

## ADDENDUM THREE, QUESTIONS and ANSWERS

Date: July 10, 2019

To: All Bidders

From: Teresa Fleming/Connie Heinrichs, Buyers  
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal Number RFP 6101 Z1 to be opened ~~July 11, 2019~~  
**August 28, 2019**, 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.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	SEC-16	16	<p>"If the system has the ability to override edits, describe how the system audits all overridden edits and identifies information including, but not limited to, the login ID, date, and time."</p> <p>Our interpretation for this requirement is the ability to override data that exists on a record. Is this a correct interpretation of this requirement? If not, could the State please clarify the ability to override an edit?</p>	<p>Yes. DHHS requires the system to capture who made the change and when.</p>

2.	Inspections and Mobile Functionality Requirements	26-29	<p>Can you elaborate on the need for mobile inspection/field investigation capabilities? Please respond to the following:</p> <p>(a) How many mobile devices would the agency need set up to use on the new system?</p> <p>(b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system?</p> <p>(c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field?</p>	<p>(a) Approximately 100 Licensure Unit staff will need mobile capability, with a potential for up to 50 more DHHS staff. There shouldn't be a need to "set up" DHHS devices.</p> <p>(b) DHHS will use the State's devices and internet services. All devices must update the database in real time.</p> <p>(c) Currently there are approximately 500 different forms used in the field.</p>
3.	E. Scope of Work 2.x	34	How many legacy databases do you have, from which we'll convert?	<p>One - System Automation's License 2000, which currently contains approximately 655 tables and 50M records. DHHS also has approximately twelve (12) Access/Excel databases.</p> <p>DHHS also uses the federal government's Aspen Central Office (ACO) to import licensure data on a daily basis.</p> <p>ACO will be replaced by Internet Quality Improvement and Evaluation System (iQIES) beginning approximately January 2020.</p>
4.	N/A	N/A	<p>Do you have any financial interagency transfer process?</p> <p>How many?</p>	<p>Yes</p> <p>Two (2)</p>

5.	N/A	N/A	Do you ever need to "park" a payment before creating the entity?  How many processes?	No
6.	LCV-1	23	How many reciprocity processes do you have?  Which licenses require a reciprocity process?	Every individual profession has a reciprocity/endorsement process for multiple license types.  See REVISED Attachment One, Type and Number of Licensees.
7.	RLA-11	18	How many processes require the ability for reinstatement?	Every individual profession and most establishment license types have a reinstatement process for multiple license types.  See REVISED Attachment One, Type and Number of Licensees.
8.	RLA-8	18	How many audit processes do you have for continuing education?	Every individual profession has a continuing education audit process for multiple license types.  See REVISED Attachment One, Type and Number of Licensees.
9.	RLA-8	18	How many processes do you have for tracking continuing education hours?	The majority of individual license types do not track CE hours. Currently, up to 20 enter all CE hours.
10.	COM-1	24	How many unique processes do you have for gathering complaints?	Currently, complaints can be gathered in a number of ways, such as online, in person, by letter, by email, and by phone call.
11.	COM-1	24	How many processes do you have for tracking compliance related activities?	Currently, DHHS tracks compliance-related activities as follows: <ol style="list-style-type: none"> <li>1. For individuals and/or businesses subject to the Uniform Credentialing Act, License 2000 is used.</li> <li>2. For child care licensing, License 2000 is used and each of the 3 Child Care Licensing Supervisors use a separate Excel</li> </ol>

				<p>spreadsheet.</p> <ol style="list-style-type: none"> <li>3. For residential child caring/placing agencies, 2 Excel spreadsheets are used.</li> <li>4. For community-based services, 7 Excel spreadsheets and Outlook calendars are used.</li> <li>5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used.</li> </ol> <p>DHHS wants to improve its efficiencies in this area. DHHS may be willing to adapt its compliance tracking to align with the solution proposed by the bidder.</p>
12.	COM-1	24	How many unique processes do you have for investigations?	<p>Currently, DHHS tracks investigations as follows:</p> <ol style="list-style-type: none"> <li>1. For individuals and/or businesses subject to the Uniform Credentialing Act, an Access database is used.</li> <li>2. For child care licensing, License 2000 is used;</li> <li>3. For residential child caring/placing agencies, an Excel spreadsheet is used;</li> <li>4. For community-based services, SharePoint is used;</li> <li>5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used.</li> </ol> <p>DHHS wants to improve its efficiencies in this area. DHHS may be willing to adapt its</p>

