# We see the **future of health** every day.

# TECHNICAL
# REQUIREMENTS

**Omnicell**

The *Autonomous Rx Company*

Prepared by Omnicell exclusively for:
**State of Nebraska, DAS, SPB**

RFP #6097 Z1
Nancy Storant / Dianna Gilliland
June 19, 2019

**Your Account Representative**

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# Legal Notices

Omnicell, Inc. (herein referred to as the "Vendor"), submits its response to your Request for Proposal dated June 19, 2019 and agrees to supply and furnish to you information as requested in said RFP.

Notwithstanding any provision to the contrary, State of Nebraska hereby acknowledges and recognizes that if Omnicell's proposal is accepted, such acceptance will require that terms and conditions will be, at that time, mutually negotiated and agreed to by both parties. As such and upon mutual resolution, both parties will be contractually obligated to carry out their respective responsibilities as described therein.

Thank you for the opportunity to participate in your bid proposal process.

Omnicell, Inc.

OMNICELL, ANESTHESIA TT, DECISIONCENTER, FLEXBIN, MEDGUARD, OMNIBUYER, OMNICENTER, OMNIEVOLVE, OMNIGATE, OMNILINKRX, OMNIRX, OMNISUPPLIER, OPEN TOUCH, OPTIFLEX, SAFETYMED, SAFETYPAK, SAFETYSTOCK, SECUREVAULT, SINGLEPOINTE, SURE-MED, TOUCH & GO, VCOMMANDER, VDIRECTOR, VMANAGER, VSUITE, WORKFLOWRX, and the OMNICELL design mark are trademarks or registered trademarks of Omnicell, Inc. in the United States and internationally.

# Terms and Conditions

**PERTAINING TO THIS REQUEST FOR PROPOSAL (RFP)**

## Disclaimer

Omnicell, Inc. has responded to this RFP to the best of its ability and disclaims all warranties and representations with respect to accuracy and completeness of the responses contained herein due to the varied interpretations that can be applied to each question. Omnicell reserves the right to modify, if necessary, any errors to, or omissions of, information provided herein. All warranties provided are based solely on the extensive documentation provided and the RFP responses do not nor are they intended to alter the terms or information contained in our product documentation. Omnicell will not be liable for any damages in connection with or arising out of reliance on the responses contained in this RFP.

## Terms & Conditions

Omnicell hardware, software and services are covered by the terms and conditions of the mutually negotiated terms and conditions as based upon the form of agreement as provided to you within the response. If Omnicell's proposal is accepted, such acceptance will require that, if needed, specific exceptions to standard Omnicell agreement terms and conditions can be, at that time, mutually negotiated by both parties. As such and upon mutual resolution, both parties will be contractually obligated to carry out their respective responsibilities as described therein.

## Non-Disclosure

By receiving this response to your RFP, you acknowledge that the material and information provided in such response may contain confidential or proprietary information. Therefore, you agree to hold such material and information in confidence, to be used only for the purpose of evaluating the response to your RFP and may only be released to those persons requiring access to this information for such purposes. Confidential Information does not include information, technical data or know-how that is: (a) already in your possession; (b) (or becomes) part of the public knowledge by means other than breach of agreement; (c) approved for release by Omnicell; or (d) otherwise part of the public record and subject to disclosure by applicable law.

## Modifications to this Request for Proposal

Omnicell has responded to your RFP based on technical information provided by you and any responses regarding performance of hardware or software are dependent upon the nature and scope of such technical information. As Omnicell receives additional technical information regarding your site(s), the RFP responses are subject to modification by us. Such modifications may result in an increase in Omnicell's pricing proposal to reflect such amendment to the RFP.

# Attachment Two
# Technical Requirements Traceability Matrix

# Request for Proposal Number 6097 Z1

Bidders are instructed to complete a Technical Requirements Traceability Matrix Operating Leased Automated Pharmacy Dispensing Machines Solution. 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 winning Bidder 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. 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 be grounds for disqualification.

