Area Plan management. Describe how AAAs could upload and add data to a template. Describe how the SUA could review, provide remarks, return to AAA, or approve Area Plans and their updates. Current Area Plans are located at: http://dhhs.ne.gov/medicaid/Aging/Pages/Financial-Program-Data.aspx	X	X		
	Bidder's Response: The PeerPlace COTS Scan and Attach module will be used to attach and share Area Plans between the AAAs and SUAs. Area Plan attachments will be labeled with versions and or final and presented in a chronological list view.				
OPR-2	Describe how the system supports local service creation. Describe how the AAA creates and submits a new service for the SUA to review and approve.	X	X		
	Bidder's Response: The PeerPlace Help Desk electronic ticketing system is utilized to track local requests and state level approval to add new service types to the system. Once approved by the SUA, the new services types will be added to the system within 24-48 hours.				
OPR-3	Describe how the system supports AAA Care Management Re-Certification. Describe how AAAs could upload and/or add data to a template. The SUA could review, provide remarks, return to AAA, or approve Care Management Re-Certifications. Guidance on FY 2019 Recertification can be found here: http://dhhs.ne.gov/medicaid/Aging/Documents/SUA-18-PI-04%20Care%20Management%20Recertification%20FY%2019.pdf	X		X	
	Bidder's Response: PeerPlace will provide a Joint Application Design (JAD) phase for the project, the Project Manager will review and provide analysis on work-flow and configuration requirements to support the AAA Care management re-certification process during this phase. The agreed upon requirements will be configured into the State of Nebraska's instance of PeerPlace prior to the testing and implementation phases of this project.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
OPR-4	Describe how the system supports the Direct Service Waiver application process. Describe how the AAAs upload and/or add data to a template. Describe how the SUA could review, provide remarks, return to AAA, or approve Direct Service Waivers. The Direct Services Waiver forms and process are located online at: http://dhhs.ne.gov/medicaid/Aging/Documents/Direct%20Service%20Waivers%20Forms%20+%20Procedure.doc	X		X	
	Bidder's Response: PeerPlace will provide a Joint Application Design (JAD) phase for the project, the Project Manager will review and provide analysis on work-flow and configuration requirements to support the Direct Service Waiver application process during this phase. The agreed upon requirements will be configured into the State of Nebraska's instance of PeerPlace prior to the testing and implementation phases of this project.				
OPR-5	Describe the system's document library capabilities such as report and letter templates.	X	X		
	Bidder's Response: PeerPlace provides portal links that contain report template links and / or links to Nebraska specific print on-demand forms. These links can also be added to the I&A, Intake and Casefile sections of the State of Nebraska's instance of PeerPlace.				
OPR-6	Describe how the system supports SUA monitoring questions and allows AAA program staff to record responses. Current monitoring tools are located at: http://dhhs.ne.gov/medicaid/Aging/Pages/Monitoring-Tools.aspx	X		X	

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response: The following forms will be configured in PeerPlace that allow for responses to be added in list views. • ADRC Monitoring Tool • Care Management Monitoring Tool • Governance Monitoring Tool • Legal Monitoring Tool - NE4A • Legal Monitoring Tool - Non-NE4A • Nutrition Monitoring Check List • Ombudsman Monitoring Tool • Senior Volunteer Program Monitoring Tool • Title III-B Monitoring • Title III-E Monitoring These forms will be accessible from the PeerPlace Portal screen.				
OPR-7	Describe how the system supports creating, editing, and storing SUA monitoring letters to AAAs. A draft monitoring letter is located online at: http://dhhs.ne.gov/medicaid/Aging/Documents/FY18%20Monitoring%20Letter%20DRAFT.doc	X	X		
	Bidder's Response: The Annual Monitoring Report will be added to the system as a print on-demand form that will be accessible from the PeerPlace Portal. The completed letters will be presented in a list view. Saved print on-demand Monitoring Reports can be selected for editing as required.				

j. Testing / Training

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TET-1	Describe any user groups of existing clients, conferences, and webinars. Include their frequency.	X	X		
	Bidder's Response: PeerPlace will help establish a Nebraska user group. PeerPlace conducts multi State as well as State specific webinars on a monthly basis. There are plans for a National PeerPlace user group meeting for 2020 which will be led by current PeerPlace customers and supported by PeerPlace.				
TET-2	Describe Bidder help desk services available to the state, area agencies on aging, and other providers at no additional cost to the State. Include hours of operation, location of the call center, response time statistics, how calls are answered, triaged, and any functional limitations.	X	X		
	Bidder's Response: PeerPlace Agrees to this requirement. Please see Appendix E for a detailed Help Desk overview that addresses all of the requirements above.				

k. Data / Data Warehouse

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DAT-1	The State must retain all rights to data. At the end of contract, the Bidder must provide all data in a format specified by the state, for use in another software system. Provide in draft project plan.	X	X		
	Bidder's Response: Upon request, PeerPlace will provide all data hosted for the state. Formats include, but are not limited to, DB2 backup or CSV.				
DAT-2	Bidder must be able to convert current Nebraska Aging Management Information System (NAMIS) client demographic data into proposed system. See Appendix A-1.	X	X		
	Bidder's Response: PeerPlace uses Microsoft SSIS for its ETL framework and has a broad set of capabilities for mapping and loading data from external systems via common flat formats or databases supported with OLEDB drivers.				
DAT-3	Bidder must be able to convert current Aging and Disability Resource Center client demographic data into the proposed system. See Appendix A-2	X	X		
	Bidder's Response: PeerPlace uses Microsoft SSIS for its ETL framework and has a broad set of capabilities for mapping and loading data from external systems via common flat formats or databases supported with OLEDB drivers.				
DAT-4	Describe how the system could interface with State data warehouse/s. Describe the frequency of data refreshes. Describe the options for the download, such as Bidder software, or an import /conversion to an existing state data warehouse. Include information on master data, which refers to data elements that should be shared across the systems, data elements such as Social Security Number, address and last name.	X	X		
	Bidder's Response: PeerPlace produces an OLAP database to match the content of the application OLTP database on a routine basis. A backup of the OLAP database is produced in SQL Server 2008 R2 or SQL Server 2017 formats and provided via secure FTP for state warehousing functions to consume and integrate. The backup includes all dimensional and transactional data including master data.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DAT-5	Describe how the system can interface with Mediware's SAMS product being used by two AAAs.	X		X	
	Bidder's Response: PeerPlace has experience in other states of generating the XML files used to import client data into SAMS.				
DAT-6	Describe the system's data edits and validation processes; including soft (warning but accepted upon user approval); and hard (correction required to record). Describe available customizations.	X	X		
	Bidder's Response: PeerPlace offers a variety of validations for form management both through client-side and server-side technologies. Hard validations display as red messages on the form interface and disallow saving. Soft validations present a pop-up window describing the validation warning and asking for confirmation before saving/proceeding.				
DAT-7	The system would allow the State to manage data entry time limits. For example, entry changes after 30 days should require State personnel approval. Describe the workflow creation process to address this need.	X	X		
	Bidder's Response: PeerPlace can implement custom validations to restrict back-dating based on user role. An example of implementation is that an administrative user in a specific program will not be subject to the validation, but any non-administrative user would trigger the hard validation. The State of Nebraska will have the opportunity to document the requirements during the Welcome Kit and JAD sessions.				

I. Security

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SCT-1	The system must be able to accommodate different user roles depending on job.	X	X		
	Bidder's Response: PeerPlace implements user roles for all user accounts that enable or restrict product functionality.				
SCT-2	Describe how the system is able to securely store, edit, and save client assessments offline (case managers will not always have access to the internet during assessments).	X	X		
	Bidder's Response: PeerPlace allows the secure "Check-Out" of client assessments in PDF form. The assessments are completed in the field, and then Checked-In to PeerPlace. The PDF is secured by use of either the password of the user who checked it out, or a custom password entered by the user who checked it out.				
SCT-3	Describe online / offline upload / download capabilities, include what portable devices are available for the synchronization process.	X	X		
	Bidder's Response: Devices that can store and manage checked out assessment PDFs are available for offline/online/synchronization processes. Examples include Windows-based notebooks, and tablets such as Microsoft Surface Pro and Dell Latitude 52XX.				

Draft Work Plan

e. Draft Work Plan

The Draft Work Plan is included on the following pages.

Nebraska
Project Plan

ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
1	**DHHS Statewide Database - Deliverable 2**	**0%**	**175 days**	**Thu 3/1/18**	**Wed 10/31/18**			
2	**Milestone 1: Finalize Contract**	**0%**	**1 day**	**Thu 3/1/18**	**Thu 3/1/18**			
3	Contract Final and Approval Received	0%	1 day	Thu 3/1/18	Thu 3/1/18		Eric Frey,Todd Baitsholts	
4	**Milestone 2: Kickoff & Finalize Project Work Plan**	**0%**	**43 days**	**Fri 3/1/19**	**Tue 4/30/19**			
5	**DHHS Kick-Off Meeting**	**0%**	**11 days**	**Fri 3/1/19**	**Fri 3/15/19**	3	**PeerPlace Account Services Team,DHHS Project Team**	
6	**Session Prep**	**0%**	**6 days**	**Fri 3/1/19**	**Fri 3/8/19**		**PeerPlace Account Service Team**	
7	Develop Agenda & Schedule Meeting	0%	3 days	Fri 3/1/19	Tue 3/5/19	3	PeerPlace Account Services Team	
8	Finalize Required KO Documents & Produce Package	0%	3 days	Wed 3/6/19	Fri 3/8/19	3,7	PeerPlace Account Services Team	
9	**KO Meeting**	**0%**	**5 days**	**Mon 3/11/19**	**Fri 3/15/19**		**PeerPlace Account Service Team**	
10	Conduct Meeting	0%	2 days	Fri 3/8/19	Tue 3/12/19	3,6	PeerPlace Account Services Team,DHHS Project Team	
11	Document & Distribute Meeting Minutes	0%	2 days	Wed 3/13/19	Thu 3/14/19	10	PeerPlace Account Services Team	
12	**Finalize Project Work Plan**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Service Team	
13	**Project Charter**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
14	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
15	**Project Work Plan**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Service Team	
16	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
17	**Risk Register**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
18	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
19	**Change Control Plan**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
20	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
21	**Communications Plan**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
22	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
23	**Training Plan**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
24	Finalize Training Locations, Dates & Times w/DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	Overall locations and times have been set. The dates will need to be changed/finalized based on other project items.
25	Compile Distribution List of PeerPlace Champions, Directors, & DHHS Rep(s)	0%	2 wks	Mon 10/19/15	Fri 10/30/15		PeerPlace Account Services Team,DHHS	

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
26	Determine Training Classes Required (including # of each, trainers and participants)	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS	
27	Determine Webinars (including # of each, trainers and participants)	0%	2 wks	Thu 11/5/15	Wed 11/18/15		PeerPlace Account Services Team,DHHS Project Team	
28	Establish Training Schedule	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
29	Document Learning Objectives of Each Class	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
30	Identify Training Materials & Videos	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
31	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
32	**Ongoing Hosting Plan - Turned into Help Desk Plan**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
33	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
34	**Status Meeting Dates & Status Report Process**	**0%**	**2 wks**	**Fri 3/1/19**	**Thu 3/14/19**		PeerPlace Account Services Team	
35	Finalize & Review with DHHS	0%	2 wks	Fri 3/1/19	Thu 3/14/19		PeerPlace Account Services Team,DHHS Project Team	
36	**Milestone 3: Design (Review JAD Sessions & Welcome Kit Facilitation)**	**0%**	**43 days**	**Fri 3/1/19**	**Tue 4/30/19**		PeerPlace Account Services Team,DHHS Project Team	
37	JAD Review Sessions	0%	10 days	Fri 3/1/19	Thu 4/4/19		PeerPlace Account Services Team,DHHS Project Team	
38	**Business Processes - NE DHHS 34 Best Practice Workflow Paths**	**0%**	**6 days**	**Fri 3/15/19**	**Fri 3/22/19**		PeerPlace Account Services Team	
41	**Final Requirements Document(s)**	**0%**	**23 days**	**Fri 3/1/19**	**Tue 4/2/19**		PeerPlace Account Services Team	
44	**Integration and Interface Requirements**	**0%**	**43 days**	**Fri 3/1/19**	**Tue 4/30/19**		PeerPlace Account Services Team	
47	**Data Migration Plan**	**0%**	**43 days**	**Fri 3/1/19**	**Tue 4/30/19**		PeerPlace Account Services Team	
51	**Database-wide Welcome Kit**	**0%**	**16 days**	**Fri 3/1/19**	**Fri 3/22/19**		PeerPlace Account Services Team	
54	**8 AAA's Welcome Kit**	**0%**	**16 days**	**Fri 3/1/19**	**Fri 3/22/19**		PeerPlace Account Services Team	
57	**Requirements Traceability Matrix (RTM)**	**0%**	**21 days**	**Fri 3/1/19**	**Fri 3/29/19**		PeerPlace Account Services Team	
60	**AAA Welcome Kit Collection**	**0%**	**66 days**	**Fri 3/1/19**	**Fri 5/31/19**		PeerPlace Account Services Team	

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
61	**Identify PeerPlace Champions**	0%	6 days	Fri 3/1/19	Fri 3/8/19		PeerPlace Account Services Team,DHHS Project Team	
64	**Complete Welcome Packet and Welcome Kit**	0%	5 days	Fri 3/1/19	Thu 3/7/19		PeerPlace Account Services Team	
71	**Welcome Kit Kickoff Webinar**	0%	5 days	Fri 3/1/19	Thu 3/7/19		PeerPlace Account Services Team	
74	**AAA PeerPlace Demonstrations**	0%	5 days	Fri 3/1/19	Thu 3/7/19		PeerPlace Account Services Team	
77	**Manage AAA Welcome Kit Delivery & Submission**	0%	43 days	Fri 3/1/19	Tue 4/30/19	64.3	**PeerPlace Account Services Team**	
85	**Milestone 4: Development**	0%	88 days	Mon 4/1/19	Wed 7/31/19			
86	**AAA Welcome Kit Development**	0%	11 days	Mon 4/1/19	Mon 4/15/19		**PeerPlace Development Team**	
87	**PeerPlace Networks**	0%	11 days	Mon 4/1/19	Mon 4/15/19			
88	**AAAs (8 Total)**	0%	11 days	Mon 4/1/19	Mon 4/15/19			
89	Setup AAA in PeerPlace System	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
90	**DHHS Functionality Configuration & Development**	0%	11 days	Mon 4/1/19	Mon 4/15/19			
91	DHHS Master DataBase Setup	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
92	**Build 34 Best Practice Workflow Paths**	0%	45 days	Mon 4/1/19	Fri 5/31/19			
93	Personal Care Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
94	Home Health Aide Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
95	Home Delivered Meals Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
96	Adult Day Care Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
97	Case Management Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
98	Consumer Directed In Home Services Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
99	Congregate Meals Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
100	Senior Center Services Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
101	Assisted Transportation/Escort Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
102	Nutrition Counseling Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
103	Transportatoin Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
104	Legal Assistance Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
105	Nutrition Education Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
106	Information & Assistance Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
107	NYConnects Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
108	Outreach Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	

Nebraska
Project Plan

ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
109	In Home Contact and Support Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
110	Senior Center Recreation and Education Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
111	Health Promotion Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
112	Personal Emergency Response System (PERS) Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
113	Other Services Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
114	Caregiver Services Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
115	HICAP Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
116	Volunteer Management Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
117	Internal Administration (AAA) Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
118	DHHS Internal Administration Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
119	Alzheimer's Services Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
120	Counseling Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
121	Crime and Safety Program Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
122	Discount Program Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
123	Employment Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
124	Energy Assistance Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
125	Residential Repair and Maintenance Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
126	Weatherization Best Practice Workflow Path	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Development Team	
127	Forms Configuration	0%	11 days	Mon 4/1/19	Mon 4/15/19	91	PeerPlace Development Team	
128	Portal Links Configuration	0%	11 days	Mon 4/1/19	Mon 4/15/19	91	PeerPlace Development Team	
129	Reports Configuration	0%	11 days	Mon 4/1/19	Mon 4/15/19	91	PeerPlace Development Team	
130	View Builder View Configuration	0%	11 days	Tue 4/16/19	Tue 4/30/19	91	PeerPlace Development Team	
131	Insert DHHS Best Practice Drop Down Values	0%	23 days	Wed 5/1/19	Fri 5/31/19	91	PeerPlace Development Team	
132	Consent Process - Update to add in DHHS Additions	0%	23 days	Wed 5/1/19	Fri 5/31/19	91	PeerPlace Development Team	Need Consent Additions
133	Create User Role & Report Access Rules for Automation	0%	23 days	Wed 5/1/19	Fri 5/31/19	91	PeerPlace Development Team	
134	Create Report, View & Portal Link Access Rules for Automation	0%	23 days	Wed 5/1/19	Fri 5/31/19	91	PeerPlace Development Team	
135	Configure in Scan & Attach Module	0%	11 days	Tue 4/16/19	Tue 4/30/19	91	PeerPlace Development Team	
136	Configure in Emergency Prepardenss Module	0%	11 days	Tue 4/16/19	Tue 4/30/19	91	PeerPlace Development Team	
137	Configure in Transportation Module	0%	11 days	Tue 4/16/19	Tue 4/30/19	91	PeerPlace Development Team	
138	Configure in User Management Tools	0%	11 days	Tue 4/16/19	Tue 4/30/19	91	PeerPlace Development Team	