				compliance tracking to align with the solution proposed by the bidder.
13.	COM-1	24	How many inspection types (processes/forms) do you have?	Currently, there are approximately 350 forms for inspections such as initial, reinspection, focused, routine, etc.
14.			Can you describe any inspection enforcement processes?  How many unique processes do you have?	See the response to Question 11.
15.			For the mobile inspection app, how many inspection forms will you need?	Currently, there are approximately 350 forms for inspections.
16.	N/A	N/A	How many entity types and address types do you need to track in your system? Examples of entity types are as follows: individuals, businesses, facilities	See REVISED Attachment One, Type and Number of Licensees.
17.	Initial Licensure and Examination Requirements	18	What exam types do you track, and what do you need this system to do with them?	<p>There are currently three (3) exam types.</p> <p>For online examinations administered by the Licensure Unit, DHHS envisions the examinations currently conducted online via Survey Monkey and ProProfs to be administered via the personal online accounts. DHHS would be notified by the system of detailed score reports that are linked to the applicant's record.</p> <p>For in-person exams administered by the Licensure Unit, DHHS envisions applicants being notified of approval to take the examination, and scheduling the examination via the personal online accounts. DHHS must be able to run attendance sheets for use during the exam. DHHS also enters exam scores, some by exam section, and some which may be calculated fields. Staff would manually enter the score reports to be linked to the</p>

				<p>applicant's record. Some exams must be administered periodically, depending on the license type, as a condition of renewal.</p> <p>For examinations administered by others, DHHS envisions staff notifying the applicant and the testing entity via the personal online accounts that the applicant was approved to take the examination. Exam companies would interface with the system to enter score reports on the applicant's record.</p> <p>See ILA section of the REVISED Attachment Two Business Requirements Traceability Matrix – Initial Licensure and Examination Requirements.</p>
18.	Initial Licensure and Examination Requirements	18	Can you describe any exam retake processes, and how the system will support these?	<p>The retake processes should be much like the initial exam processes described in Question 17.</p> <p>The system should document exam data, such as administrator, type of exam, scores, etc., for each exam taken. The number of exams taken should be tracked and alert staff when the limit for the license type is reached.</p>
19.	N/A	N/A	What address types need to be available for change online, and as part of what processes?	<p>Address change capability should be available to individual licensees at any time on the website, and as part of renewals.</p> <p>Only individuals can change their address. Establishments are not allowed to change their address.</p>
20.	N/A	N/A	We typically create individual login and dashboard pages for each entity type that has access to license and application functionality and services. Based on this information, how many different types of	Bidder should provide a response that meets the requirements of the RFP.

			online logins and dashboards do you need?	
21.	ONL-7	23	How many applications require the ability to submit online?	<p>All of the license types have multiple applications, such as initial, renewal, reinstatement, exam, etc.</p> <p>See REVISED Attachment One, Type and Number of Licensees.</p>
22.	N/A	N/A	<p>How many back-office renewal processes (types) do you need?</p> <p>Do all license types renew?</p>	<p>The State is unable to respond due to not knowing what is meant by “back-office renewal processes (types)”.</p> <p>DHHS currently has approximately 378 license types. Approximately 83 of the approximately 378 license types do not renew.</p> <p>There are five categories of renewal processes:</p> <ol style="list-style-type: none"> <li>1. Individuals</li> <li>2. Businesses</li> <li>3. Child Care</li> <li>4. Community-Based Services</li> <li>5. Health Care Facilities and Services</li> </ol> <p>See REVISED Attachment One, Type and Number of Licensees.</p>
23.	ONL-7	23	<p>How many online renewal processes (types) do you need?</p> <p>Do all license types renew online?</p>	<p>See the response to Question 22.</p> <p>Of the approximately 295 license types that currently renew, DHHS envisions all of them renewing online.</p>
24.			Our application uses role-based security to provide access to data elements and functionality within the software system. How many different security roles do you envision requiring?	<p>Bidder should provide a response that meets the requirements of the RFP.</p> <p>DHHS envisions needing basic security roles, such as administrator, manager, support staff, accounting, etc.</p>