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 |

| Column Description | Bidder Responsibility |
| --- | --- |
| | requirement.  The Bidder should leave blank if the Bidder's proposed solution does not comply with the requirement.<br><br>If left blank, the Bidder should also address the following:<br><br>• Capability does not currently exist in the proposed system, but is planned in the near future (within the next few months)<br>• Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard capability<br>• 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. 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 should 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 |
| BKP | Backup and System Recovery Requirements |
| SEC | Security Requirements |
| INT | Interfaces/Imports/Exports Requirements |
| TST | Testing 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 | If the proposed solution is hosted by the State describe how it will be supported using virtual servers | | X | | |
| Response: The Omnicell proposed solution supports the installation of virtual servers into a State VMware infrastructure. Omnicell as an Original Equipment Manufacturer (OEM), provides the applicable OVF/OVA (Open Virtual Format/Open Virtual Appliance) as a proprietary turnkey solution inclusive of required Microsoft Operating and SQL Server Licensing. | | | | | |
| TEC-2 | Describe any third party components that are proposed as part of the solution, i.e. using Crystal Reports as a reporting tool. | | | X | |
| Response: Foxfire 8.0 templates are available to build and design custom reports based on OmniCenter database information. | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| TEC-3 | Describe the software licensing model of the proposed solution, including any required third party licensing. | | | X | |
| Response: Omnicell provides turnkey solutions as an Original Equipment Manufacturer (OEM) with the exception of VMware infrastructure. Customer can choose to install their preferred Anti-Virus solution. | | | | | |
| TEC-4 | Describe how the proposed solution's upgrade and maintenance process minimizes downtime and impact to the users. | | X | | |
| Response: Once the production system is deployed, Omnicell does not make changes to the production environment without approval of pharmacy administration. | | | | | |
| TEC-5 | Describe any redundancy built into the proposed servers or databases to limit any downtime in the Bidders proposed solution. | | X | | |
| Response: The Solution provides an SQL transaction Log Backup every (5) minutes. There is a full SQL database backup nightly. | | | | | |
| TEC-6 | Describe how the proposed solution has the ability to share data securely, including importing and exporting of data to/from other application software tools. | | | | |
| Response: Omnicell takes security seriously and has designed its systems with security in mind in considerations of encryption of data in-motion (transit), data-at-rest, Windows Firewall, etc. Omnicell aligns mostly with NIST guidelines with HIPAA guidelines where necessary. Omnicell is a vendor that sells into the Department of Defense (DoD). As such Omnicell has passed the DOD RMF approval process. Omnicell uses the same code base across all customers. | | | | | |
| TEC-7 | Describe how the proposed solution has the ability to archive data per DHHS's required record retention schedules. | X | | | |
| Response: Omnicell provides a historical database feature that enables customers to retain 1 to 7 years of data (transactions and user events). The amount of data that can be retained at a particular site depends on the available disk space on the Omnicell server, and on the volume of data generated at the site. | | | | | |
| TEC-8 | Describe how the proposed solution has the ability to generate reports and ad hoc queries without performance impact to user access or system response time. | | X | | |

| | | | | | |
|---|---|---|---|---|---|
| Response: Reports deliver information from the OmniCenter databases to provide cost accounting; monitor productivity and compliance; optimize distribution of supplies and medications; and review patient, item, and user transaction history. This information can be delivered in detail or as a summary. Custom reports can be created to meet unique requirements. | | | | | |
| TEC-9 | Describe how the Bidder's proposed solution provides an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters. | x | | | |
| Response: Once the production system is deployed, Omnicell does not make changes to the production environment without approval of pharmacy administration. | | | | | |