Nebraska
Project Plan

ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
139	Configure in Delete Process	0%	11 days	Tue 4/16/19	Tue 4/30/19	91	PeerPlace Development Team	
140	**New Functionality Development**	**0%**	**66 days**	**Wed 5/1/19**	**Wed 7/31/19**			
141	**DHHS - OLAP Database**	**0%**	**66 days**	**Wed 5/1/19**	**Wed 7/31/19**		**PeerPlace Development Team**	
142	Create OLAP Environment	0%	66 days	Wed 5/1/19	Wed 7/31/19		PeerPlace Development Team	
143	Build all Core Product Sections/Fields	0%	66 days	Wed 5/1/19	Wed 7/31/19		PeerPlace Development Team	All Phase 1 Core Configuration items must be finished for this to begin
144	Build New Sections/Fields	0%	66 days	Wed 5/1/19	Wed 7/31/19		PeerPlace Development Team	All Phase 1 new functionality development items must be finished for this to begin
145	Mapping of Application Fields to Data Mart Fields - Documentation	0%	66 days	Wed 5/1/19	Wed 7/31/19		PeerPlace Development Team	
146	Create ERD Documentation	0%	66 days	Wed 5/1/19	Wed 7/31/19		PeerPlace Development Team	
147	**Data Migration Development (All Fields & Business Rules from Legacy Systems to PeerPlace)**	**0%**	**66 days**	**Wed 5/1/19**	**Wed 7/31/19**		**PeerPlace Data Import Team**	
148	**Legacy System Data Migration**	**0%**	**66 days**	**Wed 5/1/19**	**Wed 7/31/19**		**PeerPlace Data Import Team**	
149	Receive Data Files - Legacy System	0%	1 day	Wed 5/1/19	Wed 5/1/19		PeerPlace Data Import Team	
150	Build SSIS Package - Legacy System (Includes Data Mapping & Development)	0%	23 days	Wed 5/1/19	Fri 5/31/19		PeerPlace Data Import Team	
151	Legacy System QC Dev	0%	18 days	Mon 6/3/19	Wed 6/26/19	150	PeerPlace Data Import Team	
152	Legacy System Data Migration	0%	23 days	Wed 5/1/19	Fri 5/31/19		PeerPlace Data Import Team,GCOM	
153	Legacy System Data Migration Testing by PeerPlace	0%	18 days	Mon 6/3/19	Wed 6/26/19		PeerPlace Data Import Team,GCOM	
154	Legacy System Data Migration Testing by PeerPlace Champions	0%	23 days	Mon 7/1/19	Wed 7/31/19		PeerPlace Data Import Team,AAA Program Champions,DHHS Project Team	
155	**Milestone 5: Testing & Quality Assurance**	**0%**	**44 days**	**Sat 6/1/19**	**Wed 7/31/19**			
156	**Test Prep**	**0%**	**1 day**	**Mon 6/3/19**	**Mon 6/3/19**			
157	Complete Test Environment Setup	0%	1 day	Mon 6/3/19	Mon 6/3/19		PeerPlace Development Team	
158	**DHHS Project Staff - Core User Acceptance Testing - Testing Kick Off**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
159	Establish Tester Training Agenda & Assemble Materials	0%	15 days	Mon 6/3/19	Fri 6/21/19		PeerPlace Testing Team	
160	Schedule Tester Training Session & Send Notification	0%	15 days	Mon 6/3/19	Fri 6/21/19		PeerPlace Testing Team	
161	Conduct Tester Training	0%	1 day	Mon 6/3/19	Mon 6/3/19		PeerPlace Testing Team,DHHS Project Team	
162	Schedule and Conduct Weekly Test Monitoring Sessions	0%	43 days	Mon 6/3/19	Wed 7/31/19		PeerPlace Testing Team,DHHS Project Team	
163	Develop Customization Tracking Sheet	0%	15 days	Mon 6/3/19	Fri 6/21/19		PeerPlace Testing Team	
164	**DHHS Project Staff - New Functionality User Acceptance Testing - Testing Kick Off**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
165	Establish Tester Training Agenda & Assemble Materials	0%	15 days	Mon 6/3/19	Fri 6/21/19		PeerPlace Testing Team	
166	Schedule Tester Training Session & Send Notification	0%	15 days	Mon 6/3/19	Fri 6/21/19		PeerPlace Testing Team	
167	Conduct Tester Training	0%	43 days	Mon 6/3/19	Wed 7/31/19		PeerPlace Testing Team,DHHS Project Team	
168	Schedule and Conduct Weekly Test Monitoring Sessions	0%	43 days	Mon 6/3/19	Wed 7/31/19		PeerPlace Testing Team,DHHS Project Team	
169	**AAA Welcome Kit Review**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
170	**PeerPlace Networks**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
171	**AAA Welcome Review (Per AAA)**	**0%**	**30 days**	**Mon 6/3/19**	**Fri 7/12/19**			
172	PPN Review AAA PeerPlace System Setup	0%	15 days	Mon 6/3/19	Fri 6/21/19		PeerPlace Testing Team	
173	AAA Review and Approve Welcome Kit Implementation	0%	15 days	Mon 6/24/19	Fri 7/12/19	172	AAA Program Champions,DHHS Project Team	
174	**Test Plans**	**0%**	**20 days**	**Mon 4/1/19**	**Fri 4/26/19**			
175	Create Core Test Plan	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Account Services Team	Includes Core Test Plan and Master Checklists for core configuration review.
176	Create New Functionality Test Plan	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Account Services Team	Includes New Functionaly Test Plan plus test scripts for UAT
177	Create PeerPlace Data Migration Test Plan	0%	11 days	Mon 4/1/19	Mon 4/15/19		PeerPlace Account Services Team	
178	Create Legacy System Data Migaration Test Plan	0%	11 days	Mon 4/22/19	Mon 5/6/19	50	PeerPlace Account Services Team	
179	DHHS Approve Core Test Plan	0%	5 days	Tue 4/16/19	Mon 4/22/19	175	DHHS Project Team	
180	DHHS Approve New Functionality Test Plan	0%	5 days	Tue 4/16/19	Mon 4/22/19	176	DHHS Project Team	
181	DHHS Approve PeerPlace Data Migration Test Plan	0%	5 days	Tue 4/16/19	Mon 4/22/19	177	DHHS Project Team	
182	DHHS Approve Legacy System Data Migration Test Plan	0%	5 days	Tue 5/7/19	Mon 5/13/19	178	DHHS Project Team	This date will change based on Harmony Data
183	**Quality Assurance Test Execution**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
184	**Execute**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
185	Core Configuration QAT	0%	20 days	Mon 6/3/19	Fri 6/28/19		PeerPlace Testing Team	
186	New Functionality QAT	0%	21 days	Mon 7/1/19	Mon 7/29/19		PeerPlace Testing Team	Can't start this until we have final specifications and development complete.
187	**User Acceptance Test Execution**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
188	**Execute**	**0%**	**43 days**	**Mon 6/3/19**	**Wed 7/31/19**			
189	Core Configuration UAT	0%	4 wks	Mon 6/3/19	Fri 6/28/19		DHHS Testing Team	
190	New Functionality UAT	0%	4 2 wks	Mon 7/1/19	Mon 7/29/19		DHHS Testing Team	Can't start this until we have final specifications and development complete.
191	**Milestone 6: Training**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
192	**Training Prep General**	**0%**	**11 days**	**Thu 8/1/19**	**Thu 8/15/19**			
193	Build out WorkFront Training Project	0%	11 days	Thu 8/1/19	Thu 8/15/19		PeerPlace Training Team	
194	Draft Tutorial Template	0%	10 days	Thu 8/1/19	Wed 8/14/19		PeerPlace Training Team	
195	**PeerPlace Training Environment & System Prep**	**0%**	**11 days**	**Thu 8/1/19**	**Thu 8/15/19**			
196	Request Creation of Training DB	0%	1 day	Mon 1/18/16	Mon 1/18/16		PeerPlace Training Team	
197	Create Training DB & URL	0%	5 days	Thu 8/1/19	Wed 8/7/19	196	PeerPlace Training Team	
198	**DHHS DB Training Setup**	**0%**	**11 days**	**Thu 8/1/19**	**Thu 8/15/19**			
199	Complete Trainer & User IDs are Setup	0%	7 days	Thu 8/1/19	Fri 8/9/19		PeerPlace Training Team	
200	**PeerPlace Training Materials**	**0%**	**11 days**	**Thu 8/1/19**	**Thu 8/15/19**			
201	**General Materials (Develop & Post to Site for Trainers)**	**0%**	**11 days**	**Thu 8/1/19**	**Thu 8/15/19**			
202	Real Life Experience Simulation Test Cases	0%	7 days	Thu 8/1/19	Fri 8/9/19		PeerPlace Training Team	
203	Produce Product Wide Flow Chart	0%	7 days	Thu 8/1/19	Fri 8/9/19		PeerPlace Training Team	
204	High Level Flow Charts	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
205	Workflow Charts by Type	0%	7 days	Thu 8/1/19	Fri 8/9/19		PeerPlace Training Team	These are the program path templates.
206	Produce Event Management Hand-Out	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
207	Produce Vocabulary List / Glossary	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
208	Produce System Requirements	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
209	Produce User Manual	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
210	Log-In Instructions	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
211	Produce Registration Path Tutorial	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
212	Produce Intake Path Tutorial	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
213	Produce Case File Path Tutorial	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
214	Basic Training Guides (Word and PowerPoint)	0%	7 days	Thu 8/1/19	Fri 8/9/19		PeerPlace Training Team	
215	Develop Training Attendance Log	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
216	Produce Trainer Evaluation / Survey	0%	7 days	Thu 8/1/19	Fri 8/9/19	3	PeerPlace Training Team	
217	**General Training Videos**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
218	PeerPlace Basics & Overview	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
219	NE Specific Reporting	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
220	NE Specific View Builder	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
221	AAA Champion Training	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
222	PeerPlace suite of 15 Product Training Videos	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
223	**Conduct Training Sessions & Session Specific Prep**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
224	**AAA Product Demonstration 1 & 2 (1 hr. Webinar)**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
225	Establish Demonstration Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
226	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
227	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
228	Conduct Sessions	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
229	**DHHS BP Path Training (Webinar)**	**0%**	**14 days**	**Thu 8/1/19**	**Tue 8/20/19**			
230	Establish Training Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
231	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19	230	PeerPlace Training Team	
232	Produce & Compile Training Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
233	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
234	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
235	**DHHS Project Staff Training 1 of 2 (Webinar)**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
236	Establish Training Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
237	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
238	Produce & Compile Training Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
239	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
240	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
241	**DHHS Project Staff Training 2 of 2 (Webinar)**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
242	Establish Training Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
243	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
244	Produce & Compile Training Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
245	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
246	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
247	**AAA Train the Trainer - (Onsites)**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
248	Schedule Hotels	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
249	Establish Training Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
250	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
251	Produce & Compile Training Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
252	Schedule Sessions & Send Notifications	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
253	Confirm AAA Sign-up	0%	20 days	Thu 8/1/19	Wed 8/28/19		PeerPlace Training Team	
254	Confirm AAA Attendance	0%	20 days	Thu 8/1/19	Wed 8/28/19		PeerPlace Training Team	
255	Conduct Sessions	0%	20 days	Thu 8/1/19	Wed 8/28/19		PeerPlace Training Team	
256	**AAA Staff Training (Conducted by AAA Champions)**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
257	**PeerPlace**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
258	**AAA Training**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
259	Conduct Training Session(s)	0%	22 days	Thu 8/1/19	Fri 8/30/19		AAA Program Champions	
260	**Conduct Webinars & Webinar Specific Prep**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
261	**AAA Champion/Trainer Weekly Webinars**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			To be held weekly (2 hrs. each) one month pri
262	Establish Agendas	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
263	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
264	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
265	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
266	Conduct AAA Champion/Trainer Weekly Webinar - Session #1	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team,AAA Trainers,AAA Champions	
267	Conduct AAA Champion/Trainer Weekly Webinar Session #2	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team,AAA Trainers,AAA Champions	
268	Conduct AAA Champion/Trainer Weekly Webinar Session #3	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team,AAA Trainers,AAA Champions	
269	Conduct AAA Champion/Trainer Weekly Webinar Session #4	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team,AAA Trainers,AAA Champions	
270	**User Pre-Go Live Training Recap Webinar**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
271	Determine Training Topics & Schedule	0%	22 days	Thu 8/1/19	Fri 8/30/19	3	PeerPlace Training Team	Topics and schedule laid out in the Training Pl

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
272	**Session 1 - PeerPlace Basics & Product Overview**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
273	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
274	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
275	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
276	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
277	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
278	**Session 2 - IA & Outreach**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
279	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
280	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
281	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
282	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
283	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
284	**Session 3 - Registration Programs Workflow Paths**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
285	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
286	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
287	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
288	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
289	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
290	**Session 4 - Nutrition Counseling**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
291	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
292	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
293	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
294	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
295	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
296	**Session 5 - Case Management & Caregiver Service**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
297	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
298	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
299	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
300	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
301	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
302	**Session 6 - HICAP**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
303	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
304	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
305	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
306	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
307	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
308	**Session 7 - Transportation & Assisted Transportation**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
309	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
310	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
311	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
312	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
313	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
314	**Session 8 - Senior Centers**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
315	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
316	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
317	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	

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ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
318	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
319	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
320	**Session 9 - Home Delivered Meals**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
321	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
322	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
323	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
324	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
325	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
326	**Session 10 - Volunteer Management**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
327	Establish Agenda	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
328	Determine Session Specific Materials	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
329	Produce & Compile Packets	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
330	Schedule Session & Send Notification	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
331	Conduct Session	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
332	**Nebraska User Group Webinars (Monthly Post Go Live)**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
333	Finalize plan and schedule the Monthly User Group calls	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	The plan for the User Group calls consists of scheduling the day of the month for the call,
334	**DHHS Training & Webinar Wrap-Up Deliverables**	**0%**	**22 days**	**Thu 8/1/19**	**Fri 8/30/19**			
335	Compile and Produce Train the Trainer - Training Attendance Report	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
336	Compile and Produce Train the Trainer - Training Evaluation Report	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
337	Compile and Produce Training System Access Report	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	This is the User Session report.
338	Compile and Produce Webinar Participation Report	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	
339	Compile and Produce Webinar Polling and Q&A Report	0%	22 days	Thu 8/1/19	Fri 8/30/19		PeerPlace Training Team	

Nebraska
Project Plan

ID	Task Name	% Complete	Duration	Start	Finish	Predeces	Resource Names	Comments
340	Submit to DHHS	0%	1 day	Fri 8/30/19	Fri 8/30/19		PeerPlace Training Team	
341	**Milestone 7: Go Live**	**0%**	**16 days**	**Mon 8/12/19**	**Mon 9/2/19**			
342	Final Data Migration	0%	10 days	Mon 8/12/19	Fri 8/23/19		PeerPlace Data Import Team	
343	AAA Champion User Setup	0%	5 days	Mon 8/12/19	Fri 8/16/19		PeerPlace Account Services Team	
344	Final Readiness Assessment	0%	5 days	Mon 8/12/19	Fri 8/16/19			
345	Move to New Production Environment	0%	5 days	Mon 8/19/19	Fri 8/23/19	344	PeerPlace Development Team	
346	Conduct Internal Production Environment Audit	0%	5 days	Mon 8/26/19	Fri 8/30/19	345	PeerPlace Development Team	
347	DHHS Conduct Production Environment Audit	0%	5 days	Mon 9/2/19	Fri 9/6/19	346	DHHS Project Team	
348	DHHS Provide Final System Go Live Approval	0%	2 days	Thu 8/29/19	Fri 8/30/19		DHHS Project Team	
349	Nebraska Statewide Database is Live!	0%	1 day	Mon 9/2/19	Mon 9/2/19	348		
350	**Phase 8: Post Implementation - Acceptance & Ongoing Support**	**0%**	**284 days**	**Mon 9/2/19**	**Thu 10/1/20**			
351	DHHS Provide Final System Acceptance on Core Project & Go Live Custom Items	0%	**22 days**	Mon 9/2/19	Tue 10/1/19		DHHS Project Team	

Deliverable Dates

f. Deliverables and Due Dates

Milestone	Payment Percentage of Total Project Cost (not including on-going O&M annual fees or licensing fees)	Due Date
Project Planning	10%	3/14/2019
Requirements Analysis	5%	4/30/2019
Design	5%	4/30/2019
Development, Interfaces and Integration	5%	7/31/2019
Data Conversion	5%	7/31/2019
Testing	5%	7/31/2019
Training	0%	8/30/2019
Implementation	65%	9/1/2019
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 Accaptance Plan and Testing
   b. User Acceptance Testing Results

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

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

9. Operations and Maintenance

Attachment C

g. Attachment C

Attachment C is included on the following pages.

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	The bidder should insert an "X" if the bidder's proposed solution complies with the requirement. The bidder should leave blank if the bidder's proposed solution does not comply with the requirement. If left blank, the bidder must also address the following: • Capability does not currently exist in the proposed system, but is planned in the near future (within four months from the date of submission of the bid) • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the bidder's standard capability • Requires an extensive integration effort of more than 500 hours
(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).	X	X		
	Bidder's Response: PeerPlace Ombudsman tracks all NORS data for activities through the Activity Tracker tool. NORS cases and complaints data are tracked on the Case File form that is created from the Resident's Client Profile in the system. Staff and volunteer information is tracked in the User Details tool. The NORS report in PeerPlace references each of these areas and also the set-up of the database to determine the program and user information on the NORS report.				
2.	Describe how the system accommodates different user roles.	X	X		
	Bidder's Response: PeerPlace Ombudsman uses a User Category field to set access to tools or reports within the system.				
3.	Describe how volunteer Ombudsman are managed in the system. Volunteers will not need access to system.	X	X		
	Bidder's Response: Volunteer Ombudsman are managed using the User Details tool in the system. This tool tracks Start Date, End Date, Date of Ombudsman Certification, Date of Recertification, Training Dates, Facilities Covered, Background Check Cleared, and demographic information for the volunteer.				
4.	Describe how nursing facilities and assisted living facilities are managed in the system.	X	X		
	Bidder's Response: Facilities are managed in the All Facilities tool. There are two versions, one that is specific to the program and it's facilities and an All Facilities (Admin) tool that is available to view all facilities across the state. The status is tracked here, dates, bed information, address information, and more. The records held in this tool also show in search results when adding facilities into an activity or case.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
5.	Describe how the system creates and tracks corrective action plans.	X	X		
	Bidder's Response: Currently the PeerPlace COTS Ombudsman product uses the Journal Notes and referral sections of the Case File to document issues, goals and corrective actions. PeerPlace has care plan and service plan functionality that will be used as a starting point for this requirement. PeerPlace will work with DHHS to document the specific action plan functional requirements and will configure a Corrective Action Plan section into the DHHS instance of PeerPlace prior to system testing a implementation.				
6.	Describe how the system documents LTCOP cases, complaints, corrective action plans, and follow up.	X	X		
	Bidder's Response: Case Files are entered for the Resident. On the case file, the related complaints are entered. Multiple individual complaints are able to be entered against the case file. PeerPlace has a journal entry form available where corrective action plans and follow-up can be documented. The referral section of the case file is also used to track open and pending referral status. Cases cannot be closed until the complaints and referrals have been closed. The system also provides users tools such as ticklers and My Follow-ups to assist with setting follow-up reminders.				
7.	Describe how the system tracks LTCOP activities, consultations, and trainings.	X	X		
	Bidder's Response: The Activity Tracker is available to each user on their portal page. By clicking a new button, new activities can be created. The activity types available all directly map to the NORS activity types including consultations and trainings. See Appendix A for further details.				
8.	Describe how the system data verification activities are managed at the local and state level.	X	X		
	Bidder's Response: PeerPlace utilizes a View Builder tool as well as reports for verification. In View Builder, there is an All Activities view. Users can view all activities across the program and filter down to specifics by data points such as activity type, ombudsman, and facility. Examples of reports for activity verification are Summary Report on Completed Activities, Facility Visits by Activity by Month, and Activity Detail report. See Appendix A for further details.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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	X		
	Bidder's Response: Required fields in PeerPlace are marked with an asterisk. If a user attempts to save a form without filling in a required field, a red error message will show a the top of the page, identifying the field that is required. There are also validations set in the system for things such as making sure if a case file is being closed that all related complaints are also closed. On the NORS report, PeerPlace has a definition tab that outlines all of the requirements for a count to display on the report.				
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	X		
	Bidder's Response: PeerPlace agrees to convert the State of Nebraska's Ombudsman data for Federal Fiscal Years 2017, 2018 and 2019. PeerPlace has experience with data migration from various vendor data sources across 5 states. Details of PeerPlace's data migration processes can be found in Appendix C. A formal data conversion pan will be provided within two weeks of contract initiation.				

