

Attachment B Business Requirements Traceability Matrix Request for Proposal Number 6056 Z1

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

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

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

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

How to complete the traceability matrix:

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

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

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
CLI-1	Describe how software creates a focus on the person receiving the services instead of focus on the services. Bidder's Response:				
CLI-2	The system must have a unique identifier (client number) for client records besides Social Security Number. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-3	The system must be able to manage and identify possible duplicate clients, merge clients, and client creation. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-4	The system must collect all National Aging Program Information System (NAPIS) required demographic fields in the client record. Please describe how your solution accomplishes this. Bidder's Response:				
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. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-6	The system must accommodate adding new fields post implementation. Please describe how your solution accomplishes this.				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
	Bidder's Response:				
CLI-7	The system must include and track federal Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) for each client. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-8	The system must provide historical values for client ADL and IADL indicators. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-9	The system must differentiate between "not answered" and "no" for ADL and IADL responses. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-10	Describe how the system would accommodate ADLs that are different from the federal ADLs. Please describe how your solution accomplishes this. Bidder's Response:				
CLI-11	The system must include a way to manage client status, including but not limited to: active, inactive, and deceased clients. Please describe how your solution accomplishes this. Bidder's Response:				

CLI-12	The caregiver and care recipient should have separate client profiles. Describe how the relationship is noted in the system.				
Bidder's Response:					
CLI-13	Describe how the system tracks out of state caregivers.				
Bidder's Response:					
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. Please describe how your solution accomplishes this.				
Bidder's Response:					
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). Please describe how your solution accomplishes this.				
Bidder's Response:					
CLI-16	The system must be able to have multiple files/documents attached to a client record. Please describe how your solution accomplishes this.				
Bidder's Response:					
CLI-17	Describe how an area agency on aging (AAA) would transfer a client to another AAA in the system.				
Bidder's Response:					

CLI-18	List fields that users at the AAA or State Unit on Aging (SUA) level can search by. List any additional fields that would be considered a customization to the standard search fields.				
	Bidder's Response:				

b. Services

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
SER-1	<p>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.</p> <p>Bidder's Response:</p>				
SER-2	<p>The system must be able to differentiate between Aging and Disability Resource Center (ADRC) services and OAA services.</p> <p>Bidder's Response:</p>				
SER-3	<p>The system must be able to distinguish between service delivery models: self-directed care services and traditionally delivered services.</p> <p>Traditionally Delivered Service: The Care Manager coordinates a Personal Care Service Provider to provide services to a client.</p> <p>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.</p> <p>Please describe how your solution accomplishes this.</p> <p>Bidder's Response:</p>				

SER-4	The system must be able to do rapid or bulk data entry by service and service provider (i.e. entering daily congregate meal recipients at a senior center). Please describe how your solution accomplishes this.				
	Bidder's Response:				
SER-5	Describe how the system handles canceling or rescheduling authorized services due to inclement weather or other unforeseen circumstances.				
	Bidder Response:				
SER-6	Describe how the system tracks OAA registered service recipients before an intake is received.				
	Bidder's Response:				
SER-7	Describe how the system administers or customizes eligibility types. Eligibility will differ between various state and federal programs.				
	Bidder's Response:				
SER-8	The system must be able to track services received by non-OAA eligible individuals. Please describe how your solution accomplishes this.				
	Bidder's Response:				
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. Please describe how your solution accomplishes this.				
	Bidder's Response:				
SER-10	The system must track special diets and delivery notes required for Home Delivered Meal service. Please describe how your solution accomplishes this.				
	Bidder's Response:				

SER-11	<p>Describe how the system would track take-out meals that are taken off senior center/nutrition site premise. Please describe how your solution accomplishes this.</p> <p>Bidder's Response:</p>				
SER-12	<p>Describe the system's electronic visit verification capabilities (EVV).</p> <p>Bidder's Response:</p>				
SER-13	<p>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.</p> <p>Routing capabilities should include, but are not limited to:</p> <ul style="list-style-type: none"> a. Route sequence creation, edit, and deletion. <p>Home Delivered Meal routing should also include, but is not limited to:</p> <ul style="list-style-type: none"> 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. <p>Bidder's Response:</p>				
SER-14	<p>Describe how the system automates and customizes workflows to determine client eligibility for services. Describe how it can be customized by AAA and service.</p> <p>Bidder's Response:</p>				

SER-15	<p>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. Describe how the system automates and customizes waitlist and prioritization capabilities post system implementation. Describe who (bidder, state, AAA) has access to manage this.</p> <p>Bidder's Response:</p>				
SER-16	<p>Post implementation, describe the system customizable prior authorization forms. Describe how it can be customized by AAA and service.</p> <p>Bidder's Response:</p>				
SER-17	<p>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.</p> <p>Bidder's Response:</p>				
SER-18	<p>Describe how the system records anonymous clients, referrals made, and level of assistance provided.</p> <p>Bidder's Response:</p>				
SER-19	<p>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.</p> <p>Bidder's Response:</p>				