				DHHS envisions being able to edit security roles assigned to specific staff, to limit access/capability or allow more access/capability, depending on the specific staff's needs.
25.	COM-2	25	How many unique online complaint submission processes will you need?	The State is unable to respond due to not knowing what is meant by unique online complaint submission "processes".  DHHS requires all complaint submissions to be online.
26.	Data Interface Requirements	31	How many one-way and two-way data exchange interfaces will you require (imports or exports)?	Unknown. At this point, DHHS anticipates disciplinary databanks, compacts, schools, exam companies, and employers may interact with the system.
27.	N/A	N/A	How many audit processes do you have?	The State is unable to respond due to not knowing what is meant by "audit processes."
28.	ILA-13	14	How many license types need to establish a supervisor online?	Currently, approximately 20 license types need to establish and track supervisors and/or employers.
29.	RFP V. D. 3.	27	<i>"DHHS requires a system where all hardware and software are hosted and maintained through the Contractor."</i> Is this requirement limited to server/"cloud technology" or does this include devices such as computers, tablets, mobile technology, etc.?	Only server/cloud technology.
30.	RFP B. 1. b., VI. 10	26, 41	In the process of review, would consideration be made to splitting the award?	DHHS intends to award a single contract.
31.	RFP V. A.	24	Has your agency researched potential solutions in the process of forming this RFP? If so, what systems/vendors?	DHHS researched systems currently in use by other government entities. DHHS invited the following vendors to give demos in 2015, prior to starting the RFP:  Accela Inc Iron Data Nebraska Interactive System Automation Corporation



				<p>In 2016, the Office of the Chief Information Officer (OCIO) conducted an RFI for potential vendors of licensure software, and invited various state agencies who have licensing responsibilities to the demos. The following vendors gave demos:</p> <p>Albertson Consulting Inc./Big Picture Software</p> <p>Cadalys Inc.</p> <p>DataBank IMX</p> <p>GL Suite Inc. dba GL Solutions</p> <p>Micropact Global Inc.</p> <p>System Automation Corporation</p> <p>Vertiba LLC</p>
32.	RFP V. E. a., e., d.	27	<p>Is DHHS willing to give access or demonstrate the current licensure technology and process before July 1, 2019?</p> <p>Is the state willing to provide documentation as to the scope of the current records needed to be digitally converted?</p>	<p>Due to PHI, DHHS will not give access or demonstrate the current system. Our current data systems include System Automation's License 2000 and the federal government's Aspen Central Office.</p> <p>There are currently approximately 94 microfilm rolls with up to 1500 pages of records on each roll, for up to 141,000 microfilm records that need to be digitally converted. Additionally, approximately 25,000 pages of Board meeting minutes and associated files must be digitized.</p>
33.	MOB-1-11 Attachment 1	24-26	<p>While <i>Attachment One</i> provides documentation for professions/occupations, can documentation be provided for the type and number of facilities that are inspected during a specific time period?</p>	<p>Currently, approximately 7,000 inspections/surveys are conducted annually, on license types such as Water Wells; Cosmetology schools &amp; salons; Nail Tech schools &amp; salons; Body Art facilities; massage therapy schools &amp; establishments; funeral establishments &amp; branches;</p>