VII

VII Cost Proposal

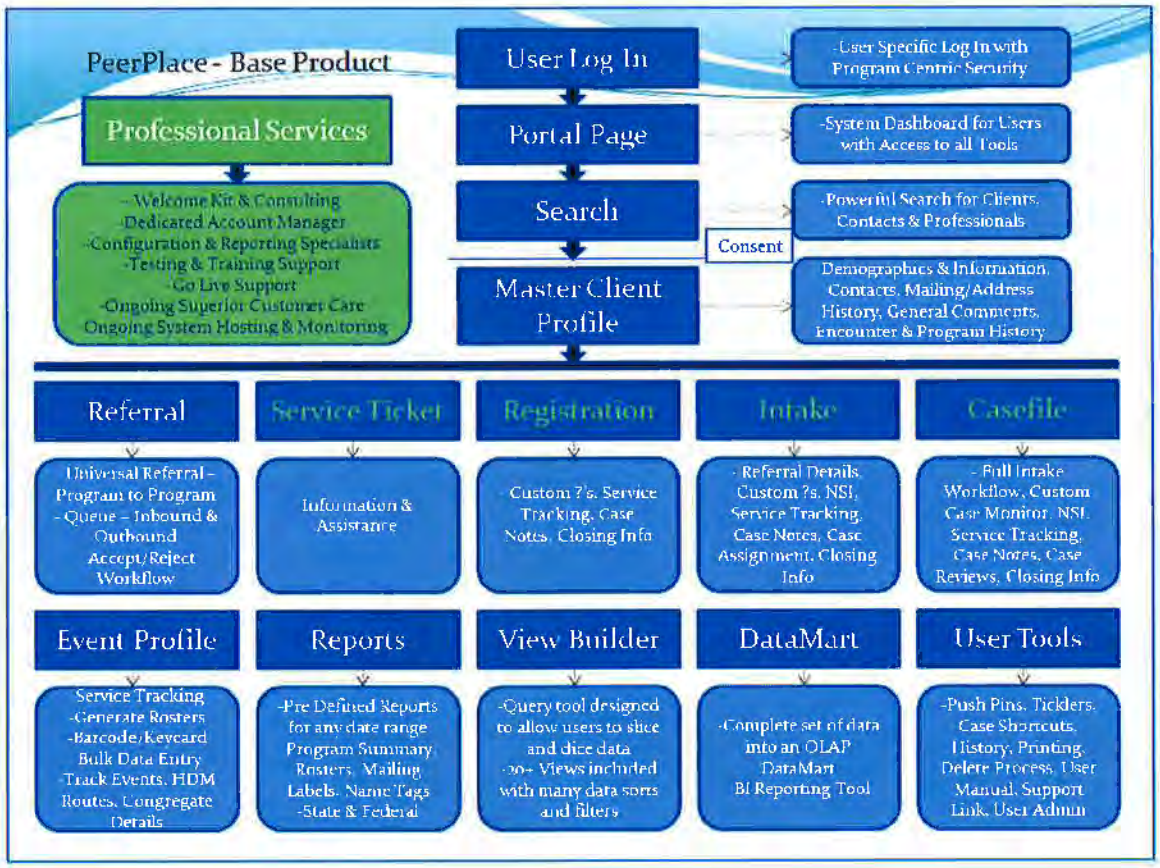
Included as a separate document.

Appendix A

Appendix A- High Level PeerPlace COTS Overview

PeerPlace Data Management System Overview

The system workflow chart below highlights the basic elements of the PeerPlace COTS Data Management System and arrows indicate the workflow available to the user when navigating from the initial client encounter to reporting. The common client information included in the Master Client Profile is indicated above the blue line, while the private client information (where the client must provide consent to share) is shown below the line. The diagram also shows examples of the Program Path templates including: Service Ticket for non-enrollment services such as Information & Assistance; Registration for simple enrollments; Intake for enrollments plus mini-case management; and Case File for full case management.



One Statewide Master Client Database

There are many configurable dropdowns throughout the core database, including items like city, referral type, closing codes, note types and so on. The DHHS-specific decisions for these items will be documented in the Master Database Welcome Kit.

User Log In

The PeerPlace Data Management System is accessed from any device connected to the Internet that supports a standard web-browser. Once the URL is entered and the user gets to the PeerPlace Log In screen, the required username and password must be entered. This will be configured to meet DHHS-specific requirements. All client data is encrypted during both transmission and storage.

Portal Page

The Portal Page is the first screen that users see when logging into the PeerPlace system. All programs have the following items on the Portal Page:

- Program Selection Dropdown (Users only see the program(s) they have been granted access to)
- Search
- Queue
- View Builder
- Reports

- User Tools – My PushPins, My Ticklers
- Program Specific Tools – This list is customized by Program
- Support/Admin Tools – Access to the User Manuals, Videos, Help Desk, Administrator Tools (User Admins only)
- Log Out Button

In addition to the core Portal items listed above, each program will feature additional items that relate directly to that program, based on its best practice workflow path.

Upon login, a Portal Page provides a direct path to key elements of the application with a minimum of keystrokes. The Portal has a dynamic layout of links and available features based on the logged in user and their assigned role(s). The user can create personal shortcuts, bookmarks and ticklers which will be accessible from the Portal Page. They act as a "To Do List" and link the user to specific sections of an individual's client record.

Main Elements of the PeerPlace Portal

Program Selection – this dropdown at the top of the screen is where users can select which PeerPlace Program they want to work in. A user may be setup with access to one or multiple Programs depending on their job role(s) within the agency.

Alerts & Notices –Alerts will be displayed for a user to take action on a scheduled task or an Event-triggered task. System messages generated by PeerPlace are also displayed at the top of the screen.

Center PeerPlace Pinwheel – the following are in the center of the Portal Page as they are the most common tasks users perform on a daily basis:

- **Search** – this feature allows users to search on client information across the Master Client database. Any of the fields used to search can accept partial data to avoid misspellings and minimize creation of duplicate records. All possible search results are displayed at the bottom of the screen, and users can refine the search by adding more criteria. The Search Type dropdown selection allows users to search across Client and other related Contact records (i.e., Caregivers, Emergency Contacts, Professionals, etc.)

- **View Builder** – this is an ad hoc real-time reporting tool for filtered client lists or statistics, with navigation to client records or ability to export to an Excel file format for further analysis.

- **Reports** – these are predefined template reports and are formatted and run on a recurring basis (i.e., ADRC/SART, NAPIS, NORS Served Client Summary, Mailing Labels, Rosters, etc.).

- **Queue** – this is where all program-specific referrals are tracked. Referrals can be sent from any program to any other prog on the PeerPlace system. The Queue is where the "sent" Referrals arrive. There is also a status to view your outgoing, rejected and accepted Referrals.

My PeerPlace – these are shortcut links for items that are assigned to a specific user or user role or available only for specific Program Paths as custom links. This navigation bar is divided into three sections, which include User Tools, Program Tools and User/Admin Tools.

User Tools are items within each tool specific to the user currently logged into the system.

PushPins – a list of tagged documents, i.e., bookmarks that the user has made to allow them to quickly link back to bookmarked sections within a client's file.

My Ticklers – a tickler allows a user to create a reminder to do something on any given date. The list of My Ticklers will light up on the Portal Page if there is an item due for that user. The user can view all of their Ticklers in one master list in due date order. They can also sort for a particular timeframe. Finally, each tickler has a hotlink to the client's file for quick and easy navigation back into the file.

Program Path Links

- **Follow Ups** – this is a link to all follow ups assigned to a specific worker. This is available in the programs that use the IA Record i.e., (Information & Assistance / ADRC program).

- **My Intakes/My Case Files** – this is a link to the assigned clients for the user. The worker has an alphabetized list of all clients currently assigned to him or her. It also provides a link directly to the client's file, which saves time and allows the user to navigate into another client's file. This is available in all Intake and Casefile Path Programs.

Program Tools - are tools specific to the PeerPlace Program that the user is currently logged into. All users who have access to the program share these items.

- **Event Profile** – The Event Profile is a good example of a program specific tool. This tool allows programs to create templates or rosters of a group of clients that will later be used for bulk data entry, printing out rosters, mailing group labels, etc. There are more details in the Event Profile description.

User Admin/Support Tools – These are tools that provide additional support to the users and/or administrative user. Depending on your defined user role, you will see different items in this section.

- **Support** - this link is where users can access self-service utilities and reference information. For example, users go here to change their password, submit a Help Desk Ticket, view the user manual, training materials and see the training videos.

- **User List View** – link to User Management tool. This allows you to create users, manage users, reset passwords, etc. (Admin Only)

- **Delete Process** – link to forms pending deletion, requiring approval from the Admin before formally deleting an item. (Admin Only)

- **Log Out Button** – Used by users each time they are ready to log out of the system for the day.

Search Features (by Client, Contact or Professional)
A search is always performed first to see if the client already exists in the database. If the client does exist, the user can move forward by opening the Client Profile if their agency has consent to access the client. If the client does not exist, the user can add the client into the system via the New Client Profile button.

Client Consent Workflow
The goal of the Consent Process is to maintain one Master Client Profile per client and to allow many agencies on the master database to share that information when consent has been granted. The Consent Process is meant to be simple enough to not slow down a user and is only triggered when a user attempts to access a client that was originally created in another agency.

Data Elements Seen in Search Prior to Consent:
Client ID, Last Name, First Name, Address, City, State, Zip, Phone Number, Consent (Y/N)

Master Client Profile
PeerPlace provides one Master Client Database that is shared by all connected agencies in order to achieve a true unduplicated count of served clients. Client records are shared securely based on the PeerPlace Consent facility which prevents access to client information until consent is validated. The main elements of the Client Profile include the following:

- **Common Client Information** – with valid consent, users across all agencies connected to the Master Client Database will see a uniform set of client information (such as addresses and contacts) that can be securely shared to avoid duplicate data entry.

- **Private Client Information** – this includes access to detailed client information (such as progress notes, services provided and assessments) for a specific provider, program and/or service area.

Every client must have a Master Client Profile before you can track services, create Enrollments or make Referrals to other Program Paths. If the Client that you are looking for is not found during the Search, you can create a New Client Profile after performing at least one search. The **Client Profile** contains the following client details:

- **Basic Demographics** – Basic demographics about the client, including name, address, and phone numbers, etc.

- **Social History** - Additional details about the client including race, ethnicity, marital status, language, etc.

- **Financial** – Financial information about the client including the poverty level, number in household and high-level income details.

- **Medical Coverage** – Medical information about the client including Medicare, Medicaid, primary and secondary health insurance.

- **Contacts** – A list of a client's contacts, including basic contacts, linked clients and professional contacts.

- **Mailing Address** – A section to track a client's mailing address if different than the residential address.

- **Billing Address** – A section to track a client's billing address for billing purposes. This is only used if it is different than the residential address.
- **Address History** – The historical addresses kept for a client if they move over time.
- **Attachments** – Users have the ability to scan in paper forms and attach them into a client's file at the program, agency or database level. (See more details below in the Scan & Attach section)
- **Client Consent** – A list of agencies that have consent to access the client's record.
- **Encounter History** – Includes a copy of every encounter (referrals, registration/intake/casefiles) created on behalf of the client in the current program logged into.
- **Program History** – Displays the program name, caseworker and current status in any program that the client is currently, or has in the past, been served in. Note: Certain programs can be hidden if needed.

Once a Client Profile is created, the user is then given the option to perform the next steps for the client in their program; for example, sending a Referral to another program or activating the client in their own program.

Scan & Attach - Attachments
This module is a highly useful added feature. Users are able to scan important documents such as consent forms, birth certificates, drivers' licenses, Medicaid/Medicare cards, etc. without removing the document from the home. The scanned document can then be attached to the client's record and made viewable by any authorized user.

The Scan and Attach module allows users to attach different documents related to a specific client to the Client Profile. The Attachments section is placed inside the Client Profile. Users have the ability to upload or attach a document either at the Program level, Agency Level or for viewing across the entire database.

There are some limits around the types and sizes of files a user can attach in the system. To maximize the amount of storage space available it is strongly recommended that the document be scanned in at the lowest resolution possible for your scanner. The per file size limit is 10 MB and the allowable file types include PDF, Word, RTF, Text, JPEG images and TIFF images/scanned.

Emergency Preparedness Report
The Emergency Preparedness section was designed as a way to capture important additional details about a Client that might suggest they are at a particular risk during a community emergency. This has been added as a section in the Client Profile. It is beneficial to have this in the Client Profile because the questions only need to be asked one time across all Programs. These questions have a weighted value assigned to them. Once the questions are answered you can save the section and PeerPlace will compute the Total Emergency Risk Score for the Client. Also, included in the module is the Emergency Preparedness Report, which can be run using different variables. Some benefits of this section include:

- The clients at risk and their Emergency Contacts are quickly identified
- The risk information is automatically updated and tabulated as clients are routinely managed
- Clients are ranked in order of their risk index
- A risk index is computed based on locally defined parameters
- Weights are locally determined and used in the risk index calculation
- Parameters of the following types can be included: age, living status, frail, insulin dependent, oxygen dependent, dialysis, memory problems, formal support, wheelchair dependent, respirator, other disabilities, senior housing, flood prone areas, etc.

Note that additional questions and weights can easily be configured and added if desired.

Universal Referrals
System Wide Program-to-Program Referral and Program Queue Capabilities
Users in all programs will have the ability to send electronic Referrals from one program to another in the PeerPlace application. Each program will also have their own Queue, which is where all Referrals are received. This includes an automated notification to the program when a new Referral is received. Note that there is also a "Referrals" report that summarizes all sent and received Referrals by program. If a user would like email notification when a new Referral comes into their program Queue, they can set this preference up in the Email Distribution list section of the User set up.

PeerPlace Program Path Workflow Options
PeerPlace understands that not all programs have the same workflow. To address this, PeerPlace has created different workflow options for programs. PeerPlace has reviewed the workflow options and has chosen a workflow path for each of the

program service types. Sample workflow charts for each program follow in this document.

PeerPlace is based on a program-centric application framework that allows multiple programs across multiple agencies to collaborate and share information with one single Master Client Database. PeerPlace includes a Program Path facility that was designed to provide workflow options that follow the actual flow of each program, rather than forcing the user into a prescribed path.

PeerPlace includes a core set of Program Path templates to choose from. Each Program Path is configured to match the way users manage clients differently across different program and/or service areas. Program Paths can also be setup separately for different Service Providers, even though they provide the same service, as they may have unique business requirements. While all Program Paths share the same Master Database and common Client Profile information, the Program Path facility allows for configuration of the following:

- **Agency** – allows for an agency to manage and track their clients separately from other agencies.
- **Service Type** – allows for forms and workflow to be configured specific to certain services.
- **User Access** – allows for access to specific users, so any unique data becomes private and not available to other users.
- **User-Defined Fields** – unique data only collected for certain services.
- **Service Units** – tracking units of service can be configured either at the client level and/or in a bulk format such as rosters.
- **Workflow** – unique action buttons for next steps, and/or business rules for validating data.
- **Custom Tools** – screening forms or assessments only used for certain services.

Summary of the PeerPlace Workflow Path Options:

- **Queue Path** – Used when a program wants to be on the system to send and receive electronic Referrals and record quick one-time services. Also used for more detailed I&A type programs; for example, an ADRC program with the IA Record option.

- **Registration Path** – Used when a program needs to activate a client in their program to provide services. Additional sections can be added to any Registration Path, including Case Notes, Units Entry and the Registration Closing section. Includes Registration Path-specific View Builder Views:

  - Registrations by Active and/or Inactive clients with many sorts and filters.
  - Registration Units of Service with many sorts and filters.

- **Intake Path** – Used when a program needs to activate a client in their program to provide services. The Intake Path includes the addition of the Caseworker Assignment feature. This allows programs to assign the clients to the primary caseworker who will be working directly with the client. Just like the Registration Path, additional sections can be added, including Case Notes, Units Entry and the Closing section.

  - Includes "My Intakes" shortcut for each user to quickly view a list of their Intakes and link right to the client's file from the shortcut.
  - Includes Intake Path-specific View Builder Views
  - Intakes by Open, Pending and/or Closed clients with many sorts and filters. Intake Units of Service with many sorts and filters.
  - Summary Views by Service Type, etc.

- **Casefile Path** - Used when a program needs to activate a client in their program to provide services. The Casefile Path includes the addition of the Caseworker Assignment feature through the Intake form and an additional stage for screening if needed. Clients come into the program and are assigned to a Caseworker for the initial screening and once the client becomes a full case, a Casefile is created. Just like the Intake path, additional sections can be added as needed, including Case Notes, Units Entry and the Closing section.

  - Includes "My Intakes" and "My Casefiles" shortcuts for each user to quickly view a list of their Intakes and Casefiles and link directly to the client's file from the shortcut.
  - Optional Case Monitor section to record high level important dates for the client or Caseworker.
  - Casefile Path-specific View Builder Views
  - Intakes by Open, Pending and/or Closed clients with many sorts and filters.
  - Intake Units of Service with many sorts and filters.
  - Casefiles by Open and/or Closed clients with many sorts and filters.
  - Casefile Units of Service with many sorts and filters.
  - Summary Views by Service Type, etc.
  - Optional Case Reviews section for Supervisors and Managers to record the details of the reviews.

PeerPlace View Builder

The PeerPlace View Builder is an ad hoc reporting tool that allows you to summarize and view your data in different ways. It is a tool designed to assist users to quickly find information on their clients or units entered. It requires no extensive technical knowledge to build views, which was the underlying goal when built. PeerPlace has pre-defined views that we developed that you can choose from a dropdown menu. The View Builder also allows you to export your data into an Excel document automatically.

Standard Reports

PeerPlace Reports includes all predefined reports that users can run against the database. There will be multiple PeerPlace Reports included as part of this project.

BI Analytics

PeerPlace Analytics & BI Reporting Overview

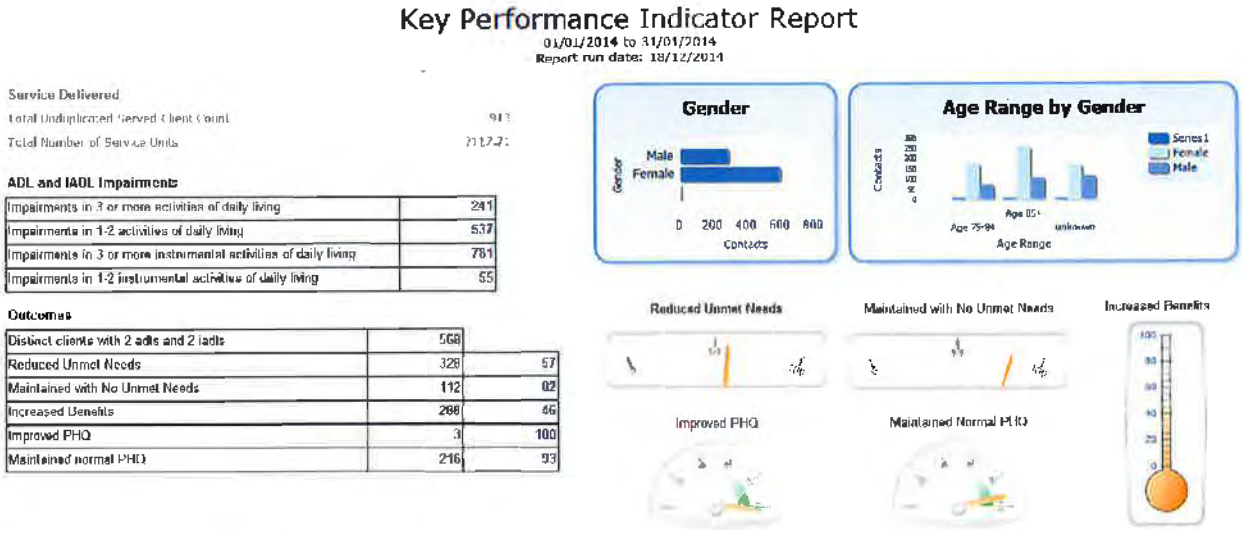
PeerPlace ships with standard AAA reports and View Builder Views listed later in this appendix. In addition, DHHS administrative users (Power Users) can easily create their ad-hoc reports by utilizing Microsoft SQL Server Reporting Services (SSRS). Ad-hoc reports can be created and saved using the SSRS report configurator tool called Report Builder. DHHS can assign administrative users at the state and agency level.