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.				
	Bidder's Response:				
ASMT-2	Describe how the system accommodates multiple choice answers.				
	Bidder's Response:				
ASMT-3	Newly created assessments must be available to previously created client profiles. Please describe how your solution accomplishes this.				
	Bidder's Response:				
ASMT-4	Describe how the system reconciles data in an old assessment and new assessment. For example, a field noted a client's dominant hand. A user could select one choice: left hand or right hand. At a later date, the State 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?				
	Bidder's Response:				
ASMT-5	Describe how the system would retain previously deleted assessment questions. For example, the State no longer collects information on a client's dominant hand. What happens to previously collected data?				
	Bidder's Response:				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ASMT-6	Describe how the system provides historical data and trending with previous assessment answers. For example, every year a care manager will assess a client's Activities of Daily Living (ADLs). How can previously entered ADL scores be reviewed? Bidder's Response:				
ASMT-7	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 nvolutionary Weight Loss/Gain; N eeds Assistance in Self- Care; E lder Years Above Age 80). Please describe how your solution accomplishes this. Bidder's Response:				
ASMT-8	The system must include the St. Louis University Mental Status (SLUMS) Assessment to evaluate cognitive performance. Please describe how your solution accomplishes this. Bidder's Response:				
ASMT-9	Describe how the state would administer and customize the 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/AgingRFP Bidder's Response:				
ASMT-10	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/AgingRFP Bidder's Response:				

ASMT-11	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/AgingRFP				
Bidder's Response:					
ASMT-12	If the state decides to use InterRAI Assessment Instruments in the future, describe how the system could accommodate this assessment.				
Bidder's Response:					
ASMT-13	If the state decides to use Supports Intensity Scale in the future, describe how the system accommodates this assessment.				
Bidder's Response:					

d. Usability

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
USE-1	The system must have copy/paste functionality. Please describe how your solution accomplishes this.				
	Bidder's Response:				
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. Please describe how your solution accomplishes this.				
	Bidder's Response:				
USE-3	The system date must have 4 digit years. Please describe how your solution accomplishes this.				
	Bidder's Response:				
USE-4	The system must have task and date reminder tracking. Please describe how your solution accomplishes this.				
	Bidder's Response:				
USE-5	Describe the system's customizable alerts. Describe how users are able to set alerts for activities like follow ups and next visits.				
	Bidder's Response:				

USE-6	Describe the system's customizable workflows. For example, how a user would select, review, and document checked case files, service authorizations, service entries, and client demographics.				
	Bidder's Response:				
USE-7	Describe how the system supports cross-module workflows. An ADRC service provider may do an intake for an individual, and refer the individual to the AAA for services.				
	Bidder's Response:				
USE-8	Describe client portal products or options that are currently available. A client portal should be accessible by the client, or any person in their support network (caregiver, family member, neighbor, or friend). Describe security and access among public users.				
	Bidder's Response:				
USE-9	Describe service provider portal products or options that are currently available.				
	Bidder's Response:				
USE-10	Describe the system's public service directory. Describe management and reporting options for information and referral component. Include website hits, validation, tracing incoming links, and comparison metrics.				
	Bidder's Response:				
USE-11	Describe how the system manages Rural/Non-Rural designations.				
	Bidder's Response:				

USE-12	Describe how an AAA user would use the system to review a senior center's daily congregate meal entry for quality assurance purposes.				
	Bidder's Response:				
USE-13	Describe automatic data capture technology capabilities such as bar coding.				
	Bidder's Response:				

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.				
	Bidder's Response:				
FIS-2	Describe how the system tracks client funding across AAAs when the client record is moved from one AAA to another.				
	Bidder's Response:				
FIS-3	Describe how the system provides reconciliation, tracking and validating options for funding sources between the AAA and SUA.				
	Bidder's Response:				
FIS-4	Describe how multiple fiscal years are tracked in the system.				
	Bidder's Response:				
FIS-5	Describe how the system provides FFR 425 reports.				
	Bidder's Response:				
FIS-6	Describe how the system allows staff to track time per program and/or client, and bill for time within the system.				
	Bidder's Response:				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
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? Bidder's Response:				
FIS-8	Describe how indirect costs of services are tracked in the system. Bidder's Response:				
FIS-9	Describe how direct costs of services are tracked in the system. Include costs that are not tied to a client. Bidder's Response:				

f. Reporting

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
REP-1	List state(s) that have utilized the system for federal NAPIS reports for at least two federal fiscal years. Bidders that do not meet this qualification <u>will not be considered</u> . Bidder's Response:				
REP-2	The system must be able to support the federal NAPIS reporting. The State Program Report (SPR) requirements are expected to change October 2020. Describe the bidders plan for these changes. https://agid.acl.gov/Resources/OAA_SPR.aspx The bidder must be able to support this change and all future federal reporting changes at no extra cost to the State. Bidder's Response:				
REP-3	The system must be able to report on client demographic, service usage, units of service by service provider in detail. Please describe how your solution accomplishes this and list all standard reports included with the system. Bidder's Response:				
REP-4	Describe how the system creates mailing lists based off of client demographics or service activity. Bidder's Response:				
REP-5	Describe dashboarding capabilities in the system, such as graphs, dashboards, cross fiscal year reporting, year to date, and year to year comparisons. Bidder's Response:				