			<p>What agencies will be utilizing the inspection module?</p> <p>Can the state provide the current inspection forms, investigation templates, and/or example reports for applicable agencies?</p>	<p>Community-Based Services; Hospitals; Health Clinics; EMS Services &amp; Training Agencies; Nursing programs; Nursing Homes; Assisted Living Facilities; Home Health Agencies; Hospices; Adult Day Services; Children's Day Health Services; Rural Health Clinics; Health Maintenance Organizations; ESRDs; Mental Health Substance Use Facilities; Centers for Developmentally Disabled facilities; Psychiatric Residential Treatment Facilities; Intermediate Care Facilities; Public Water Systems; Asbestos, Lead, and Radon Mitigation establishments; Nurse Aide programs; and Child Care establishments with 7 license types.</p> <p>DHHS staff will use the module, and others with read-only capability will utilize the information.</p> <p>See Attachment Six - Inspection Documents</p> <p>See Attachment Seven – Investigation Documents</p>
34.			<p>Why does the system need to be certified by the Office of National Coordinator for Health Information Technology?</p>	<p>See REVISED Attachment Three, Technical Requirements Traceability Matrix, SEC-2 #6. Is hereby deleted in its entirety.</p> <p>Section V. Project Description and Scope of Work, C. Business Requirement, #4. Is hereby deleted in its entirety.</p>
35.			<p>What systems are certified by the Office of National Coordinator for Health Information Technology?</p>	<p>See the response to Question 34.</p>
36.			<p>Do all of the different license types require different applications and workflows?</p>	<p>License types each have their own application forms. No two license types have exactly the same requirements or number of processing steps.</p>

37.	B. Project Environment, 1. Current System	26	What has DHHS spent on the initial implementation, annual support, hosting, enhancements and change orders for both of the current Aspen Central Office and System Automation system(s)?	<b>Aspen Central Office</b> is provided free by the federal government via CMS.  <b>System Automation</b> 1997 through June 2019 = \$3,149,117
38.	VII. Cost Proposal	42	Does the department have a budget established for this project? If yes, can the department provide the budget amount and source(s) for this project including implementation, support and future enhancements?	DHHS does have established funding, but a budget has not been established at this time.
39.	E. Scope of Work, 2. Project Phases	27 - 37	What amounts (or range of funds) has the department allocated for each identified Project Phase:  Project Planning and Analysis,  Design, Development and Implementation (DDI),  Post-Implementation Support, and  Operations and Maintenance?	See the response to Question 38.
40.	B. Project Requirements	26	Aside from the incumbent vendors, what other vendor(s) has the department interacted with, received presentation(s), demos and pricing quote(s) for a new Licensing Information System solution within 18 months of this RFP being issued?	None.
41.	B. Project Environment, 2. Current System Usage	26	Can the State provide, for the past three years, historical metrics for the volume of transactions by license type, including frequency period, associated fees, etc.?	Current system technology does not allow DHHS to produce historical metrics and transaction volume with any accuracy.  Most individuals renew every two (2) years; most establishments renew every year. Transactions include initial, renewal, and reinstatement applications; inspections; investigations;

				disciplinary actions; accounting, etc.
42.	B. Project Environment, 1. Current System	26	What is the size of existing data, type(s) and format(s) that will need to be migrated into the new system?	System Automation's License 2000 (Oracle) currently contains approximately 655 tables and 50M records. DHHS also has approximately twelve (12) Access/Excel databases.  DHHS also uses the federal government's Aspen Central Office to import licensure data on a daily basis.
43.	C. Schedule of Events	1	Given the comprehensive and complex nature of this RFP, will the State please consider an extension of all RFP related deadlines, including the deadline to submit questions as well as the final RFP submission deadline?	See Addendum Two, Revised Schedule of Events.
44.	V. Project Description and Scope of Work	24	As 'Affordability' is identified as a critical success factor for the DHHS LIS, what does the State consider affordable for a project of this size and scope?	See the response to Question 38.
45.	C. Schedule of Events	1	As the estimated contract execution date is October 1, 2019, what is the desired / required Go-Live date (completion of DDI phase) for the new LIS system?	DHHS does not have a Go-Live date.  Bidders should specify the timeline for implementation.
46.			Do the applicants of all license types submit applications through the same public domain? If not, how many domains will need to be hosted?	DHHS envisions one domain to be hosted for all applications.  Currently, online renewal applications for individuals and businesses subject to the Uniform Credentialing Act are handled by System Automation.  Online initial applications for Nursing and online renewal applications for Long-Term Care are submitted via Nebraska Interactive.
47.			Does the State of Nebraska's credit card	Elavon currently processes refunds. Elavon must have the