Microsoft SQL Server Reporting Services (SSRS)
PeerPlace leverages the powerful Reporting and Business Intelligence features of Microsoft SQL Server. Microsoft SQL Server Reporting Services accelerates report creation, facilitates sharing and collaboration, and provides a complete platform to enable organizations to deliver relevant information across the entire enterprise. PeerPlace works in conjunction with SQL Server Reporting Services to provide reporting functionality.

SSRS offers a number of options with control over the graphical representation of data. Data can be displayed in many types of charts including Column, Line, Bar, Pie, Area, Scatter and Polar. There are a number of variations for each type of chart including 2D and 3D options.

SSRS also offers a variety of Gauge controls to represent Performance Indicator data. Gauges are categorized as Radial or Linear with Radial being the more familiar style for dashboard-type reports.

Key Performance Indicators- Aging



Microsoft Report Builder

Reports created using Report Builder are presented in a web browser by default but can be exported to many other formats including Excel, Word, PDF, CSV and XML. This functionality is built into SSRS and so it requires no extra effort on the part of the report developer.

Both tools can create reports that display data in a range of ways including tables, matrices, graphs, gauges or lists. High-level reports can show aggregated data. Additional reports showing detailed data can be created and linked to the high-level reports so that users can drill through from the aggregated data to the detailed data.

Report Builder accelerates report creation by enabling users to leverage a user-friendly semantic report model empowering them to build reports without a deep technical understanding of the underlying data structures.

PeerPlace will produce a nightly OLAP database backup of all DHHS data collected in PeerPlace that can be hosted by PeerPlace or provided directly to DHHS if desired. SSRS and Report Builder generates reports against the OLAP database that contains all DHHS data.

PeerPlace is proposing our COTS product offering as the foundation for the system we will deliver to the State of Nebraska. The sections below describe the PeerPlace COTS offering that will be delivered to the State.

AAA COTS

The COTS AAA programs, forms, reports and tools listed in the tables below have been successfully installed and maintained for our statewide customers in Virginia and New York since 2008. These programs collect all required NAPIS reporting data elements for SPR submission. Additionally, PeerPlace will keep the State of Nebraska compliant with future NAPIS reporting changes at no additional change.

PeerPlace is in contact with the ACL regarding near term NAPIS state data reporting changes that will be managed by ACLs selected vender WRMA instead of Mediware going forward. PeerPlace will keep the State of Nebraska in compliance with this pending change to the NAPIS data reporting requirements and the new State Reporting Tool (SRT) at no extra cost to the State of Nebraska.

ADRC COTS

The PeerPlace COTS I&A / ADRC program is based on our very successful statewide ADRC deployment in Virginia for the Department of Aging and Rehabilitative Services (in production since 2008) and most recent deployment for the State of Colorado. The ADRC solution in Virginia called Community Referral and Information Assistance (CRIA) has been continually enhanced through multiple ADRC grant cycles through present day. PeerPlace proposes to deploy same CRIA ADRC COTS program for the State of Nebraska. The CRIA ADRC program includes ongoing SART compliance at no additional change to the State of Nebraska.

The PeerPlace ADRC COTS program establishes a common community record to track what supports an individual may have in the community or how the individual moves from one HCBS provider to another.

PeerPlace ADRC COTS provides a No Wrong Door (NWD) framework that is designed to offer a virtual single point of entry for accessing public and private HCBS for Older adults, Individuals with Disabilities, Family Caregivers and for universal use by Public and Private partners.

The PeerPlace ADRC COTS program established a virtual statewide network of long-term care providers that enables partners to:

- Share client data in a secure web-based system
- Make electronic automated referrals between providers
- Track individual progress
- Access reports related to referrals
- Provides links to statewide defined resource directory and consumer portal
- Provides localized drop-downs for region, service and funding source
- Links with statewide AAA COTS to enable universal referrals
- Shares client-level data within a secure web-based environment between partners
- Tracks real-time status of referrals (pending, accepted or rejected)
- Automates reports on individual, staff, agency and state levels

ADRC COTS Includes Options Counseling

PeerPlace ADRC COTS is based on statewide standards for Options Counseling that were establish through a grant from the Administration on Community Living (ACL). This has allowed our customers to establish universal service requirements and consistent messaging to consumers.

PeerPlace ADRC COTS provides the following Options Counseling features:

- Data fields that mirror the requirements for providing Options Counseling, which help to guide providers through the person-centered process and makes it easy to track individual progress.
- Prompts for follow-ups are provided to help to ensure efficiencies.
- Reports that is run monthly by the state, monitored by program staff and utilized by fiscal staff, eliminating the invoice process and expediting reimbursement for providers.
- The Options Counseling module, within ADRC COTS is fully integrated with the universal referral process, eliminating the need for providers to go back and forth between programs within the system.

ADRC Module Resource Directory Capability

The PeerPlace ADRC Module has been tightly integrated with Statewide Resource Directories in Virginia (since 2008) and New York (since 2015). The tightly integrated solutions utilize Web Services and PPIX interface tools described in this proposal to allow ADRC staff to lookup resources by service category, services type, geography, AIRS codes etc. while securely working in the PeerPlace ADRC Module.

Current Resource Directory interfaces in Virginia and New York allow the ADRC Specialist to receive requests for information directly from the consumer via a consumer portal that is linked to the statewide ADRC Directory. Additionally, the request for information / assistance are electronically routed from the ADRC Module to the service providers Referral Queue via the PeerPlace Universal Referral System.

PeerPlace also provides an internal (non-consumer facing) directory for local ADRCs to manage provider resources that are not listed on consumer facing state level Resource Directory. The internal directory can be accessed by ADRC specialist as they are working with the consumer in the PeerPlace ADRC Module. ADRC specialist can lookup resources by service category, services type, county served etc. The local resources can be updated using the provider profile section of the ADRC Module. This section allows providers to directly update the services they provide or can be restricted to administrative users to update provider data.

Proposed Resource Directory Integration

PeerPlace has the required experience and capabilities to integrate our ADRC Module with the State of Nebraska's recently updated Resource Directory from Trilogy. Our RFP response includes an interface between PeerPlace's ADRC Module and Trilogy's Resource Directory.

PeerPlace AAA / ADRC included COTS programs

AAA / ADRC COTS Programs and Modules	COTS Work-flow Path	Form Sections	Extra Tools
Personal Care	Registration	Case Notes, Units Entry, Assessment, Care Plan (Includes Service Plan), Other Referrals, Event Profile Sign-Up, Closing	Event Profile, Queue, View Builder, Reports, Service Ticket
Home Health Aide	Registration	Case Notes, Units Entry, Assessment, Care Plan (Includes Service Plan), Other Referrals, Event Profile Sign-Up, Closing	Event Profile, Queue, View Builder, Reports, Service Ticket
Home Delivered Meals	Registration	Case Notes, NSI, Meal Information, On Hold, No Answers, Units Entry, Assessment, Care Plan (Includes Service Plan), Other Referrals, Event Profile Sign-Up, Closing	View Builder, Queue, Event Profile, Reports, Test Meals, Vehicle Record (Details, Mileage, Fuel Log, Maintenance Record), Service Ticket
Adult Day Care	Registration	Case Notes, Transportation Information, Transportation Tickets, Units Entry, Assessment, Care Plan (Includes Service Plan), Other Referrals, Event Profile Sign-Up, Closing	Event Profile, Queue, View Builder, Reports, Driver Name/Vehicle Values, Scheduled Trips, Service Ticket Vehicle Record (Details, Mileage, Fuel Log, Maintenance Record)
Case Management	Case File	Intake: Referral Details, Assignment, On Hold, Case Notes, Units Entry, Event Profile Sign Up, Closing. Case File: Case Monitor, Case Notes, Units Entry, Assessment, Client Assessments (Future-TBD), Cost Share, Care Plan (Includes Service Plan), On Hold, Case Reviews, Other Referrals, Event Profile Sign Up, Closing	Reports, View Builder, Queue, My Intakes, My Case Files, Service Ticket, Event Profile
Consumer Directed In Home Services	Registration	Case Notes, Units Entry, Assessment, Care Plan (Includes Service Plan), Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Congregate Meals	Registration	NSI, BMI Calculator, Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Bar Code Control Sheet, Reports, Event Profile, View Builder, Queue, Service Ticket

Senior Center Services	Registration	Case Notes, NSI, BMI Calculator, Transportation Information, Transportation Tickets, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Driver Name/Vehicle Values, Scheduled Trips, Evidence Based Programs, Bar Code Control Sheet, Reports, Event Profile, View Builder, Queue, Service Ticket, Blank Forms (Includes Client Registration), Vehicle Record (Details, Mileage, Fuel Log, Maintenance Record)
Assisted Transportation/Escort	Registration	Case Notes, Transportation Information, Transportation Tickets, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Driver Name/Vehicle Values, Scheduled Trips, Service Ticket, Vehicle Record (Details, Mileage, Fuel Log, Maintenance Record)
Nutrition Counseling	Intake	Intake: Referral Details, Assignment, NSI, Case Notes, Units Entry, Assessment, Care Plan (Includes Service Plan), Other Referrals, Event Profile Sign-Up, Closing	My Intakes, Queue, Reports, View Builder, Event Profile, Service Ticket
Transportation	Registration	Case Notes, Transportation Information, Transportation Tickets, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Driver Name/Vehicle Values, Scheduled Trips, Service Ticket, Vehicle Record (Details, Mileage, Fuel Log, Maintenance Record)
Legal Assistance	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, Reports, View Builder, Event Profile, Service Ticket
Nutrition Education	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, Reports, View Builder, Event Profile, Service Ticket
Information and Assistance / ADRC	Case Management	**IA Record:** IA Contact, Care Receiver, Service Details & Closing, Screening, Time Tracking, Follow Ups, Other Referrals, IA Record History, IA Record Notes History. **Intake:** Referral Details, Assignment, Case Notes, Units Entry, Other Referrals, Event Profile Sign Up, Closing. **Case File:** Case Monitor, Case Notes, Units Entry, Client Assessment, Care Plan (Includes Service Plan), Case Reviews, Other Referrals, Event Profile Sign Up, Closing	My Follow Ups, Queue, View Builder, Reports, Service Ticket, My Intakes, My Casefiles, Event Profile

Outreach	Queue with Service Ticket	Service Ticket	Queue, View Builder, Reports, Service Ticket
In Home Contact and Support	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Senior Center Recreation and Education	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Health Promotion	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Personal Emergency Response System (PERS)	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Other Services	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Caregiver Services	Case File	Intake: Referral Details, Assignment, Case Notes, Units Entry, Other Referrals, Event Profile Sign Up, Closing. Case File: Case Monitor, Case Notes, Units Entry, Assessment, Client Assessment, Care Plan, Case Reviews, Other Referrals, Event Profile Sign Up, Closing	Queue, My Intakes, My Casefiles, Event Profile, View Builder, Reports, Service Ticket
HIICAP	Intake-HIICAP Module with Service Ticket for Quick Contact	**Intake:** Referral Details, Assignment, Case Notes, Units Entry, Import Client Contact, Other Referrals, Event Profile Sign-Up, Closing	Public and Media Activity Report, Import Public and Media Activity, HIICAP Counselor Entry, Event Profile, Oueue, My Intakes, View Builder, Reports, Service Ticket (Quick Calls)
Volunteer Management	Queue with Volunteer Tracker	Volunteer Tracker (Volunteer Details, Interests/Preferences, Training/Certifications, Time Tracking, Associated Programs)	View Builder, Reports, Volunteer Dropdown Values

Internal Administration	Queue		AAA Tracking, HDM Meal Values, Provider Profile, Split Funding, Training / Certificates, User Sessions AAA, User Session History - AAA, AAA Program Agency Cross Reference, View Builder (AAA-Wide), Reports (AAA-Wide)
Alzheimer's Services	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Counseling	Registration	Case Notes,-Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Crime and Safety Program	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Discount Program	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Employment	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Energy Assistance	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Residential Repair and Maintenance	Registration	Case Notes, Units Entry, Other Referrals, Event Profile Sign-Up, Closing	Queue, View Builder, Reports, Event Profile, Service Ticket
Weatherization	Registration	Units Entry, Other Referrals, Event Profile	Queue, View Builder, Reports, Event Profile, Service Ticket

AAA / ADRC COTS Report Name	Workflow Path Access	Description
Active Non-Served Clients	Any Workflow Path	All clients with an 'Active' Registration or an 'Open' Intake or Casefile AND who have not received any units of service within the reporting period. PeerPlace recommends running this report for a three or six-month timeframe (with end date = current date). Any clients not served in this time frame (and without a recent activation date) could then be inactivated. The time selected should be based on your agency's level of comfort.
Delete Process Report	Any Workflow Path	Used by User Admins to run to formally delete all items that have been approved for deletion.
Event Mailing List	Workflow Paths with Event Profile	You can create mailing labels using the participants that you have signed up for any of your events in the Event Profile. When printing the Mailing Labels from your Reports link, you will have the option to choose any event from a pre-defined dropdown. You will also have the option to select from three different options: Mailing Labels, Name Tags, List of invalid addresses so they can be corrected prior to printing labels.
Event Route Report	Home Delivered Meals Workflow Path	You can create a Roster in Route Order using the participants that you have signed up for any of your Home Delivered Meals events in the Event Profile. When printing the Roster from your Reports link, you will have the option to choose any event from a pre-defined dropdown. You also can define the Roster in many different formats based on which suits your workflow needs.
HDM Client Level Report	Home Delivered Meals Workflow Path	The HDM Client Level Report offers users a summary of a client's HDM information. This report is based on each client that was Active at some point during the reporting timeframe. The report includes information such as, Client Name, # Days on Hold, # Days No Answer, Meal Type, Diet Type, Authorized Units, Planned Units, Actual Units, Registration Date, Closing Date, Closing Code, etc.
HDM Route Sheet	Home Delivered Meals Workflow Path	The HDM Route Sheet pulls information based on the HDM Events/Routes that have been defined. The report will also pull in the client's meal types, number of meals, special instructions and days of the week.
Help Desk Tickets Detail	Any Workflow Path	The Help Desk Tickets Detail report will show any help desk tickets whose submit date is within the timeframe requested. This report is helpful in tracking help desk tickets and their status.
Help Desk Tickets Summary	Any Workflow Path	The Help Desk Tickets Summary report will show counts for tickets whose submit date is within the timeframe requested. This report is helpful for tracking counts of tickets and their type over a chosen time period.
HICAP PAM and CC Upload	HICAP Program Path	Produces CC Upload and PAM Upload reports required for CMS SHIPTalk
IA Records	Workflow Paths with IA Record	This report shows all closed IA Records for the requested program where the service date of the unit given is within the reporting timeframe.
NAPIS SPR	Any Workflow Path	This report is the Federal NAPIS report in Excel format. This report will only be available to SUA users.

NAPIS XML	Any Workflow Path	This report is the Federal NAPIS report in XML format. The file generated is in the format needed for import into the Federal system. This report will only be available to SUA users.
Provider Services (AAA)	Internal Admin Workflow Paths	The Provider Services report is a very robust report that pulls all of the Provider Profile data. It includes a row for every provider for each service that they perform. It includes many items, including, the service rate, total units to date, total cost to data, budget units, threshold units, cost share, maximum monthly fee and much more.
Referrals	Any Workflow Path	This report includes 4 tabs and provides a summary and detail tab for both referrals sent and received in your program. The summary tab includes a count by program and the detail tab includes the actual client information for each referral sent/received.
Served Client Summary	Any Workflow Path	The Served Client Summary report includes high level summaries of a program's demographic and service unit data. There are seven worksheets on the report: Demographics, Service Type, State Service Type, NAPIS Service Type, Funding Source, State Service Type/Funding Source, and NAPIS Service Type/Funding Source.
Served Client Summary (AAA)	Any Workflow Path	The Served Client Summary (AAA) report includes high level summaries of an AAA's demographic and service unit data. There are seven worksheets on the report: Demographics, Service Type, State Service Type, NAPIS Service Type, Funding Source, State Service Type/Funding Source, and NAPIS Service Type/Funding Source.
Served Client Summary (State)	Any Workflow Path	The Served Client Summary (State) report includes high level summaries of the state's (i.e. database-wide) demographic and service unit data. There are seven worksheets on the report: Demographics, Service Type, State Service Type, NAPIS Service Type, Funding Source, State Service Type/Funding Source, and NAPIS Service Type/Funding Source.
Training / Certificate Report	Internal Admin Workflow Paths	The Training / Certificate Report provides certificates for all individuals with a training record where the Certificate Required field is marked.
Transportation Report	Transportation Workflow Path	The Transportation Report allows users to create Transportation Route sheets based on the clients scheduled trips. The report can be run by Driver and/or Vehicle depending on the agencies preference. This is available in the following best practice workflow paths: Transportation, Assisted Transportation, Adult Day Care, and Senior Center Services.
User Allocation	Any Workflow Path	The User Allocation report provides information and the user allocations

AAA / ADRC COTS View Name	Workflow Path(s) View is Available In	Description
Active Clients	All	Includes all current (regardless of timeframe) active clients across your program if they have an open Registration, Intake or Case File.
Active Clients - Service Plan	Personal Care, Home Health Aide, Home Delivered Meals, Adult Day Care, Case Management, Consumer Directed In-House, Caregiver Services, Nutrition Counseling, I&A, and ADRC.	Currently active client with a Service Plan start and end date within the reporting period.
Active Clients During Timeframe	In all Workflow Paths except Queue type paths (excludes Outreach, Internal Admin, Internal Admin, and Volunteer Management).	Includes all current active across your program if they were open at some point within the specified date range
Case File Units	Case Management, I&A, ADRC, and Caregiver Services	Shows all units created in the Case File Units Entry screen in your program for the specified date range.
Case Files	Case Management, I&A, ADRC, and Caregiver Services	Shows all Case Files in your program whose case (open) date is within the specified date range.
Client Units	All	Shows units by service date and client name in the program during the specified date range.
Closed Encounters	All except Outreach, Volunteer Management, Internal Administration, and Internal Administration	Shows all closed Registrations, Intakes or Case Files within the timeframe (requires closed registration, not just inactivation).
Delete Approvals	All	Shows all forms approved for deletion (deletion can only be done by a system admin).
Emergency Contacts of Active Clients	All	Shows all Emergency Contacts for Active Clients by program.
Event Profile Meal Units	All workflow paths where the Congregate Meals and Home Delivered Meals Service Types are available.	Shows all units created in the Event Profile for Events equal to Event Type of Congregate Meal.
Event Profile Meal Unit Summary	All workflow paths where the Congregate Meals and Home Delivered Meals Service Types are available.	Shows a total summary of units and unduplicated clients by service type, meal type, and funding source.
Event Profile Units	All except Outreach, Volunteer Management, Internal Administration, and Internal Administration	Pulls all units that occurred within the specified timeframe against any event.