## Standards Requirements

DHHS currently operates its computer system in compliance with many technology and operational standards. These standards originate from internal development, industry best practices and governmental mandates. The Bidder should describe how all applications provided by the Bidder operate in compliance with these standards and practices.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| STN-1 | Describe how the Bidder's proposed solution complies with digital signature requirements described in the Nebraska Digital Signatures Act. Refer to http://www.sos.ne.gov/rules-and-regs/regsearch/Rules/Secretary_of_State/Title-437.pdf for definition and standards in Nebraska. | | | | |
| Response: The capability is not included in the proposed solution. | | | | | |
| 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 | | | |
| Response: Omnicell's product comply with all Joint Commission Medication Management Standards and applicable ADA laws in coordination with hospital policies and procedures. Omnicell will work with State of Nebraksa to ensure compliance with State or Federal laws. | | | | | |
| STN-3 | If the solution requires client software to be installed, describe how the Bidder's proposed solution assures that all software used for the solution can be distributed, installed and configured in an unattended "silent" manner. | X | | | |
| Response: The CT Upgrade and File Manager application provides an OmniServer Manager (OSM) administrative tool deploy and schedule upgrade packages on the CT and CSM clients This feature lets you to download the setup packages from Omnicell's FTP location to the OmniServer and then transfer them to the client. The client can be scheduled to be upgraded immediately or at a later time. | | | | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| STN-4 | Current DHHS policies prevent users from making administrative changes and downloading software locally to their PC.  Describe how the Bidder's proposed solution supports this policy. | | X | | |
| Response: User Group(s) and User permissions are defined via the Omnicenter application by a Pharmacy Administrator and or IT. | | | | | |
| STN-5 | Current DHHS policies recommend not storing any data locally in the event that a user's desktop PC needs to be reimaged (which deletes locally stored data).  Describe how the Bidder's proposed solution supports this policy. | | X | | |
| Response: The Omnicell proposed solutions are proprietary embedded kiosk styles systems designed in a server-client architecture. Omnicell deploys security features including both encryption of data-in-motion (transit) between the server and client as well as encryption of data-at-rest via Microsoft BitLocker. | | | | | |
| STN-6 | Describe how the Bidder's proposed solution maintains licensed software, including all third-party software, no more than two supported versions behind the latest release and is the version supported by DHHS. | x | | | |
| Response: The Solution follows industry standards. Omnicell currently deploys Windows Server 2016 for its servers and Windows 10 for client level devices. | | | | | |
| STN-7 | 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. | X | | | |
| Response: The proposed solution is designed to run 24 hours a day and 7 days a week without interruption. This is dependent on the customer's network and other considerations. | | | | | |
| STN-8 | Describe the Bidders responsibilities to address an error or application deficiency versus what actions are required of the state to minimize or resolve application errors. | | x | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| Response: Software error(s) that are identified by customers are called into the TAC (Technical Assistance Center) for review by Levels 1-3. If identified as invalid software logic, the error will be submitted to software development for review, confirmation and provided a bug ID to address in the next update. | | | | | |
| STN-9 | Provide the Server requirements and a proposed configuration/server environment diagram if the proposed solution is a State self-hosted solution. | X | | | |
| Response: Please see attached Unity XT Architecture Diagram. | | | | | |

### 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 | | |
| Response: Application error codes can be viewed from the Omnicenter application and from the cabinets. The error(s) are also written to a .log file on the PC in which the device resides. | | | | | |
| 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 (e.g., spell check). | | | | |
| Response: The proposed solution does not currently have these types of tools in place. | | | | | |
| ERR-3 | Describe how the Bidder's proposed solution allows for a user to view, filter, sort, and search a comprehensive error log. | | X | | |
| Response: Error logs are written to a .log file for reference and troubleshooting. Simple file extension allows for easy access and troubleshooting. | | | | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| ERR-4 | Describe how the Bidder's proposed solution includes a comprehensive list of error messages with unique message identifiers. | | x | | |

Response: Application error codes can be viewed from the Omnicenter application and from the cabinets.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| ERR-5 | Describe how the Bidder's proposed solution displays errors to the user/operator in real-time whenever an error is encountered. | | x | | |

Response: The application error(s) occur in real-time and will display as an overlay on the application.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| ERR-6 | Describe how the Bidder's proposed solution has the ability to suppress error messages based upon user-defined criteria. | | | | |

Response: The proposed solution does not currently have these types of tools in place.

**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. Include all needed hardware, software, and tools, and clearly define all roles, responsibilities, processes and procedures. Describe the Bidder's proposed backup retention schedules – daily, weekly, monthly, quarterly, etc. | x | | | |
| Response: Within the installation of Omnicenter, the module OmniBackup is enabled by default to backup to local disk. The OmniBackup must remain enabled to meet terms of service. Customers can deploy their own 3rd party backup software, but the Customer accepts the risk of potential and/or future system failures. | | | | | |
| BKP-2 | Describe the Bidder's proposed Disaster Recovery Plan. Include all needed hardware, software, and tools, and clearly define all roles, responsibilities, processes and procedures. | | x | | |
| Response: Backups recovered from SQL database nightly backup. Backups are maintained in D:/OmniBackup on server. | | | | | |
| BKP-3 | Describe how backups of the Bidder's proposed solution are able to be scheduled outside of normal working hours and without user intervention. | | x | | |
| Response: The Solution provides an SQL transaction Log Backup every (5) minutes. There is a full SQL database backup nightly. | | | | | |
| BKP-4 | Describe what formats the database can be extracted to in the case the state needs to work with the data in a different environment or if the current contract were to terminate and the state will need to extract the data. | | x | | |
| Response: Excel, pdf,.cvs. | | | | | |

