

Attachment C Optional Ombudsman Business Requirements Traceability Matrix

Request for Proposal Number 6056 Z1

How to complete the Optional Ombudsman Business Requirement Traceability Matrix:

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

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

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
1.	Describe the long term care ombudsman capabilities that can track all required fields for National Ombudsman Report System (NORS). The system must accommodate NORS reporting changes at no cost to the State. Describe upcoming implementation changes. Bidder's Response:				
2.	Describe how the system accommodates different user roles. For example, state and local Ombudsmen will need access to the system. The state Ombudsman needs to be able to validate data entry done by a local Ombudsman. Bidder's Response:				
3.	Describe how volunteer Ombudsman are managed in the system. Volunteers will not need access to system. Bidder's Response:				
4.	Describe how nursing facilities and assisted living facilities are managed in the system. Bidder's Response:				
5.	Describe how the system creates and tracks corrective action plans. Bidder's Response:				
6.	Describe how the system documents LTCOP cases, complaints, corrective action plans, and follow up. Bidder's Response:				

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
7.	Describe how the system tracks LTCOP activities, consultations, and trainings. Bidder's Response:				
8.	Describe how the system tracks volunteer Ombudsman activities and consultations. Activities are to be tallied by type and reported on a monthly basis. Bidder's Response:				
9.	Describe how the system data verification activities are managed at the local and state level. Bidder's Response:				
10.	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. Bidder's Response:				
11.	Bidder must be able to convert Federal Fiscal Year 2017, 2018 and 2019 Ombudsman database data into proposed system. Provide a conversion plan. See Appendix Bidder's Response:				