IA Records Care Receivers	ADRC and I&A	Shows all unique Care Receivers for the closed IA Records in your program within the specified date range - is unduplicated.
IA Records	ADRC and I&A	Shows all closed IA records in your program with units in the specified date range.
Intake	All (Workflow Paths with an Intake): Case Management, Nutrition Counseling, I&A, ADRC, Caregiver Services, and HIICAP	Shows all Intakes in your program whose case (open) date is within the specified date range.
Intake Units	All (Workflow Paths with an Intake): Case Management, Nutrition Counseling, I&A, ADRC, Caregiver Services, and HIICAP	All Units created in the Intake Units Entry screen in your program for the specified date range.
Linked Caregivers	All	All Served Clients with Linked Caregivers in timeframe.
Missing Caregiver Linkage	All Workflow Paths where Title IIIE Funding is available. This is all Workflow Paths with the exception of Internal Administration, Internal Administration, and Volunteer Management.	Caregivers for Title IIIE funded services. If someone is missing a caregiver linkage, it assumes the person is the Caregiver and you will see 'Served Directly' in the care receiver name.
NSI Scale View	Personal Care, Home Health Aide, Home Delivered Meals, Adult Day Care, Case Management, Consumer Directed In-House, Congregate Meals, Senior Center, Nutrition Counseling, I&A, and ADRC.	Pulls all clients with a completed NSI
Program Service Mappings	All	Shows all active service types and the source for the service mappings in your program.
Registration Units	Personal Care, Home Health Aide, Home Delivered Meals, Adult Day Care, Consumer Directed In Home Services, Congregate Meals, Senior Center Services, Assisted Transportation/Escort, Transportation, Legal Assistance, Nutrition Education, In Home Contact and Support, Senior Center Recreation and Education, Health	Shows all units created in the Registration Units Entry screen in your program for the specified date range.

	Promotion, PERS, and All Other Services	
Registrations	Personal Care, Home Health Aide, Home Delivered Meals, Adult Day Care, Consumer Directed In Home Services, Congregate Meals, Senior Center Services, Assisted Transportation/Escort, Transportation, Legal Assistance, Nutrition Education, In Home Contact and Support, Senior Center Recreation and Education, Health Promotion, PERS, and All Other Services	Shows all active and inactive Registrations in your program whose case (open) date is within the specified date range.
Scheduled Trips	Adult Day Care, Assisted Transportation / Escort, Senior Center Services, and Transportation	Pulls all Transportation Ticket records within the specified date range.
Served Clients	All	Unduplicated list of all clients that have been served (have at least one unit of service) within the program during the specified date range.
Served Clients with NSI	Personal Care, Home Health Aide, Home Delivered Meals, Adult Day Care, Case Management, Consumer Directed In-House, Congregate Meals, Senior Center, Nutrition Counseling, I&A, and ADRC.	Unduplicated list of all clients that have been served (have at least one unit of service) within the program during the specified date range and an NSI entry within the date range
Service Plan - Waitlist	Personal Care, Home Health Aide, Home Delivered Meals, Adult Day Care, Case Management, Consumer Directed In Home Services, Caregiver Services, and Nutrition Counseling.	Lists all clients that are currently on a waitlist with a specific program.
Service Tickets	All where the New Service Ticket tool is available.	Lists all Service Tickets with units in a specified date range for your program.

State Service Type Units	All	Shows service types and total units in your program within the specified date range
Summary Units - Collapsed	All	All Units created in your program summarized for you in one line per service type. This includes Units from all types of entries
Training / Certificates	Internal Administration	All Training/Certificate records within the AAA.
Volunteer Interests/Preferences	Volunteer Management	Pull all Active Volunteers in the Volunteer Tracker. There can be one or many rows per Volunteer depending on the number of interests/preferences that they have.
Volunteers	Volunteer Management	Pulls all Volunteers in the Volunteer Tracker that falls into the date range based on the Start and End Date.
AAA Missing Caregiver Linkages	AAA Wide Internal Admin Workflow Path Only	Caregivers for Title IIIE funded services. If someone is missing a caregiver linkage, it assumes the person is the Caregiver and you will see 'Served Directly' in the care receiver name.
AAA Served Clients	AAA Wide Internal Admin Workflow Path Only	Unduplicated list of all clients, across programs, that have been served (have at least one unit of service) during the specified date range with several required NAPIS data elements to help identify missing data.
AAA Served Clients – ADLS/ IADLS/ NSI	AAA Wide	Shows served clients across programs that have an ADL, IADL and NSI date within the specified date range.
AAA Service Mappings	AAA Wide Internal Admin Workflow Path Only	Shows the service types and the source for the service mappings across all programs for the specified date range.

Ombudsman COTS

The COTS PeerPlace Ombudsman Program described below has been in production since 2011. NORS reports have been successfully submitted through the Ombudsman Reporting Tool (ORT) since 2011. PeerPlace will provide the standard Ombudsman Program that is currently contracted with MN, NY, IL, VA and CO. Additionally, PeerPlace will keep the State of Nebraska compliant with future NORS reporting changes (NORS Next) at no additional charge.

PeerPlace is in contact with the ACL regarding near term "NORS Next" data reporting changes that will be managed by ACLs selected vender WRMA instead of Mediware going forward. PeerPlace will keep DHHS in compliance with this pending change to the NORS data reporting requirements and Ombudsman Reporting Tool (ORT) changes at no extra cost to DHHS.

Ombudsman Functionality

The PeerPlace COTS Ombudsman software tracks and manages all data elements necessary for state ombudsman, state administrative staff, regional staff and volunteers to track, investigate and resolve complaints.

The PeerPlace Ombudsman COTS Software supports the following key roles and job functions of state, regional, local staff and volunteers.

State Ombudsman

- Analyze program performance and outcomes
- Adjust program resources and priorities
- Introduce new initiatives
- Generate NORS report
- Generate reports for other funders
- Assist and review regional staff activities
- Staff and volunteer support
- Facility/case involvement
- Assist with complex cases
- Enter media related activities

State Administrative Staff

- Bulk Data Entry
- Referral Management
- Provide information & assistance on phone calls
- Make referrals to regional Ombudsman
- Assists in generating NORS report
- Assists in generating reports for other funders
- Satisfaction survey management

Paid Regional Staff

- Recording facility visits
- Entering case/complaint data
- Open new Case
- Obtain informed consent
- Enter case complaints
- Investigate complaints
- Formulate an action plan
- Journal case actions (interviews, record inspection, observation, etc.)
- Monitor implementation of the action plan
- Verify complaints
- Make referrals on behalf of clients
- Track referrals
- Resolve complaints
- Enter case/complaint dispositions
- Close case
- Enter other visit related activities (type and time spent)
- Record in-office activities
- Enter follow-up work on cases

- Enter data from volunteers
- Bulk Data Entry
- Produce regional reports
- Assist and train volunteers
- Enter on-site training related activities
- Enter media related activities

Volunteers

- Record facility visits
- Enter case/complaint data
- Open new Case
- Obtain informed consent
- Enter case complaints
- Investigate complaints
- Formulate an action plan
- Journal case actions (interviews, record inspection, observation, etc.)
- Monitor implementation of the action plan
- Verify complaints
- Make referrals on behalf of clients
- Track referrals
- Resolve complaints
- Enter dispositions
- Close case
- Enter other visit related activities (type and time spent)
- Enter on-site training related activities
- Record in-office activities
- Entering follow-up work on cases
- Enter training related activities

PeerPlace provides powerful reporting and business intelligence capabilities. PeerPlace ships with standard ombudsman reports, including **NORS**.

PeerPlace Ombudsman Software provides an interactive NORS/ORT reporting tool that allows the manager to select the date range parameters, add the narrative and budget information and quickly produce a printable NORS report. At the same time the report is run, a corresponding ORT file is generated following the latest available ORT schema.

In addition, PeerPlace offers an Advanced Reporting and Business Intelligence Module to access the essential data of their organizations in an environment that encourages imagination, exploration, and formal analysis. The two primary components of this module are; the provisioning and maintenance of an OLAP database, and the Report Builder reporting and analysis tools.

PeerPlace also provides the following static reports and View Builder reports:

- Perpetrator Report
- Ombudsman Certification report
- Satisfaction Survey Report
- External Referral report
- Active Volunteer Report
- Case and Complaint Summary
- Complaint Analysis by Facility
- Delete Process Report
- Facility Visits by Activity By Month
- Summary Report on Completed Activities
- View Builders Views
- All Clients
- All Activities
- All Cases
- All Complaints

- All Intakes
- Offenders State Wide
- State NORS Report

Appendix B – Security Overview

PeerPlace Networks hosts its SaaS products from Tier-4 data centers with AWS located in Northern Virginia. Should the need arise, such as in the case of disaster recovery, our data center and infrastructure vendor also operate Tier-4 data centers in Northern California and Oregon. All data centers maintain staffed hours of operation of 24 hours per day, 7 days per week, 365 days per year. Each data center is served by multiple independent, high-bandwidth Internet connections to provide fast network response and fault tolerance.

Physical Access Control

All PeerPlace Networks restricted areas containing sensitive physical components are required to be physically secured. Access is restricted to those persons with a need to administer or maintain those systems or the structure and facilities supporting those systems.

- Wiring closet and data center doors must remain closed and locked at all times. During a temperature emergency, the door may be left open only if a responsible party remains in the room, or the building is vacant of non-IT personnel.
- All data centers must be secured with more than one access control mechanisms, taken from the following list; mantraps, proximity badges, biometric sensors, or code-entry panels.
- Facilities' security staff members control the authorization and issuance of active proximity badges, valid biometric signatures, and active entry codes.
- Requests for physical access privileges require the approval of the facility operations manager.
- Physical backup media must remain in the direct control of authorized service providers, while in the data center, and while being transported to an alternate facility for long-term storage. Electronic backup media (D2D) remains in the control of the local network and may not have any implementation of public access.
- All data centers must have documented procedures for the identification and escalation of physical security breaches, including immediate notification provided to the PeerPlace Networks CIO.
- During an outage of a perimeter security system, facility management is responsible for posting a guard until the door can be secured with a lock or the electronic system is restored.

Logical Access Control

- User and employee access to hosted web applications is protected through the use of Secure Hypertext Transport Protocol (HTTPS), using a 256-byte SSL V3 certificate utilizing a 2048-bit key.
- Client database files are at-rest encrypted using AES-256.
- Application passwords for users and employees are subject to the Password Policy (PL40228.
- Application passwords for users and employees are subject to a 30-minute lockout following three consecutive failed logins.
- At no time will any application access method be allowed that subverts authentication controls. This includes development, quality assurance and production deployments of the application.
- Application sessions that have been inactive for 30 minutes will be automatically logged out.
- Firewalls implementing 'principle of least privilege' control public access at all PeerPlace facilities and contracted data centers.

Appendix C

Appendix C – PeerPlace Interoperability Guide

PeerPlace Interoperability Guide

Introduction

As technical capabilities mature, organizations can more realistically envision transparent net-centric operations spanning a large number of systems. Facilitating this pursuit are technologies such as standardized data formats, defined system interfaces, metadata concepts, component frameworks, and web services. These technologies allow deliberate designs that support loosely or tightly coupled integration functionality.

PeerPlace recognizes the importance of the ability to perform integrations between disparate systems and operational data stores. Many PeerPlace customers experience operational efficiencies and consolidated knowledge assets by integrating their internal and vendor applications with PeerPlace. PeerPlace applications and technologies are designed from the start, with the ability to provision and interact with external interfaces.

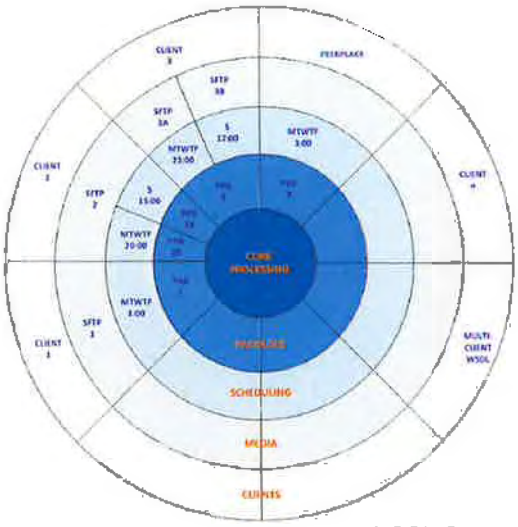
PeerPlace Information Exchange – PPIX

PeerPlace Integration Exchange (PPIX) is a development framework and set of processes that PeerPlace uses to implement data integration with outside parties. It is built upon the Microsoft SQL Server Integration Services (SSIS) framework. It can be used in an ad hoc, on-demand basis, as well as executing data integration solutions under an automation schedule.

PPIX offers a broad array of source and destination connection managers, allowing the ability to connect with nearly any structured data source a participating provider may have. Supported data sources include Text (CSV & Fixed Length), XML, Web Services, E-Mail, Excel, Access, Microsoft SQL Server, Oracle, MySQL, Informix, DB2, Dbase, SQL Anywhere, and any data source made available as an ODBC, OLEDB or ADO.NET driver.

In addition to its broad technical capabilities, PPIX serves as a platform for our ETL design philosophy, and specific data management expertise that allows PeerPlace to successfully integrate a broad set of disparate data sources. Each transaction is encrypted and logged to support debugging and security compliance, and each package provisions 4 separate configurable distribution lists to notify stakeholders of stops, starts, warnings, errors, and QC summaries.

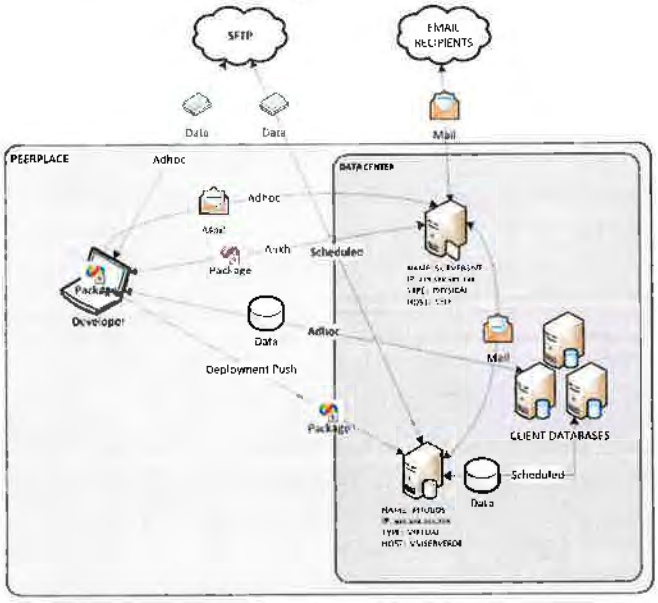
Concentric Design



The use of PPIX allows PeerPlace to implement best-of-breed data integration technologies while preserving a level of abstraction and compartmentalization that promotes repeatability and a system design that accommodates and insulates exception handling.
The common currency of PPIX integration is one or more Microsoft SQL Server SSIS packages written for specific client integration. A package can be configured to absorb multiple data sources, operate on an independent schedule, and apply levels of normalization, data cleansing, and quality control appropriate to the purpose. It then hands control over to system procedures that apply data operations to a maintained database.

Architecture

While in development, a PPIX package resides in the local code base of a developer workstation, as well as in an associated subversion repository. The developer has the capability to execute the package in the same context as it will eventually run on a server in automation. When each package passes acceptance tasts, and enters production, it's storage and automation is maintained by a Microsoft SQL Server 2008 database. At all times, sensitive information stored within the package, such as credentials, is encrypted.



Matchkey Identity Management

A critical and challenging function much integration is the ability to match client/patient identities across a disparate set of provided sources. PPIX employs a proprietary 23-byte matchkey technology to process incoming provider data and discover matches to a master database. A matchkey describes identity and location of a person in a succinct, encrypted key that can be indexed and used for joining candidate and master data. Used alone, it is commonly 95%+ accurate in matching and de-duplication. Combined with secondary elements such as gender, phone number and SSN, its accuracy commonly exceeds 99%.

As the matchkey process is configured for specific provider transactions, it naturally produces a range of match qualities referred to as confidence levels. PeerPlace will work with appropriate stakeholders to identify the minimum confidence level that will be used to update production case management data in the maintained master database.

Matchkey Creation Process – 23 Byte

Structure:

Contact Matchkey: ZZZZZZSSSNNNAAALLLLLFFF

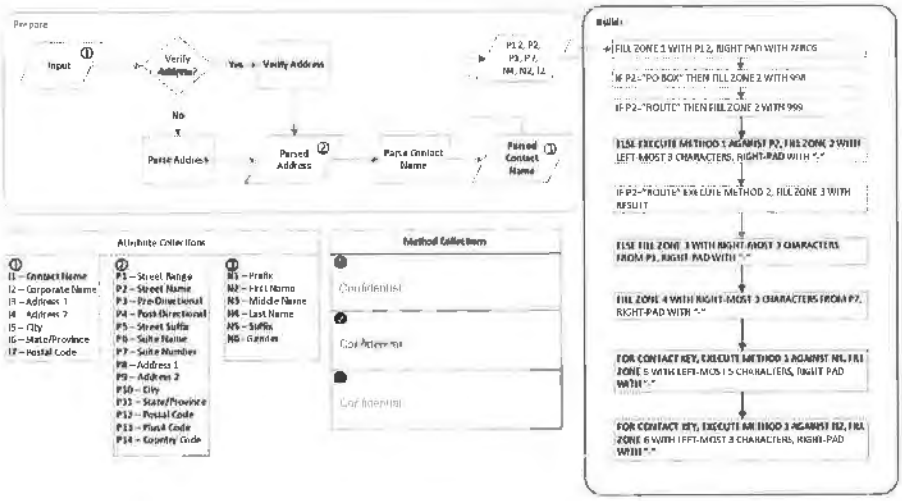
Legend:

Description	Zone	Length
Z = Postal Code	1	6
S = Street Name	2	3
N = Street Range	3	3
A = Apt/Suite	4	3
L = Last/Corporate Name	5	5
F = First Name	6	3

Common Variants:

No Suite: ZZZZZZSSSNNNLLLLLFFF
SCF: ZZZSSSNNNAAALLLLLFFF
SCF No Suite: ZZZSSSNNNLLLLLFFF

Process:

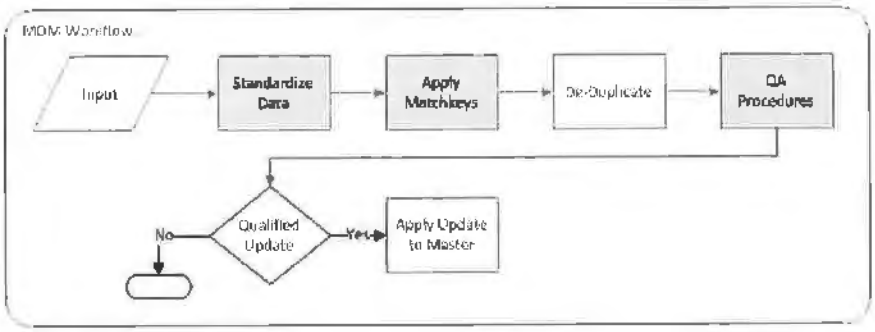


Accurate management of client and constituent data is critical to efficient delivery of services. Historically, various information systems maintain isolated copies of identity, demographics, and measurement data. The PeerPlace Master Data Management facility implements collection, aggregation, matching, consolidation, and quality assurance of both homogeneous and heterogeneous data sources. The outcome is a maintained record, incorporating the best possible recency and accuracy features of contributing systems.