## 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.<br><br>Refer to DHHS Information Technology (IT) Access Control Standard (DHHS-2013-001-b) for specific requirements:<br><br>http://dhhs.ne.gov/IT%20Policies/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf | x | | | |
| Response: Omnicell takes security seriously and has designed its systems with security in mind in considerations of encryption of data-in-motion (transit), data-at-rest, Windows Firewall, etc. Omnicell aligns mostly with NIST guidelines with HIPAA guidelines where necessary. Omnicell is a vendor that sells into the Department of Defense (DoD). As such Omnicell has passed the DOD RMF approval process. Omnicell uses the same code base across all customers. | | | | | |
| SEC-2 | Describe how the Bidder's proposed solution complies with Federal, State, and division-specific security requirements including but not limited to:<br><br>• Health Insurance Portability and Accountability Act (HIPAA) of 1996<br>• Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009<br>• Nebraska Electronic Signature Statute<br>  http://www.nebraskalegislature.gov/laws/statutes.php?statute=86-611<br>• Privacy Act of 1974<br>• 45 CFR 85 Security standards for PHI<br>• Office of the National Coordinator's Nationwide Privacy and Security Framework for Electronic Exchange of Individually Identifiable Health information<br>  https://www.healthit.gov/sites/default/files/nationwide-ps-framework-5.pdf<br><br>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 | | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| | Response: Omnicell takes security seriously and has designed its systems with security in mind in considerations of encryption of data-in-motion (transit), data-at-rest, Windows Firewall, etc. Omnicell aligns mostly with NIST guidelines with HIPAA guidelines where necessary. Omnicell is a vendor that sells into the Department of Defense (DoD). As such Omnicell has passed the DOD RMF approval process. Omnicell uses the same code base across all customers. | | | | |
| SEC-3 | Describe how the Bidder's proposed solution meets the DHHS requirements for unique user ID access. Include:<br>• Specification on configuration of the unique user ID.<br>• How the unique user ID is assigned and managed.<br>• How the unique user ID is used to log system activity.<br>• How the system handles the creation of duplicate user ID accounts. | | x | | |
| | Response: Omnicell supports a native logon methodology requiring indvidual user accounts to access the solutions. Parameters around password complexities, expiration, etc. are configurable within the application. Omnicell supports the creation of groups with a specified set of user privileges enables you to quickly assign the predefined privilege set to users without having to individually add each privilege to each user name. All users assigned to a group will have the same privileges, but you also can set up a group for lead technicians that contains more privileges than the pharmacy technician group. | | | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|-------|-------------|------------|----------|------------|---------------|
| EC-4 | Describe how the Bidder's proposed solution meets the DHHS standard for administering passwords:<br><br>• Initial Password assignment.<br>• Strong Password Requirements.<br>• Password reset process.<br>• Password expiration policy.<br>• Password controls for automatic lockout access to any user or user group after an administrator-defined number of unsuccessful log-on attempts. | | x | | |
| | Response: In Omnicenter, a system administrator can reset a user password following the configurable settings. At the cabinet, a user has to enter a new password that meets the configurable settings.<br><br>Omnicells' Current Strong Password Policy:<br>>Passwords must be between 6 characters minimum and 18 characters maximum.<br>>Passwords should not contain letters that are part of your own name and should not contain common words.<br>>Case-sensitivity may be enforced.<br>>Spaces are not allowed as the first or last character.<br>>Passwords must contain three of the four elements:<br>>lowercase letter<br>>UPPERCASE LETTER<br>>Numeral: 0123456789<br><br>>Special character: "~!@#$%^&*()_-+={}[]\|\:;'"<>,.?/<br><br>Omnicell doesn't lock users out, however this could be done via AD authentication | | | | |
| SEC-5 | Describe how the Bidder's proposed solution meets the requirements for unique system administration access. Include:<br><br>• Specification on configuration of the unique system administration ID.<br>• How the unique system administration ID is assigned and managed.<br>• How the unique system administration ID is used to log system activity. | | x | | |