REP-6	Describe the system's ability to create ad-hoc reports. Include specific user roles and licensing that may be required.				
Bidder's Response:					
REP-7	Describe how the system would provide a county summary report that details services and client information for a given time period.				
Bidder's Response:					
REP-8	Describe the system's ability to generate reports for federal Congressional districts. Describe how districts realignment is managed.				
Bidder's Response:					
REP-9	Describe the system's ability to generate reports for state legislative districts. Describe how districts realignment is managed.				
Bidder's Response:					
REP-10	Describe the system's ability to generate Explanation of Benefits (EOB) reports that are personalized based on a client's assessment results and demographic data.				
Bidder's Response:					
REP-11	The system must be able to generate contribution request letters to enable program cost sharing.				
Bidder's Response:					
REP-12	Describe the system's forecasting capabilities for service units and cost based off of previously entered data.				
Bidder's Response:					

REP-13	The system must be able to export data in reports. Describe file types that can be exported.				
Bidder's Response:					
REP-14	The system must be able to provide an audit log or snapshot of services provided, as entered on a specific date. Please describe how your solution accomplishes this.				
Bidder's Response:					
REP-15	Describe how the system tracks unpaid client balances (accounts receivable) for non-OAA services.				
Bidder's Response:					

g. Volunteer management

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
VOL-1	Describe the system's volunteer management capabilities. Bidder's Response:				
VOL-2	Describe how the system differentiates between stipend volunteers like the Federal Senior Companion, Foster Grandparents programs, and unpaid volunteers. Bidder's Response:				

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. Please describe how your solution accomplishes this. Bidder's Response:				
PRV-2	The system must be able to manage multiple service contracts/rates for a single provider. Please describe how your solution accomplishes this. Bidder's Response:				
PRV-3	Describe how the State can customize the system with ad-hoc field creation for Service Providers, including contract/rate management. Bidder's Response:				
PRV-4	The system must provide service provider search functions. Please describe how your solution accomplishes this. Bidder's Response:				
PRV-5	The system must be able to edit a service provider for multiple clients at once. For example, Company X provides Emergency Response Systems to fifty clients in January. The contracted service provider is changed to Company Y in February. Describe a bulk client move from Company X to Company Y. Bidder's Response:				

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/AgingRFP				
	Bidder's Response:				
OPR-2	Describe how the system supports creating a new service. Describe what service fields can be edited. Describe what happens to services that are inactivated or deleted.				
	Bidder's Response:				
OPR-3	Describe the system's document library capabilities such as report and letter templates.				
	Bidder's Response:				

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.				
	Bidder's Response:				
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.				
	Bidder's Response:				

k. Data / Data Warehouse

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DAT-1	The State must retain all rights to data. At the end of contract, the Bidder must provide all data in a format specified by the state, for use in another software system. Provide in draft project plan. Bidder's Response:				
DAT-2	Bidder must be able to convert current Nebraska Aging Management Information System (NAMIS) client demographic data into proposed system. Please describe how your solution accomplishes this. See Appendix A-1. Bidder's Response:				
DAT-3	Bidder must be able to convert current Aging and Disability Resource Center client demographic data into the proposed system. Please describe how your solution accomplishes this. See Appendix A-2. Bidder's Response:				
DAT-4	Describe how the system could interface with State data warehouse/s. Describe the frequency of data refreshes. Describe the options for the download, such as Bidder software, or an import /conversion to an existing state data warehouse. Include information on master data, which refers to data elements that should be shared across the systems, data elements such as Social Security Number, address and last name. Bidder's Response:				
DAT-5	Describe how the system can interface with WellSky's SAMS product being used by two AAAs. This interface will go in one direction from WellSky to the Aging Information System Solution. Bidder's Response:				

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.				
Bidder's Response:					
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.				
Bidder's Response:					
DAT-8	The contractor must migrate service units, contract/rates, and providers from the current aging information system (NAMIS) beginning July 1, 2019 through Go-Live. Provide a high level overview of how the bidder will migrate service units, contracts/rates, and providers. Describe file type and information the State would need to provide.				
Bidder's Response:					
DAT-9	The contractor shall have responsibility for converting ADRC service directory providers into the proposed solution. Describe file type and information the State would need to provide.				
Bidder's Response:					

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 the job. Describe who manages user access (bidder, State, AAA).				
	Bidder's Response:				
SCT-2	Describe how the system is able to securely store, edit, and save client assessments offline (case managers will not always have access to the internet during assessments).				
	Bidder's Response:				
SCT-3	Describe online / offline upload / download capabilities, include what portable devices are available for the synchronization process.				
	Bidder's Response:				