Technical Approach

The PeerPlace Master Data Management facility hinges on three critical technical features to achieve a successful MDM implementation; data standardization, PPIX Matchkey application, and quality assurance procedures.

Process:



Data Standardization

Data standardization describes the process whereby all identity and demographic candidate data are standardized to ensure that subsequent consolidation, de-duplication, and matching will proceed with a fair assumption that elements being compared as are as consistent as they can be. Parsing, and optionally verification, tools are applied to name and address data to parse each into its atomic elements. Demographic elements such as SSN, phone number, and gender are standardized to confirm completeness and adherence to recognizable patterns.

Data standardization is applied continually to every input source with no assumption that the contributing system will receive or implement any updates derived by standardization.

PPIX Matchkey

The PPIX Matchkey is a proprietary 23-byte hierarchical key (see appendix). It describes identity and location of a person in a succinct, encrypted key that can be indexed and used for joining candidate and master data. Used alone, it is commonly 95%+ accurate in matching and de-duplication. Combined with secondary elements such as gender, phone number and SSN, its accuracy commonly exceeds 99%.

Ultimately, data contained in contributing operational data stores (ODS) is entered and edited by human beings. Left unchecked, this leads to wide variance and high duplication in any system attempting to coalesce this data. The proprietary algorithm of the SSIX Matchkey has the ability to standardize the most common mistakes humans make while entering and editing data.

Quality Assurance

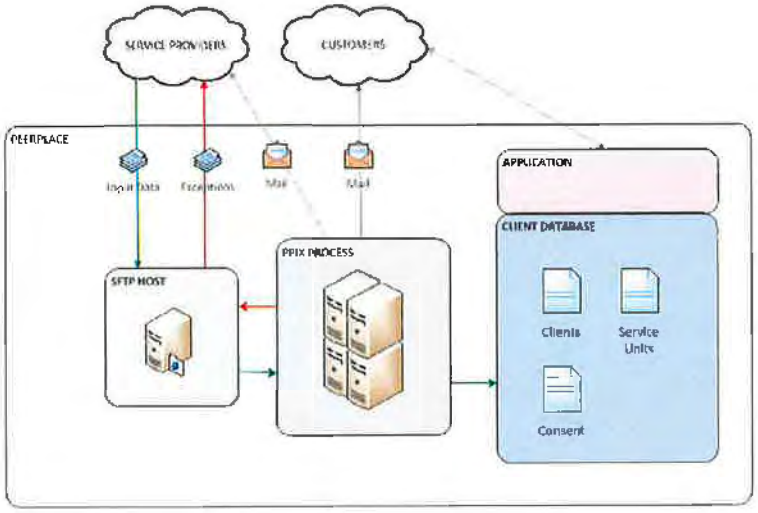
A critical component of Master Data Management is the application of procedures and business rules that translate qualitative characteristics into the scoring and ranking of candidate data. Threaded throughout the quality assurance process is the scoring and weighting of quality characteristics of contributing systems. Quality is grouped by three general categories:

- Measurement – applying validations to confirm completeness and conformance to requirements.
- Recency – applying the assumption that data with more recent update dates is higher quality.
- Reputation – applying direct score weighting to contributing systems perceived to contain more accurate data.

Relative weighting scores are applied to each contributing system, and more specifically, to each data element being supplied by the system. Holistic modifiers are applied to weighted scores to account for characteristics such as recency. The outcome is that each set of candidate data has a mechanism of converting qualitative characteristics into quantitative measures that govern which updates are applied, and when necessary, which updates are more accurate than others.

Provider Interface - CLSU

The PeerPlace Client Service Unit Interface (CLSU) allows customers to import service unit data into their PeerPlace Application from other external systems and service providers. As part of its design, the interface will determine whether an incoming client is an appropriate match to one already in the database and input service unit data per the data file or the client is new and insert them and their unit into PeerPlace. Consent will be checked if applicable. Provider rates will also be assigned to units if your database utilizes PeerPlace for billing. The interface accepts a standard file format whose name conforms to a specified pattern via SFTP.



Data Import Set Up

Each service provider wishing to submit transactions to CLSU will need to complete a set up procedure (enrollment), guided by a PeerPlace account services representative. During enrollment, PeerPlace will work directly with the service provider to provision SFTP credentials, review file layout specifications, finalize file naming convention, provide locale-specific values and set schedules for the timing and cadence of the import.

File Naming Convention

All files intended for processing must be transferred to the incoming directory of the SFTP account, and named according to the following pattern:

AAA_CLSU_BBBB_YYYYMMDDhhmm.csv

Component	Description
AAA	Agency Identifier assigned by PeerPlace during enrollment.
CLSU	A Literal of "CLSU" in the file name to differentiate from other types of records
MM	Month including leading zeros.
DD	Day including leading zeros.
YYYY	Year with century.
Hh	Hour (24-hour).
Mm	Minute.
BBBB	Provider-specific identifier assigned by PeerPlace during enrollment.

File Format

The input file should be a standard CSV, with a header row using FIELD_NAMEs from the layout table, double quotes enclosing all fields defined as VARCHAR, comma delimiters, and a CRLF end-of-row. The data content must ***not*** contain double quotes or non-printable characters.

Consent Implementation:

PeerPlace implements management of consent records for select customers. You will be instructed at enrollment whether or not your instance implements consent. If your instance does not implement consent, please default all CONSENT_REQ_F fields to 0. If your instance does implement consent, please refer to Appendix B for rules that are specific for your state/locality on how to populate request flags.

General Notes:

The CLIENT_INSERT_REQ_F field allows the submitting agency to control whether client records are inserted into PeerPlace. If 0 is supplied as the CLIENT_INSERT_REQ_F, and there is no match for the client in the existing database, the entire record, including associated service units, is excluded from import and routed as invalid.

The CLIENT_UPDATE_REQ_F field allows the submitting agency to control whether client records are updated in the PeerPlace database. If 1 is supplied as the CLIENT_UPDATE_REQ_F, client identity information in the PeerPlace database will be syncronized with non-blank data from fields 2-18 of the input file.

The SVCUNIT_INSERT_REQ_F field allows the submitting agency to control whether service unit data is inserted into the PeerPlace database. For example, if 0 is supplied as the SVCUNIT_INSERT_REQ_F and 1 is supplied as the CLIENT_INSERT_REQ_F and/or CLIENT_UPDATE_REQ_F, the interface will insert and/or update client data in the PeerPlace database and ignore all service unit related data on the record.

The following fields should contain the PeerPlace descriptions from your unit entry set up to properly map your unit(s):

- SERVICE_TYPE_DESC – this is derived from the "Service Type" dropdown from your unit entry form.
- SERVICE_UNIT_TYPE DESC – this is derived from the "Unit Type" dropdown from your unit entry form.
- FUNDING_SOURCE_DESC – this is derived from the "Funding Source" dropdown from your unit entry form.

The PROVLOC_ID field is for use if your units should be assigned rates for billing purposes. Agencies utilizing the Provider Profile will be provided with a resource to determine the value of this field.

Exception Handling

During processing, various emails describing workflow, warnings, and errors could be sent to PeerPlace staff. When an incoming file is determined to have invalid records, only the valid records will be processed, and a file containing the invalid records will posted to the outgoing directory of the agency SFTP account.

The invalid records file will essentially be a copy of the original records, with additional attributes appended to the right describing the error encountered. The file name would be made unique with a timestamp and would include "ERRORS" in the name.

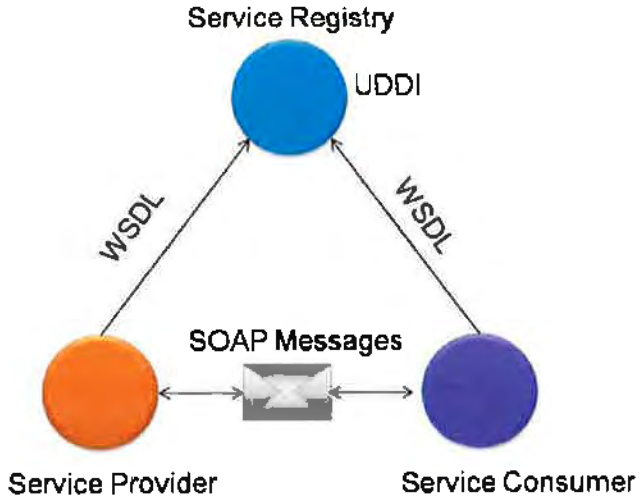
At the conclusion of processing for each input file, a QC summary email would be generated and sent to a TBD distribution list. It would include summary level information, such as total records, valid records, invalid records, and a frequency table of valid records.

Service Unit Adjustment

All imported units will be loaded into an imported unit table. Each Agency will receive an admin portal link (Import Service Unit Adustment) to view and edit their imported units. In addition, two views in View Builder will be included. "Imported Units" will show a list of all units imported in the timeframe. "Import Unit History Adjustment" will show a list of all units that were edited in the timeframe – both the original imported units and their adjusted value are displayed.

Web Services

PeerPlace provisions and consumes web services as a method of integrating with external systems. To maintain a broad capability with as many integration partners as possible, PeerPlace supports both REST and SOAP protocols. For each implementation, authentication methods suitable for the sensitivity of the data being exchanged are determined with the service host. Additionally, QOS procedures and controls are determined that both protect the service level of provisioned services, and instruct the PeerPlace application framework, how to adapt to performance limits for consumed web services.



The most common uses of consumption of web services through the application are to abstract functions that are common in nature, but the Source System of Record (SSoR) is regional in nature, i.e. a regional or metro political districting data source. As such, the natural architecture of the PeerPlace application allows for the compartmentalization of web service calls specific to one or more agencies.

The most common uses of provisioned web services are to enable consumption of data where PeerPlace is the Source System of Record. Provisioned methods include identity and demographics cross-reference, transaction/encounter streaming, and when necessary, analogous methods for real-time inserts and updates of the same class. Since PeerPlace web services are architected as logical connections to our applications, the web services themselves can be scaled independently.

Appendix D

Appendix D – PeerPlace Data Migration Overview

Data Migration

Migration Process Overview

The PeerPlace development team understands the importance of accurately migrating legacy data to the PeerPlace application prior to going live. We have experience successfully migrating SAMS, OmbudsManager, C. H. Mack, AIM, PDS, as well as many other legacy systems.

A Data Migration Plan will be developed and approved by PeerPlace and the customer prior to starting the data mapping and migration processes. Experience has taught us that moving and consolidating data from legacy systems involves much more than simply mapping and transferring the information. Once the Data Conversion and Migration requirements are well understood and documented, the actual process of data conversion is carried out in two Phases.

In addition to the Data Migration Plan, a test plan will be authored by PeerPlace, and approved by the customer that defines test cases that, when passed, will constitute acceptance of the data migration.

Phase I

In Phase I of the Data Conversion Process, the following activities are performed:

Mapping field data from source database to PeerPlace schema and maintaining compliance with the RFP requirements

- Document business rules for Exporting, Transforming & loading PeerPlace tables
- Defining all programs/services and associated funding sources
- Activating clients in specific programs and for specific services
- Importing existing service units / funding sources to programs & services
- Handling case notes and comments from various sections appropriately
- Documenting business rules for archiving older data at the time of import

PeerPlace has developed an effective documentation deliverable process that has been employed during many data migration projects. The deliverable is called, the "Welcome Kit". All the above information from the Phase I investigation process goes into the "Welcome Kit".

The "Welcome Kit" will help the Implementation team identify all the information needed to configure the PeerPlace application and insure the conversion to the new solution occurs as smoothly as possible.

Phase II

Using the inputs in the Welcome Kit, the PeerPlace Solution Development Team creates one or more PPIX (PeerPlace Integration Exchange) packages. The PPIX packages help the team to compartmentalize data migration components and execute the same process repeatedly with total reliability until all issues are resolved.

The PPIX framework gives a highly efficient, repeatable, auditable platform to complete the data migration exercise. The framework implements several data management tools, including MatchKey; PeerPlace's proprietary encrypted key solution to merging multiple disparate client sources into a single unduplicated client base. Further description of PPIX and MatchKey can be found in the Supporting Technologies section.

The data migration schedule includes two major import milestones:

- Milestone 1 follows completion and approval of the Migration and Test Plans. Packages are developed to implement migration. All data is loaded first into a QA instance of the PeerPlace application. This instance is used to train users with real data that is familiar to them. Auditing and frequency reports are run to confirm the accuracy of the migration, documented in the Test Plan and submitted for customer sign-off. This also gives the implementation team feedback and allows them to perform any final adjustments if required.

- Milestone 2 occurs just prior to Go-Live. The PPIX packages developed in Milestone 1 are connected to refreshed exports from the source system. This migration loads the most recent data into the production instance of the application. The consolidated PeerPlace production system would now be available to the customer across all programs and services.

Components of the Migration Plan

For the destination or the output database, the Data Migration Plan consists of the following components:

1. Destination Database Connection Arguments
2. Destination Schema
3. Data Validation Rules
4. Business Rules for each Destination Object
5. Audit Rules
6. Notification Rules
7. Load Sequence Rules
8. Audit Rules

Each Legacy Data Source will contain the following:

1. Source Details – Type, Connectivity, Credentials, Encoding, Language, etc.
2. Data Validation and Data Integrity Rules
3. Referential Integrity Rules
4. Data Combining Rules
5. Common ID Rules
6. Business Object Validation Rules
7. Notification Rules
8. Audit Rules

Each legacy data source will have an associated PPIX package or a defined section of a larger package. The process associated with each source is a series of objects as described below:

1. Define the Source Connection (Legacy Database)
2. Define the Destination Connection (Database: Training or Production)
3. Define the Audit Store (to Store the Audit Logs, Error Messages etc.)
4. Extract (Read) the First Table or File from the Source Database
   a. Check and Report Data Validation Rules
   b. Implement Data Conversion Rules
   c. Notify the Row Counts, Control Numbers and Other Concerns
5. Transform the Data to the Destination Schema
   a. Check and Report Data Validation
   b. Notify the Missing Data, if any
   c. Notify the Row Counts
6. Prepare the Load File
   a. Notify Exceptions
7. Repeat until all tables completed.
8. Validate Object Level Business Rules specific to each type of Object such as a
9. Load Files
   a. Notify Exceptions
   b. Notify the Results
10. Generate Audit Reports and frequencies

Appendix E

Appendix E – Help Desk and Support

Help Desk and Support

PeerPlace users can access Customer Care toll free or by using the On-Line Help Desk. Regardless of how the client contacts PeerPlace all Help Desk tickets and calls are entered into our online Help Desk system.

If the communication comes in via the electronic Help Desk, the PeerPlace Customer Service Representative will review the details, confirm the priority and either answer the question and close the ticket or route the request to the appropriate PeerPlace staff person to resolve the issue and leave the ticket open until it is resolved.

If the communication comes in via phone, the caller and the PeerPlace Customer Service Representative will discuss and add in an electronic Help Desk ticket for tracking purposes. The PeerPlace Customer Service Representative will listen to the details and either answer the question and close the ticket or route the request to the appropriate PeerPlace staff person to resolve the issue and leave the ticket open until it is resolved.

Once the request is resolved, the Customer Service Representative will contact the user with the resolution via phone call or email for urgent or high priority items, see if there is anything further that the user needs related to the ticket, and mutually agree on the resolution before closing the ticket. Please note that if the Customer Service Representative attempts to contact the individual to close the ticket and does not hear back within 48 hours, the ticket will be updated and closed. If the priority is low or medium, the ticket will be closed with the resolution in the help desk ticket, at which time the help desk will send an automated email to the user notifying them that their ticket has been closed.

The PeerPlace Helpdesk will use the following guidelines when prioritizing tickets and will strive to begin working on them within the stated response time. The actual response time may vary depending on the volume of reported tickets and the thoroughness of the information provided. If a ticket cannot be resolved in the expected timeframe, the customer will be notified and provided with a revised estimated time of completion. Escalation requests are considered on a case-by-case basis.

PeerPlace Help Desk Priorities

Help desk requests in the PeerPlace system will be assigned a priority as described in the chart below. The Customer Service Representative's goal is to process each request within the time frames below.

Priority	Severity	Target Resolution	Description
Urgent	Level 1	1 Business Day	System non-functional
High	Level 2	2 Business Days	Tasks cannot be completed, No workaround
Medium	Level 3	10 Business Days	Tasks cannot be completed, A workaround exists
Low	Level 4	10 Business Days	All other

Priority Examples:

- Urgent – The PeerPlace System is completely down and users are unable to access the site.
- High – User is receiving a new error message on a certain screen within the PeerPlace system signifying that something is broken and the user cannot do their work until something is fixed by PeerPlace.
- Medium – User finds something in the system that seems incorrect to them in the application or on a report, however, they can continue to do their work while the item is researched and resolved.
- Low – User has a technical question about the system and would like an answer when time permits.

*Note: Tickets that require a change to PeerPlace system code will require an extended resolution for High or Urgent issues. In these instances, the online ticket will be updated throughout the resolution process.

Urgent and High priority items require the Customer Service Representative to follow up with the user via phone call or email before closing the ticket. Medium and Low priority items do not require a Customer Service Representative follow up contact other than the ticket being closed, which will notify the user via email.

PeerPlace Helpdesk Support			
Days	Hours	Contact Methods	Notes
M-F Normal Business Hours	8:00am - 5:00pm Central Time	Help Desk requests may be entered through the web application or by calling a live Help Desk 800#	All requests
M-F After Hours	5:01pm - 7:59am Central Time	Real-time system monitoring alerts will automatically notify PeerPlace	Level 1
Weekends	5:01pm Friday – 7:59am Monday Central Time	Real-time system monitoring alerts will automatically notify PeerPlace	Level 1

Appendix F

peerplace

Evidence Based Programs

PeerPlace has developed the following Administration on Aging-approved evidence based programs:

- Chronic Disease Self-Management
- Diabetes Self-Management & Education
- A Matter of Balance
- PEARLS
- Walk with Ease
- Enhanced Fitness
- Enhanced Wellness

'he PeerPlace framework automates evidence based program workflow from registration and screening, through initial assessment, attendance, final assessment and outcome reporting.

- Automate Screening & Registration
- Conduct Initial Assessment
- Track Events
- Track Capacity
- Track Attendance
- Track Master Trainers & Instructors
- Conduct Final Assessment
- Measure Outcome

English and Spanish Versions Available

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PeerPlace APS and Elder Abuse

PeerPlace APS is a Case Management Software as a Service (SaaS) solution that enables APS agencies to track and manage reports of abuse or neglect of adults within the community. PeerPlace APS provides a comprehensive set of tools to track and manage all related case information from: Initial Report, Screening, Intake, Investigation, Service Plan Management, Investigation and Reporting.

Key Components:

- **Information and Assistance**
  - Initial Screening
  - Universal Referral
- **Intake**
  - Track Victims, Perpetrators and Complainants
  - Review Safety and Risk Factors
  - Assign Investigators
- **Case Management**
  - Investigation
  - Needs and Risk Assessment
  - Case Findings
  - Service Plan and Monitoring
  - Documentation / Notification Letters
  - Case Closure
- **Reporting**
  - Agency Reports
  - NAMRS Reports

Key Features

- NAMRS Reporting Ready
- Hosted, Web-Based Software as a Service
- Workflow Enabled Case Management
- Search and Link Cases to Current Contacts
- Standardized Documentation and Letters
- Electronic Sharing of Case Files for Supervisory Review
- Individual Work Ques
- User Productivity Tools
- Agency Level Standard Reports

PeerPlace APS provides an end to end solution for APS case management works, supervisors and management to be able to make key decisions while working through the complexities of the APS process. Access to key information in a timely and consistent manor will help in providing the highest level of care and support to adults in need of services.