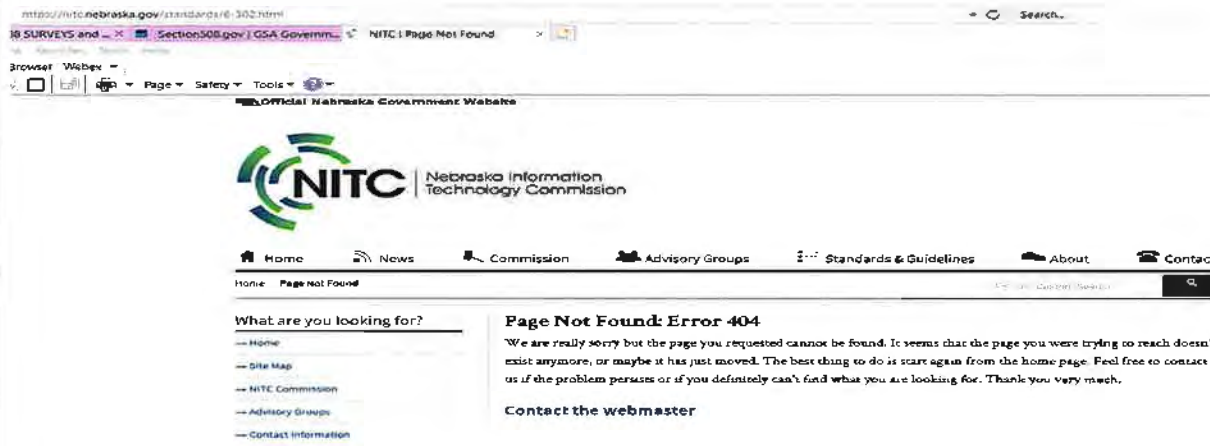| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| | Response: Omnicell supports the creation of groups with a specified set of user privileges enables you to quickly assign the predefined privilege set to users without having to individually add each privilege to each user name. All users assigned to a group will have the same privileges, but you also can set up a group for lead technicians that contains more privileges than the pharmacy technician group. This should all be handled by the Pharmacy Administration. | | | | |
| SEC-6 | Describe how the Bidder's proposed solution provides the ability to maintain a directory of all personnel who currently use or access the system. | . | x | | |
| | Response: Omnicell supports direct connection to Microsoft Active Directory via lightweight directory active protocol (LDAP). This solution allows Omnicell users to securely access supported Omnicell cabinets, web applications, and servers with the same domain user ID and password they use to access third-party systems and other applications within the facility. | | | | |
| SEC-7 | State of Nebraska requires authentication 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.<br><br>Refer to the Nebraska Information Technology Commission Security Architecture – Authentication and Authorization – Identity and Access Management Standard for State Government Agencies (8-302) for specific requirements:<br><br>http://nitc.nebraska.gov/standards/8-302.html | | | | |

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

Response: Omnicell requires additional information on what is being asked.

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We are really sorry but the page you requested cannot be found. It seems that the page you were trying to reach doesn't exist anymore, or maybe it has just moved. The best thing to do is start again from the home page. Feel free to contact us if the problem persists or if you definitely can't find what you are looking for. Thank you very much.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| SEC-8 | 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-2013-001) for specific requirements: http://dhhs.ne.gov/IT%20Policies/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf | | x | | |
| Response: Omnicell takes security seriously and has designed its systems with security in mind in considerations of encryption of data-in-motion (transit), data-at-rest, Windows Firewall, etc. Omnicell aligns mostly with NIST guidelines with HIPAA guidelines where necessary. Omnicell is a vendor that sells into the Department of Defense (DoD). As such Omnicell has passed the DOD RMF approval process. Omnicell uses the same code base across all customers. | | | | | |
| SEC-9 | Describe how the Bidder's proposed solution provides System Auditing functions, including but not limited to: <br> • The user ID of the person who made the change. <br> • The date and time of the change. <br> • The physical, software/hardware and/or network location of the person while making the change. <br> • The information that was changed. <br> • The outcome of the event. <br> • The data before and after it was changed, and which screens were accessed and used. <br> Refer to DHHS Information Technology (IT) Audit Standard (DHHS-2013-001-F) for specific audit requirements: http://dhhs.ne.gov/IT%20Policies/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf | | x | | |
| Response: The solution provides a "logging" functionality built into the Omnicenter application. This determines the type of user events that Omnicenter will track to provide a set of parameters for the daily log file. | | | | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|-------|-------------|------------|----------|------------|---------------|
| SEC-10 | If the proposed system processes Confidential and Highly restricted Data, describe the Bidder's auditing functions for all data that is accessed and viewed, regardless of whether the data was changed. Describe the auditing functions which should include but is not limited to: <br><br> • The user ID of the person who viewed the data. <br> • The date and time of the viewed data. <br> • The physical, software/hardware and/or network location of the person viewing the data. <br> • The information that was viewed. <br><br> Refer to DHHS Information Technology (IT) Audit Standard (DHHS-2013-001-F) for specific audit requirements: <br><br> http://dhhs.ne.gov/IT%20Policies/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf | | X | | |