Customer: Virginia, Minnesota, Cleveland, Illinois, Colorado, New York State, New York City

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PeerPlace is a powerful cloud-based data management system that helps organizations bridge the gap between Managed Care and traditional Service Delivery models to better serve consumers. PeerPlace solutions are used to manage complex health and human services across an integrated continuum of care. Improve access to care, collaborate across Managed Care Organizations, Service Delivery Organizations and Caregivers.

- Breakthrough Technology for Home and Community Based Service Delivery
- Manage health and human services across an integrated continuum of care
- Improve access to care
- Collaborate Across Service Delivery Organizations and Caregivers
- Uniform Tracking and Reporting of Planned, Authorized and Delivered Services
- Manage Community-Care Plan Budgets and Billing
- Business Intelligence and Performance Management
- Increase Productivity
- Improve Outcomes
- Maintain Reporting Compliance

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Appendix G

Christopher Dewey, Chief Information Officer	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY (6/2011 – Present) Responsible for Project Management, Client Communications and System Architecture for the following projects: • Designed, implemented and documented the migration of the Monroe County (NY) Office for the Aging database to a new, exclusive server (2011) • Designed, developed PPIX Architecture (2012) • Designed, developed Virginia Department of Aging and Rehabilitative Services Data Warehouse (2012) • Designed, developed Center for Health Care Rights PPIX application that receives CHCR data on a quarterly basis and imports it into PeerPlace (2012) • Designed, developed Arlington Client Exchange (2012) • Designed, developed Appalachian Service Integration (2012) • Designed, developed bar code product module (2013) • Designed, developed CLSU stand-alone client service unit import facility (2013) • Designed, developed Virginia Department of Aging and Rehabilitative Services DMAS (Medicaid) integration (2014) • Designed, developed Virginia Department of Aging and Rehabilitative Services UAI integration (2014) Sigma Marketing Group (now SIGMA Marketing Insights), Rochester, NY, 2000-2011 *Vice President, CIO (2007 – 6/2011)* • Responsible for establishing and orchestrating implementation of strategic goals, policies and procedures for SIGMA's information technology department. • Determine the enterprise's long-term systems needs and hardware acquisitions to accomplish the business objectives. • Manage staff of 35 developers and system administrators. • Responsible for all information technology spending and budget management. • Responsible for planning and implementing professional development programs for all information technology skill sets. • Contribute expertise in a variety of the field's concepts, practices, and procedures to support existing business and business development. *Director of IT Solutions – Business Services (2006 – 2007)*

	• Responsible for providing strategic direction for all business services clients in the areas of warehousing, analytic services, and application development. Managed staff of 15 developers, mentoring on skill set development and best practices. • Responsible for strategic architecture of data warehousing, OLAP repositories, subordinate datamarts, and web applications for all business services clients. • Determined scope of work for developing business initiatives. • Responsible for establishing key vendor relationships to advance skills and use of appropriate products. *Senior Programmer/Analyst – Xerox (2002 – 2006)* • Responsible for providing strategic direction in application and data model design. Manage team of developers providing web application and data warehousing deliverables. • Assumed control of a contractor-built web application using ASP and MS SQL 5erver, conducted design review and prepared internal staff to manage application and data model. • Prepared and implemented a plan to improve system availability, and implement decision support system tools. • Designed and implemented a migration of the web application to new servers and data model to support an increase in data volumes in excess of 3000%. • Managed warehousing activities utilizing Oracle 9i, including schema design, tool selection and strategic direction. • Managed deployment of human and machine resources in data warehousing, OLAP repositories, subordinate datamarts, and OLTP systems. • Managed team of 5 developers, mentoring on skill set development, best practices and serving as the primary liaison with account services. • Determined scope of work for developing business initiatives. *Solutions Developer - KeyBank (2000 – 2002)* • Responsible for creating programming solutions in support of call center client-server applications, campaign management, and data warehousing. • Responsible for developing client-server solutions for call centers utilizing PowerBuilder and MS SQL Server. • Consultative responsibility to team and client on all technology solutions.

	• Designed and implemented a large-scale data warehouse in support of analytic activities, containing 24 rolling months of all household, customer, and account data utilizing MS SQL Server. • Managed 2 developers, mentoring on skill set development and conversion from mainframe COBOL to 4GL's and SQL. The Riverside Group, Rochester, NY, 1992-2000 *IT Director* • Responsible for all corporate information systems, both electronic and physical. Responsible for selection, procurement, and management of software, hardware, and consulting. Roslin Computers, Rochester, NY, 1989-1992 *Sales Engineer*
Technical Expertise	Certifications: 3) Powersoft Certification Courses (Introduction, Performance Tuning & Techniques, and Mastering Datawindows), 1995; MS SQL Server 2000/2005; Oracle Database 9i/10g; Oracle Fusion Middleware and Business Intelligence; SQL, PL/SQL, VB, VB.NET, ActiveX, ASP, ASP.NET, HTML, XML, SAS, PowerBuilder; System analysis and design; Turnkey application development; Project Management; Software evaluation & implementation; Meeting facilitation. Certified in Mirth Connect (2014)
Legal Relationship to Employer/Length of Employment	Full-time PeerPlace employee since June, 2011.
Education	State University of NY - College at Brockport, Computer Science 1983-1987
References	Leonard Eshmont, CIO, VA Dept. for Aging and Rehabilitative Services, 8004 Franklin Farms Dr., Henrico, VA 23229 (804)357-3761. Peter Pape, Entrepreneur, (previous owner, Riverside Group), 39 Delevan St., Rochester, NY 14605, (585)317-3795. Carol Rini, Director, New York State Office for the Aging, Building 2, 6th floor, Empire State Plaza, Albany, NY 12223 (518)474-5589.

Carrie Frey, PMP, Director of Account Services	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY: 2003 – Present As Director of Account Services, manages a team of project managers, account managers and testing engineers. Oversees all client accounts, leads Joint Application Design sessions and acts as Project Manager on key accounts. Trains team to use Project Management Institute practices and works with Senior Leadership Team on company management and assists with design and development of PeerPlace Product upgrades. Specific project work includes: Colorado Aging and Adult Services Data Management System: (2017-2018) Project and Account Director for a statewide database with 30 best practice paths, 16 regions, 300+ users. Oversaw design, implementation, and training. New York State Office for the Aging: (2015-2018) Project and Account Director for a statewide comprehensive, off-the-shelf, cloud-based ADRC, Case Management and Long Term Care Ombudsman System. The project includes the conversion of 58 area agencies on aging and their contracted providers to the new system. A total of 5,000 users will be trained through a variety of methods. A Train the Trainer model will be used for the 58 AAAs and a series of webinars will be made available to all users. Ms. Frey is one of the PeerPlace trainers. • Wrote, edited and recorded Library of Training Videos (2008; updated in 2010) New York City Department for the Aging: Project Manager for entire project through system design, analysis, implementation, data migration of several systems, testing, training and "go live" with DFTA Project Team. Managed project team of 30+ people through two major project phases. Met "Go Live" date April 1, 2013 – on time and on budget. End result: 320 provider programs, 2,150 users and major efficiencies gained across New York City. 27 New York Area Agencies on Aging: Project Director and Primary Corporate Trainer for installation of 25 urban and rural AAAs from 2004 – 2014. Those AAAs are now being transitioned to a new NY statewide system.

	Cuyahoga County, Ohio, Division of Senior and Adult Services: (2015-16) Project Manager for a comprehensive, off-the-shelf, cloud-based Case Management System. The new system went live July 1, 2015 and included the following: migration of data from 8 independent databases, Adult Protective Service program with multiple custom screenings and assessments; fully functional client tracking system for many other programs; 300 users trained on-site and on-going hosting is provided. Virginia Department for Aging and Rehabilitative Services: Project Director and Primary Corporate Trainer for implementation and current expansion of VARS No Wrong Door project, including system enhancements, Adult Protective Service module and expanded reporting (2008-present) California Department of Aging: Project Director and Primary Corporate Trainer for implementation of statewide HICAP/SHARP project (2009- present) Alabama: Project Director for statewide implementation of Square One Project and full case management system; Corporate Trainer (2009) Greater Nashville Regional Council on Aging: Project Director for implementation of Aging & Disabilities Resource Center, modified Intake program and data migration and interface to State of the Harmony/SAMS system and Corporate Trainer (2010) Minnesota Board on Aging: 2010-12) Project Director and Primary Corporate Trainer for statewide NAPIS system installation in Minnesota
Previous Employment	SIGMA Marketing Insights, Rochester, NY 5/2000-2/2003: Account Executive for Xerox: web based system designed and implemented for national sales team. Account Executive for Procter & Gamble for ThermaCare product launch and other large P&G product campaigns. Jay Advertising, Rochester, NY 5/98-10/99: Asst. Account Executive for Xerox; Directed Market Research project for Kodak; Managed Special Project for Bausch & Lomb. Laws, Hall & Associates, London, England: 5/99-6/99

	Lead Acct. Executive for contract with British Rail track; team of 20+ members managed and lead through entire marketing campaign design and presentation.
Technical Expertise	Project Management Professional (PMP), 2012; SPEED Project Management Training, 2002; Microsoft Office Products including Microsoft Project, PeerPlace Client Management System, Workfront Project Management system.
Legal Relationship to Employer/Length of Employment	Full-time PeerPlace employee since February, 2003.
Education	B.S., Business Administration, Miami University of Ohio, 2000; Major: Marketing, Minor: Entrepreneurship. Project Management Professional (#1485172), Project Management Institute (2012)
References	Leonard Eshmont, CIO, VA Dept. for Aging and Rehabilitative Services, 8004 Franklin Farms Dr., Henrico, VA 23229 (804)357-3761. Jennifer Rosenbaum, Assistant Director, New York State Office for the Aging, 2 Empire State Plaza, 4th Floor, Albany, NY 12223 (518)473-4936. Joyce Chin, Director, Office of Management Analysis and Planning, NYC Dept. for the Aging, 2 Lafayette St., New York, NY 10007 (212)602-4100.

Michelle Hall, Director of Operations	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY: 5/2015 - Present Director of Operations (4/2018+) Responsible for directing and overseeing a major segment of the organization's internal operations, including, but not limited to, strategic internal and client facing projects, project management system related items (WorkFront), software testing management and software release management. Develops and implements company operational policies and procedures; ensures compliance with these procedures related to project management system, testing management and software release management. Continuously monitors, evaluates and enhances current operational systems by implementing improvements and changes as necessary. Manager of Account Services (3/15-3/18) Responsibilities included project management on key accounts, and management of the testing team and development of test methodologies and process. Significant Project Work: Colorado Division of Aging and Adult Services: (2017-18) Project Manager, Testing Manager and Release Manager On project to build a statewide comprehensive, database for, Case Management and Long Term Care Ombudsman System. Lead the design, implementation and ongoing support for database with 30 best practice workflow paths for 16 regions, and over 300 users. New York COMPASS Assessment Revision (2018+) Implement NYSOFA's new COMPASS version and includes 650 hour effort required to have the existing COMPASS version co-exist and not be impacted in any way by the existence of the new version. The scope of this effort includes a new COMPASS form with 300 new fields, updates to Views, Updates to Reports, Check In / Check Out functionality, Inherit to New functionality, special functionality to Inherit to New the 2017 COMPASS version to the 2018 COMPASS version, etc.

	New York State Office for the Aging: (2015-18) Project Manager for the statewide comprehensive, off-the-shelf, cloud-based ADRC, Case Management and Long Term Care Ombudsman System. The project includes the conversion of 58 Area Agencies on Aging and their contracted providers to the new system. A total of 5,000 users will be trained through a variety of methods. A Train the Trainer model will be used for the 58 AAAs, and a series of webinars will be made available to all users. Ms. Hall will be one of the trainers. <u>Previous experience</u>: Ms. Hall has held a number of successively responsible positions both as a Computer Programmer and Project Manager: <u>Discover Student Loans (1/11 – 5/15):</u> • Senior Associate Project Management <u>The Student Loan Corp (10/02 – 1/11):</u> • Release Manager • Systems Assurance Resource Manager • Senior Project Manager <u>Global Crossing (2/00 – 5/02)</u> • Lead Business Analyst <u>The Student Loan Corp (3/94 – 9/99)</u> • Team Leader, Distributed Computing • Programmer Analyst, Distributed Computing • Computer Programmer, Distributed Computing • Associate Programmer, Distributed Computing
Technical Expertise	Microsoft Project, Access, Word, PowerPoint, Excel, Visio, Outlook, Lotus Notes, Quality Center and PeerPlace Client Management System, Workfront Project Management System.
Legal Relationship to Employer/Length of Employment	Full-time PeerPlace employee since May, 2015
Education	M.S. – Strategic Leadership; GPA 4.0; and B.S.- Organizational Management, Roberts Wesleyan College; A.A.S. –Computer Information Systems and A.A.S. – Business Administration, Finger Lakes Community College. Certified Scrum Master (2018) Scrum Alliance License 000852706

References	Carol Rini, Director, New York State Office for the Aging, Building 2, 6th floor, Empire State Plaza, Albany, NY 12223 (518)474-5589. Todd Coffey, Manager, State Unit on Aging, 1575 Sherman St., 10th Floor, Denver, CO 80203 (303)866-2750. Greg Smith, Manager - Data, Fiscal and Program Accountability, Division of Aging and Adult Services, Colorado Department of Human Services, 1575 Sherman St., 10th Floor, Denver, CO 80203, (303) 866-5429.

Carol Sullivan, Account and Project Manager	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY: 1/2018 - Present North Carolina Area Agencies on Aging: 1/18-5/18 Assumed project management responsibilities to build Information and Assistance program for two AAAs. Included requirements documentation, specifications, development and go live. Created business requirements documentation for evidence-based programs for a third AAA; all programs later expanded statewide. Ohio Cuyahoga County Family and Children First Council: 1/18-11/18 Account and Project Manager from kickoff and design through development and go live of new database for new customer category, including workflow for 11 agencies, with custom forms, views and reports with unique security requirements restricting access to child client records. New York State Perinatal Medicaid Redesign Team Health Information Technology System Enhancement and Reporting: 1/18-9/18: Supported Project Manager in finalizing system enhancements for three perinatal organizations in meeting state requirements for program working with state project manager. Served as Project Manager for report phase defining, building and testing an extensive state-mandated report in a 500+ hour effort. Maternal Infant Community Health Collaborative Program and Reporting: 4/18-11/18 Project Manager to build programs and state-mandated report with customization for business process of two perinatal organizations. Project Manager for third organization including new database, new custom forms based on state templates and standardized reports. Perinatal Program Manager: 1/18+ Oversee and manage all projects for the company's perinatal clients, including development of a standard PeerPlace Perinatal Product with replicable forms, process, views, reports.

	Marketing Manager, Leveraging Technology Solutions LLC, Rochester, NY 6/13-11/17 Responsible for all marketing strategy and execution including branding, website, content, email and social media campaigns, budget, co-marketing with IBM, sales support, lead management and relationship building. Analytic Project Manager thru Vice President, Client Services , SIGMA Marketing Insights, Rochester, NY 7/93-5/13 Multiple roles from Analytic Project Manager to Account Relationship Leader and VP, Client Services – In final role, managed firm's largest account, Nationwide Insurance, and directed all facets of database marketing program across disciplines, including budget, revenue, client relationships and matrixed team with database architects and solution developers.
Technical Expertise	Microsoft Word, Excel, PowerPoint, Workfront Project Management, PeerPlace Client Management System.
Legal Relationship to Employer/Length of Employment	Full-time PeerPlace employee since January 2018.
Education	St. John Fisher College, BA in Communications/Journalism and Psychology. Cornell University Marketing Strategy Certificate. IBM Certifications: Cloud Star Associate, Cloud Star Partner, Digital Marketing Foundations for Business Partners
References	Robin Martin, Director, Family and Children First Council, Office of Health and Human Services, 8111 Quincy Ave., Cleveland, OH 44104 (216)698-2875. Patricia Brantingham, Executive Director, Healthy Baby Network, 693 East Ave., Rochester, NY 14607 (585)546-4930. Brenda Dano, Director of Nursing, Onondaga County Health Department, 421 Montgomery St., Syracuse, NY 13202 (315)435-2000.

Katie Thomas, Corporate Trainer	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY 7/2010 - Present New York State Office for the Aging: 2015-16: Project Coordinator and Corporate Trainer throughout the project. Manager of the PeerPlace Help Desk: Responsible for responding to customer requests by phone and on-line. Trained and made assignments to other staff as needed and tracked their completion on line (2010-2014) Project Manager: Serves as a project manager on multiple projects across multiple client accounts. Has direct interaction and daily involvement on various projects with customer, management, development, and testing teams. Involved in design and documentation for internal and customer projects. Performs testing on projects and product upgrades. Corporate Trainer: Provides on-site training to new PeerPlace users: schedules training sessions; prepares materials and conducts training. Provides on-site and on-line training for existing customers, as requested. Provides monthly educational webinars on new features of the system and topics of interest to customers. New York City Department for the Aging: Provided Account Service support in planning, design and management of implementations; Assistant trainer. Minnesota Board on Aging: Provided continued support through Help Desk for questions, enhancements and issues. Consultant and Resource Room Teacher; Hugh Gregg Elementary School, Corning, NY, 11/08-6/10; Teacher, Indian Landing Elementary School, Rochester, NY, 12/08 – 6/09; Teaching Assistant, Indian Landing elementary School, Rochester, NY, Fall, 2008;

	Substitute Teacher, Various Monroe County, NY suburban districts, Spring, 2008; Blueground, Inc. Rochester, NY, 9/06-10/09; Paychex, Rochester, NY, 5/03-8/06 Customer support and support service to national branches for human resource and payroll services. Contributed as a lead role on quarterly tax processing. Use of an error resolution system in various Oracle databases associated with several separate departments.
Technical Expertise	Microsoft Project, Word, Excel, PowerPoint, Visio, Camtasia, WorkFront, and Survey Monkey.
Legal Relationship to Employer/Length of Employment	Full-time PeerPlace employee since July, 2010.
Education	Nazareth College of Rochester, MS Inclusive Education; Messiah College/Temple, BA Broadcasting, Telecommunications, Mass Media
References	Leonard Eshmont, Home and Community Based Services Systems Director, Virginia Department for Aging and Rehabilitative Services, 8004 Franklin Farms Dr., Henrico, VA 23229 (804)662-9800. Anne Meier, Colorado State Ombudsman, 455 Sherman Street, Suite 130, Denver, CO 80203 (303)722-0300. Kit Newell, Manager, Cuyahoga County Division of Senior and Adult Services Performance, Evaluation and Innovation Unit, 13815 Kinsman Road, Cleveland, OH, 44120 (216)420-6750.