Response: The solution provides a "logging" functionality built into the Omnicenter application. This determines the type of user events that Omnicenter will track to provide a set of parameters for the daily log file.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|-------|-------------|------------|----------|------------|---------------|
| SEC-11 | 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: The proposed solution does not currently have these types of tools in place.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|-------|-------------|------------|----------|------------|---------------|
| SEC-12 | Describe how the Bidder's proposed solution produces daily audit trail reports and allows inquiries, showing updates applied to the data. | | X | | |

Response: The Omnicenter records application data within the software. Logging levels can be configured on cabinet log level and logging of hardware communication.

| | | | X | | |
|---|---|---|---|---|---|
| SEC-13 | 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. | | | | |

Response: End to end encryption of traffic between server and cabinets. HTTPS supported for web apps. The media (hard drive) on the Cabinets is encrypted using Microsoft BitLocker Encryption. BitLocker is pre-configured by Omnicell before shipping to customer facility.

| | | | X | | |
|---|---|---|---|---|---|
| SEC-14 | 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. | | | | |

Response: Omnicell takes security seriously and has designed its systems with security in mind in considerations of encryption of data-in-motion (transit), data-at-rest, Windows Firewall, etc. Omnicell aligns mostly with NIST guidelines with HIPAA guidelines where necessary. Omnicell is a vendor that sells into the Department of Defense (DoD). As such Omnicell has passed the DOD RMF approval process. Omnicell uses the same code base across all customers.

| | | | XX | | |
|---|---|---|---|---|---|
| SEC-15 | Describe how the Bidder's proposed solution recognizes Confidential and Highly Restricted information in screens, reports and views (i.e. PHI and SSN). Restrict distribution and access based upon system security settings and roles. Include warnings on printed and viewed reports. | | | | |

Response: Omnicell supports a native logon methodology requiring indvidual user accounts to access the solutions. Parameters around password complexities, expiration, etc. are configurable within the application. Omnicell supports the creation of groups with a specified set of user privileges enables you to quickly assign the predefined privilege set to users without having to individually add each privilege to each user name. All users assigned to a group will have the same privileges, but you also can set up a group for lead technicians that contains more privileges than the pharmacy technician group.

| | | | | | |
|---|---|---|---|---|---|
| SEC-16 | Describe how the Bidder's proposed solution alerts staff authorities identified by DHHS of potential violations of security and privacy safeguards. Incidents that involve or could potentially involve Confidential or Highly Restricted data must be reported immediately as defined in DHHS Policy DHHS-2018-001-E DHHS IT Incident Management Standard. | | | | |

Response: Omnicenter server provides a wide variety of reports on user activities. Alerts can also be configured in the Omnicenter to provide an informational message, notification, or a set of questions and answers to alert a clinician at the cabinet or bedside.

| SEC-17 | Describe how the Bidder's proposed solution provides a process for archiving and/or destroying data and sanitizing storage media in conformance with DHHS and Division 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. | | X | | |
|---|---|---|---|---|---|

Response: Hard drives are left on-site if / when replaced. Customer should adhere to internal policies and procedures.

| SEC-18 | Describe how the Bidder's proposed solution is compliant with the Federal Information Security Act (FISMA). | | | | |
|---|---|---|---|---|---|

Response:
Omnicell is a technology partner with VMWare and currently the only automation cabinet vendor providing a virtualized solution. Our technology alliance means Omnicell has gone through rigorous testing to validate our software on a virtual platform. Benefits of Virtualization Reduced IT infrastructure costs Reduced hardware footprint Improved server hardware utilization Greater system availability Faster server deployment Improved disaster recovery. Omnicell also supports Microsoft Hyper-V for customers with 100 ADC's or less. All disaster recovery plans are facility specific and are subject to that facility's processes and procedures. Omnicell will work with System Administrators to come up with an assured recovery loss program in case of a disaster Both Restore Database and Transaction Log Backups are available to allow for disaster recovery processing. Omnicell will work with the facility to develop:
- A documented policy and procedure for routine back up of critical system data.
- Contingency plans for temporarily operating in a degraded or system-unavailable mode.
- Escalation instructions for securing the appropriate Omnicell resources to assist in restoring system function.

| SEC-19 | Describe how the Bidder's proposed solution provides the capability to identify and report on unauthorized attempts to information in the system, based on user-defined criteria. | | | | |
|---|---|---|---|---|---|

Response: The proposed solution does not currently have these types of tools in place.

| SEC-20 | 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. | | | | |
|---|---|---|---|---|---|

Response: The proposed solution does provide this functionality.