Ryan Brown, Database Solution Architect	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY: 6/2011 – Present As the Lead Architect and Director of Database Development, designed and implemented solutions to support client's strategic and operational goals. These solutions include the onboarding and data migration for New York City, Cuyahoga County (Ohio), New York State, and the State of Colorado. Tasks include reverse engineering competitor data models implemented in each of these clients, designing data mapping rules, and providing QC documentation to support successful mapping from source to target systems. Strengths include requirements gathering, architecture design, hands-on development, project management, user acceptance testing, and production support. Proven leadership in all areas related to database architecture, development and infrastructure planning and analysis. Mentor development team members on best practices and emerging technologies. Develop and maintain technical documentation for products and related projects. University of Rochester Medical Center, Rochester, NY *IT Consultant/Data Architect (2011 – 2013)* Data Architect for the URMC Decision Support Services team providing technical leadership in design, development, implementation, and support of SQL Server 2008 databases and associated projects related to the URMC Financial Data Warehouse. In conjunction with director, strategically reconfigure the team to provide a constructive atmosphere with a mix of talent through education and acquisition. The team has gained the trust of senior leadership to get projects such as the implementation of McKesson Business Intelligence software, ICD-10 strategy, and corporate reporting hub. • Lead Architect for McKesson Business Intelligence Implementation; Technical liaison between University of Rochester Medical Center and McKesson Implementation Consultant team. Solution integrates data for Highland Hospital, Strong Hospital, and University of Rochester Medical Faculty Group. • Migration of Data Warehouse; Lead technical team in design, architecture, and migration of SQL Server 2000 to SQL Server 2008. Solution encapsulates all SQL Server 2000 databases, DTS

packages, procedures, functions and scheduled jobs within SQL Server and Ad-Tempus scheduling systems. Experienced with GE Flowcast Visit and Dictionary Data, GE BAR and Scheduling data, ICD-10 impact analysis and integration planning, and conversion of production reports from SAS to SQL leveraging SSRS.

- Implementation of SSIS
- Implementation of SSRS
- Collection and implementation of business and technical requirements, mentor staff.

Sigma Marketing Group, Rochester, NY (1998 – 2011)

DIRECTOR, STRATEGIC SOLUTIONS (2010-2011)

Drive strategic initiatives, resource alignment, and major migration projects. Leveraged 'Management by Objectives' processes to organize and prioritize initiatives with CEO, CIO, and CFO. Developed and managed strategic team to successfully implement Sigma's 2010 initiatives.

- Design and implementation of Corporate Prospect Databases; Leveraged in both New Business Development and Organic Business Growth initiatives. Represents new offering by providing clients a single source of prospect data. Corporate strategy integrates client CRM systems with SIGMA Analytics.
- Forrester Research initiated strategic solution; Industry leading initiative in the merging of Offline Data with Online activity. Evaluation of web analytics providers and social media aggregators. Requirement is to design and implement proof of concept data models.
- Sales Team Alignment; Interaction with sales teams to provide content and demonstrations for sales presentations. Documentation includes high-level and detail level component design visuals with corresponding summarized and detailed pricing estimates.

DIRECTOR, DATABASE DEVELOPMENT (2009)

Directed team of 12 database developers in development of consistent data models supporting corporate application suites. Align strategy and development with a 10 person Application Development team.

TECHNICAL PROJECT MANAGER (2008)

	Management of 4 large accounts accounting for 70% of corporate revenues. Create and maintain client budgets and manage project plans. Create business requirements and technical specifications documents. Liaison between account services, external client teams, and internal development teams. Lead Data Architect and DBA (2001-2011) DATABASE DEVELOPER (2001-2011) APPLICATION DEVELOPER (2001 – 2011) DBA (2001 – 2011) PROGRAMMER/ANALYST, 1998-2001
Technical Expertise	<u>Operating Systems:</u> Sun OS / Solaris 2.5 – 10 (Sparc and x86) Linux: Redhat Windows Server Platforms: NT 4 – Windows 2008 <u>Languages:</u> Application: 5QL, VB, .NET, ASP, HTML, JavaScript, COM/API/DDL Database: PL.SQL, TSQL Automation / Administration: Korn Shell, ActiveX, DTS, SSIS <u>Tools:</u> Oracle Enterprise Manager, SQL Server Enterprise Manager, PL/SQL Developer, Toad, SQL Server Management Studio, Visual Studio 2005/2008, Visio, ER Studio, Excel, Access, Visio, PowerPoint, Word, Outlook <u>Databases:</u> Oracle 8, 9i, 10g, Microsoft SQL Server 2000 – 2008R2 Business Intelligence Oracle Discoverer, Oracle BIEE, SQL Server Reporting Services
Legal Relationship to Employer/ Length of Employment	Full-time PeerPlace Networks employee since June, 2013
Education	State University of New York at Potsdam, BA, Physics
References	Christopher Dewey, CIO, PeerPlace Networks, 350 Linden Oaks, Rochester, NY 14625 (585)586-1940. Chuck Serapilio, CEO, Cellution Inc., 1585 Barrow Hill Rd., Webster, NY 14580 (585)414-4671. Jaime Sanchez, (formerly EVP, COO and CFO SIGMA Marketing Insights), Founder and Managing Partner, S4 Growth Partners, Jewberry Rd., Webster, NY 14580 (585)719-5886.

Billy Vazquez, Application Architect	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY: 3/2017 – Present • Application Architect. Responsible for the software strategies, architecture, design, implementation and best practices of all applications to support customer objectives. Strengths include evaluation and recommendations of technical application frameworks, architecture design, hands-on development, user acceptance testing, software development cycle and production support. Leadership in all areas related to application architecture, development and infrastructure planning and analysis. Mentor development team members on best practices and emerging technologies. Project work has included all PeerPlace clients including statewide databases for Area Agencies on Aging in multiple states. Rochester Institute of Technology, Rochester, NY: 10/06-12/17 • Lecturer; School of Physics and Astronomy, 9/1S-12/17 Teach introductory course of Physics, Astronomy and Special Relativity. Mentor for undergraduate students working on astronomical research projects. • Technical Lead; 10/06 – 2/10 Performance Analysis of APARS, a courses catalog and courses search engine. Development of load test cases scenarios for APARS. Recommend and implement fixes to stabilize APARS and increase its performance throughput under heavy loads. Develop load test cases and scripts for SiS Registration system. Create QA Test Plans and execution of those Test Plans for QA of new development. Eastman Kodak Company, Rochester, NY: 6/04-7/06 • Software Consultant; Kodak Entertainment Imaging, Digital Cinema Software development for Digital Cinema Content Provider Portal. Using Java, JBoss, J2EE Beans, Struts, JSP, XDoclets and MYSQL on a Linux OS. Developed the system Secure Key Delivery Message framework, used to transport digital films encryption keys, based on XML Security and Encryption and the SMPTE specification for encryption of symmetric and assymetric keys. The generation of

keys and XML message using JDK Security Framework, Apache XML Beans, Apache XML Security and BouncyCastle libraries/toolsets. Developed an XML parser and ingester for Tribune's Movie feeds.

Genencor, Rochester, NY: 2/04-6/04
•Software Consultant
Software developer on the E-Manufacturing project using JBoss, Hibernate, Struts, Tiles, JSP and Xdoclets. Developed a security tool using the mentioned technologies and OSUser, an open source security framework.

Eastman Kodak Company, Digital and Applied Imaging: *9/02-12/03*
• Principal Software Consultant
Developed Kodak's first fully compliant CPXe Fulfillment Access Service prototype using J2EE, Java, SOAP, WSDL, XML Schema and Web Services technologies. Migrated existing Kodak's Easy Share Fulfillment Access Services for the Europe and China services to be CPXE compliant services using J2EE, Java, SOAP, WSDL, XML Schema, and Web Services technologies.

ManTech Systems Engineering Corporation 3/02 – 9/02
• Software Consultant working under Mantech's prime contract for the Navy Tactical Command Support System (NTCSS) to migrate the Naval Aviation Logistics Command Management Information System (NALCOMIS) Optimized Intermediate Maintenance Activity (OIMA) from a client-server environment developed using PowerBuilder to N-Tier web-based application using J2EE architecture.

Croop-LaFrance 5/00 -10/01
• Senior Software Consultant
Insiderbuy.com J2EE Architect, designed and implemented the startup E-Commerce website for this company. The development platform was based on Java, J2EE, JSP, STRUTS, Oracle and Solaris.

Frontier Information Technologies, 10/96 – 5/00
• Senior Software Engineer
Team lead and designer of the Graphical User Interface (GUI) for the Design and Assign Inventory Management System (DAIMS), system to support all telecommunications inventory and allow circuit designers to create the telecommunication circuits that Frontier Corporation supports. The system is built using Java, Java

	Swing, Java servlets, Java Server Pages, Visibroker for Java is used as the object broker and IIOP as the communication protocol for this multi-tier system. Office of the Governor of Puerto Rico, CCO 7/94 – 7/96 • Application Programmer Web developer of the first website of the Office of the Governor of Puerto Rico, using HTML, JavaScript, and Java Applets.
Technical Expertise	Operating Systems: Sun OS / Solaris Linux: Redhat, Ubuntu Windows Server Platforms: NT 4 – Windows 2008 MacOS Languages: Application: Java, C++, C#, Fortran, Python, SQL, VB, .NET, ASP, HTML, JavaScript, COM/API/DDL Frameworks/Technologies: Struts, Spring, JSP, JSF, Servlets, J2EE, SOAP, WSDL, HTTP, SSL Databases: Oracle Microsoft SQL Server , MYSQL, Postgres, DB2
Legal Relationship to Employer/ Length of Employment	Full-time PeerPlace Networks employee since March 2017
Education	Rochester Institute of Technology, PhD, Astrophysics University of Puerto Rico, BSEE, Electrical Engineering
References	Aman Mustafa, Senior Project Manager, Altelijent, 72 Caversham Woods, Pittsford, NY 14534, (58S)267-7857. Sony George, Senior Application Developer, Aroha Technologies, #14 Sth Block Jayanagar, Bangalore, Karnataka, IN 560041 08050445829. Irv Salisbury, Technology Consultant and Senior Solutions Architect, EPIC Advisors, 150 State St., Rochester, NY 14614, (585)232-2060.

Paul Brunswick, Solution Developer	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY 10/2007 – Present Colorado Department of Human Services: Database set up and ongoing database enhancements including Bar code system configuration, User Auto Inactivation, User Allocation, and Reporting (2018 - present) Ombudsman: Database setup, data import, and ongoing database form, view, and report enhancements for Minnesota, New York, Illinois, Virginia, and Colorado (2016 - present) New York City Department for the Aging: Database set up and ongoing database enhancements including Bar code system configuration, Auto deactivation of Clients, User Auto Inactivation, User Allocation, and Reporting (2012 - present) Minnesota Department for the Aging: Configured Initial database set up and ongoing database enhancements (2011-present) PPIX – PeerPlace Information Exchange Lead developer for data imports/exports and barcode scanning for all clients (2010 - present) Greater Nashville Regional Council/Area Agency on Aging/ADRC: Database set up and ongoing database enhancements including print on demand letters/forms (2012 - present) California Department for Aging: Configured all forms for their SHARP (HICAP) system including Public and Media forms, Counselor Registration form, Timesheets, and Legal form; serves 700 users (2009 - present) Virginia Department for the Aging: Configured Initial database set up and ongoing database enhancements including elaborate consent solution (2008-present) Health Foundation of South Florida: Configured initial Welcome Kit and print on demand letters; Built custom forms for Florida Evidence Based Programs. The new EBP programs required new views and reports to detail client enrollment, registration and attendance at classes (2008 - 2009).

	Configured all forms for their LHP, EnhanceFitness® and Matter of Balance® programs both in English and Spanish (2009 - 2015) Aging & Disability Services (AAA), Seattle, WA: Configured initial Welcome Kits for individual providers, Caregiver Program, and Quick Form (2008 - 2010) Alstom Signaling, Inc., Rochester, New York:3/2001 - 6/2003 Application Software Engineer Designed, developed, implemented, and tested the primary database and a small Graphical User Interface for Alstom's "Transportation Management System" (TMS). Coordinated design efforts, and performed customer demonstrations to meet Alstom's customer requirements. Continued meeting with customers to discuss the Graphical User Interface modifications. Development was performed using C/C++, Motif, and Rogue Wave libraries on a cross platform between Unix and Windows 2000. Work-Package Leader for the Graphical User Interface Unit and configuring the TMS database. Managed the work load and budget for the TMS database and the Graphical User Interface. • Co-Op Supervisor: Worked with RIT Co-Op students to build the TMS database and enhance the TMS display builder tool.
Technical Expertise	Programming Languages - Java, JavaScript, jquery, SQL(DB2, MySQL, SQL Server, Microsoft Access, SQL Anywhere), Visual Basic, HTML, ASP, xml, xsl-fo, Unix Scripting, TCL/TK, Visual C++, Lisp, Open MP, Parallaxes, Pascal, Assembly, C/C++, and C Linda Software Packages - Windows; Microsoft Office; SQL Server, Visual Studio, Crystal Reports, Oracle, CICS, IMS, DB2, SSIS
Legal Relationship to Employer/Length of Employment	Full-Time PeerPlace Employee since October, 2007
Education	Rochester Institute of Technology, Rochester, NY; Bachelor of Science, Computer Science, 2001
References	Christopher Dewey, CIO, PeerPlace Networks, 350 Linden Oaks, Rochester, NY 14625 (585)586-1940. Ronald Sanchez, Manager, Clinical Partnerships, Healthfirst Inc., 100 Church Street, New York, NY 10007 (212)497-4320. Christine Miller, Business Analyst, DARS - Virginia Department of Aging and Rehabilitative Services, 8004 Franklin Farms Dr., Henrico, VA 23229 (804)662-9321.

Steve Pratt, Senior Solutions Developer	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY: 8/2012 - Present Manages and implements Amazon Cloud Services for PeerPlace system. Responsible for provisioning databases and managing SSIS; authoring and updating SSIS packages across all clients. Builds datamarts and OLAP feeds for clients that extract data from PeerPlace system for internal analytics. SIGMA Marketing Insights, Rochester, NY: 8/01-7/12 Primary database and web developer on a large web and database sales contract and lead management system for a major printer and IT solutions companies.
Technical Expertise	Certifications: 1999 MCSE + Internet 1998 Microsoft Certified Product Specialist + Internet 1997 Microsoft Certified Systems Engineer (MCSE) 1997 Microsoft Certified Product Specialist 1996 A+ Certified Service Technician
Legal Relationship to Employer/Length of Employment	Full time PeerPlace employee since August, 2012
Education	1986 – 1988 Attended Community College of the Air Force Graduated Non-Commissioned Officer Prep. School
References	Susan Eichorn, Senior Account Director, SIGMA Marketing Insights, 42 S. Washington St., Rochester, NY 14608 (585)473-7300. Bharathi Alanger, Cuyahoga County Department of IT, 395S Euclid Ave., Cleveland, OH 4411S (216)420-6788. Bruce Iuppa, Data Architect, IBM, 29 Random Knolls Dr., Penfield, NY 14526 (585)200-8700.

Scott Welkley, Senior Lead Software Testing Engineer	
Experience Working on Similar Solutions	PeerPlace Networks, Senior Lead Software Testing Engineer 2/2016 – Present: New York State Office for the Aging: (2016-18) Senior Test Engineer for the statewide Case Management and Long Term Care Ombudsman System. The project included the conversion of 59 area agencies on aging and their contracted providers to the new system. Lead tester for: • Data migrations of Suffolk, Ulster, Nassau counties. • Accessibility product regression testing • Jurisdiction changes • Event Profile – On Load and On Change Performance Improvements and Invalid Funding Changes; Enhancements for Billed Units and Service Type changes. • Creation of standardized Performance Testing Test Plan, Testing Performance and Statement of Test documents. • Billing – Cost Share Compute vs. Save Investigation and User Message Addition; Cost Share End Date Changes (including multiple report updates and regression testing); Allowable Funding Changes; Units Detail by Funding Source Reporting. New York City Dept. for the Aging: (2016-18) Senior Tester for these enhancements: • Functionality allowing Billed Units to be split; included investigation and user scenario development for training. • Service Delivery Application Functionality (including unit testing support) • LTC Case Management Automation of Case Closing Functionality (including investigation using DB tracing to identify all areas requiring change) • Closed Cases Data Conversion (including data seeding for creation of test scenarios) • MSO Site Entry table issues/changes • Service Delivery Data Migration (Lead) New York State Perinatal Medicaid Redesign Team Health Information Technology System Enhancement and Reporting: 7/18-9/18: Lead tester for extensive state-mandated report included test scenarios, scripts and verification of 6,000-cell report. Colorado Division of Aging and Adult Services: (2017-18)

	conversion. Core concentration involved building automated test components for distributed originations application and associated web flows; eliminating extensive manual test efforts. • Served as liaison between development and test communities; supported the test planning, preparation, and execution activities. <u>Nortel Networks</u>: Senior Test Engineer, 1997-2001: • Test lead and managed the administration component of the Directory One product. • Manage and Administer the Test Environment including the fleet of IBM RISC servers across three subnets as well as the vast volume of data encompassing the Directory One product.
Technical Expertise	• Operating System: Mac OS X, Windows 10, 7, MS-DOS, UNIX • Languages: JavaScript/JQuery, SQL, VB Script, HTML, XML • Databases: Oracle, SQL Server, MS Access • Testing Tools: Selenium, Katalon, JMeter, MS Visual Studio 2013, HP QTP 9.5, Quality Center 10, LoadRunner/ VUgen 9.5, Performance Center 10 • Tools / Software, SQL plus, MS Office Excel, Word, PowerPoint
Legal Relationship to Employer/ Length of Employment	Full-time PeerPlace employee since February, 2016
Education	Associate's Degree, Business Administration, Monroe Community College; Bachelor of Business Administration Major, Completed 2 years, State University of New York, Buffalo State College
References	Brenda Dano, Director of Nursing, Onondaga County Health Department, 421 Montgomery St., Syracuse, NY 13202 (315)435-2000. Leonard Eshmont, CIO, VA Dept. for Aging and Rehabilitative Services, 8004 Franklin Farms Dr., Henrico, VA 23229 (804)357-3761. Dominic Coppola, Information Technology Associate, Healthy Baby Network, 693 East Ave., Rochester, NY. 14607 (585)546-4930.

Mary Love, Customer Support Manager	
Experience Working on Similar Solutions	PeerPlace Networks, Rochester, NY (8/2012 – Present) Manages the Help Desk by responding to customer requests by phone and on-line. Makes assignments to other staff as needed and tracks their completion on line; tests new features for quality control. Ms. Love tracks progress through the Workfront project management system, verifies completion with PeerPlace data management system and notifies customers when work is complete. Manages Production Support response and resolution in accordance with established service level agreements. Lifetime Assistance, Brockport, NY 4/2011- 7/2012 Community Living Instructor • Assist in the care of developmentally and physically disabled individuals • Ensure the best quality of life for individuals that I work with on a regular basis. • Med, SCIP, first aid and CPR certified. SIGMA Marketing Insights, Rochester, NY 1/1997 – 4/2011 Account Manager • Led day-to-day management and optimization of campaigns and oversaw the project management process for the team. • Participated in strategy development using knowledge of clients' business, data available, best methods, and the business environment. • Shared responsibility for ensuring that project requests are delivered accurately and in a timely manner. • Responsible for daily management, operations and quality control of the processing feeds and campaign portal. Supported and facilitated Help Desk for a diversified number of direct mail launches, conversion of user interfaces, lead management support for sales reps and technical support for specific rep-based tools.
Technical Expertise	Microsoft Word, Excel, PowerPoint, Lotus Notes / PeerPlace Change Control System and PeerPlace Client Management System.
Legal Relationship to Employer/Length of Employment	Full Time Employee since August, 2012