## 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. | | x | | |
| Response: The OmniCenter server will require interfaces to the Hospital's EHR/EMR systems, which is typically performed through HL7 interfaces for ADT and order information. | | | | | |
| 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 | | | |
| Response: Omnicell does not provide these tools. Customer has the opportunity to deploy such tools and mechanisms, but should engage Omnicell. | | | | | |
| INT-3 | If needed, 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, including any third-party components. | x | | | |
| Response:<br><br>• Med order is entered in a Vendor system (Epic, Siemens, Cerner, Meditech, etc)<br>• Omnicell Inbound Interface receives raw HL7/XML message<br>• Omnicell Translation Node converts the HL7/XML message (applies Mapping table logic to the message) and sends it to the Outbound Node<br>• Outbound Node sends the outgoing med order to a corresponding Omnicenter console<br><br>   o There can be multiple Outbound Nodes (i.e, separate nodes sending med orders to separate CPC consoles) | | | | |
| INT-4 | Describe how the Bidder's proposed solution conducts end-to-end testing with interface partners both external and internal to ensure requirements are met. | | x | | |

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| Response: The proposed solution has interfaced with 100 different systems and adheres to HL7 (Health Level 7) standards and regulations. HL7 offers certification and proficiency testing to assess the knowledge and proficiency of its most frequently used health information (HIT) standards. | | | | | |
| INT-5 | Describe how the Bidder's proposed solution has or will be able to interface with the state's current pharmacy system Rx-Connect. | x | | | |
| Response: Automatic information exchange with the Pharmacy Information System (PIS) is a requirement for the proposed Omnicell solutions to be fully integrated. Connections can be supported either point-to-point or through an interface engine. Omnicell support HL7 (Health Level 7) standard to format messages. Omnicell support HL7 versions 2.1 thru 2.5. Omnicell recommends the use of Minimal Lower Layer Protocol (MLLP) over a TCP/IP socket connection. | | | | | |

## Testing Requirements

The proposed software solution is expected to be tested to ensure the machines function through a complete process to include interfaces, data transmission, and all hardware parts function as designed.

| Req # | Requirement | (1) Comply | (a) Core | (b) Custom | (c) 3rd Party |
|---|---|---|---|---|---|
| TST-1 | Bidder should submit a testing plan that will be conducted on ADMs following installation. Testing should include but not be limited to a routine to ensure the following function properly and as designed:<br>1. Interfaces: provide an example of the common steps used to test the common interfaces used as part of the solution being proposed.<br>2. Data transmission: provide an example of the steps taken to verify that data that is transmitted between the ADM application and the current pharmacy system will be tested to ensure that all data is sent and received is accurate.<br>3. All hardware parts: provide an example of how technical hardware such as routers or servers are tested to ensure that they are functioning and working to support data transmissions and that all machines are functioning to support the complete process. | X | | | |
| Response: Security requirements are integrated during all phases of the software development lifecycle (SDLC). Omnicell uses DISA (Defense Information Systems Agency) STIGs (System Technical Implementation Guide) and NIST RMF (Risk Management Framework) as part of SDLC. These standards are available at DISA and NIST websites. | | | | | |

Example: Omnicell Unity Architecture

**Customer Provided Systems**
- WSUS Server
- Active Directory
- Hospital / Pharmacy Information System (Epic, Cerner, Meditech, Etc)

**Omnicell DataCenter**
- vSuite(SecureLink)

**Virtualized Server Environments**

HL7: Billing Cabinet Events

HL7: ADT, Orders, Formulary update

OIS Server

OC Analytics, Historical DB, Interoperability, Closed Loop, AnywhereRn, SinglePointe, Vsuite, CPM

OmniCenter Prod Server

OmniCenter Test Server

Patient, Orders, Restock Data, Inventory Updates

**Nursing**
- XT Cabinets

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