			processor, which is currently Elavon, process refund? If so, what is the information that will be sent to Elavon for refund a transaction?	transaction ID and date to process refunds.  For Licensure Unit purposes, the system should record the transaction ID, licensee name, license number, license type, and payer name to ensure that payments are accurately credited and refunded.
48.			What are some use case examples for calculating averages, percentages, days between, deviations, etc. between multiple data element?	The following are examples of DHHS's current use of those terms:  Days between would compare, for instance, the date an application was entered and the date the license was issued, and give us the total number of days for each application.  An average may be the average number of days it took for all Nursing applications to be issued.  Percentages would be the percentage of nursing applications issued within two days.  Deviations would show the outliers in the data, such as one problematic application that took sixty days to process.
49.			How many application forms are expected for going live?	See the response to Question 21.
50.			How many administrators are expected in managing the system?  Should the administrators be able to access and manage the applications across all license types?	Approximately 30  Yes
51.			What is your budget for this RFP?	See the response to Question 38.
52.			How many integrations/Data Interfaces are expected to enter into the Licensure system?	Unknown. At this point, DHHS anticipates disciplinary databanks, compacts, schools, exam companies, and employers to interact with the system.

			For those integrations, do API's already exist?	As of today's date, Nursing, Physicians, Physical Therapy, and EMS, have compact agreements with Nebraska. DHHS currently exchanges data on Nursing, Physicians, and PT. DHHS anticipates more compact agreements in the future.
53.			In the list of professions that are licensed, is the expectation that the data for inactive licenses will be imported and have ability to report on, but will not be editable?	All data needs to be migrated, be editable, and be used in reports.
54.			Is the expectation that all legacy data will be imported, including for those licenses where there are only a few licensees?	Yes.
55.			Is the expectation that all line items with licensees listed will require the ability to input data and issue a license, or is there a minimum number of licensees that would be required before this ability is required?	Yes, all line items will require the ability to input data and issue a license.
56.			What is the information that will be sent/received from Aspen Central Office?	70 ACO tables are currently linked to the Access database via an ODBC connection (not an interface), which retrieves requested data from ACO as needed. The Access database is used to track state licensure data and generate licenses, renewals, correspondence, reports, etc. No data is sent from the Access database to ACO.  See the response to Questions 3.
57.			Do you have interface information on Aspen?	See the response to Question 56.
58.			Is the removal of information that is past the mandatory retention period mandatory or can the records be retained beyond the	See REVISED Attachment Two Business Requirements Traceability Matrix, GEN-12

			retention period?	
59.			<p>For integrations with schools, compacts and examinations companies, can a standard method be developed for these communications, or will a unique method need to be developed for each one?</p> <p>If a unique one needs to be developed, how many different integrations are there?</p>	<p>No. At this point, DHHS anticipates disciplinary databanks, compacts, schools, exam companies, and employers to interact with the system. The system should have a unique method developed for each one.</p> <p>Unknown.</p>
60.			<p>Are the integrations listed under the design section (page 33; viii Master Schedule of Interface Development Efforts) for Licensure compact organizations complete or are there others?</p> <p>If so, who?</p>	<p>See the response to Question 52.</p>
61.			<p>For the data conversion, is the expectation that the contractor will act as an advisor to this process, or be responsible to de-duplicate data, standardize the data and perform other data cleansing steps?</p> <p>If the contractor is responsible, will resources be available to help make cleansing decisions?</p>	<p>The Contractor will be responsible for all data standardization and cleansing.</p> <p>Yes</p>
62.			<p>How many different systems is the data for the data conversion stored in?</p> <p>Is it consistent within each system?</p>	<p>System Automation's License 2000 (Oracle) currently contains approximately 655 tables and 50M records. DHHS also has approximately twelve (12) Access/Excel databases.</p> <p>DHHS also uses the federal government's Aspen Central Office to import licensure data on a daily basis.</p> <p>No.</p>
63.			<p>For the training, is the trainer group going to be trained on how to maintain</p>	<p>Yes.</p>

			the forms and workflows that will be created, and/or on how to support the end users using the license forms and workflows that will be created?	
64.			For the 12-month post implementation period, can the fees charged be higher given the higher level of support that is expected, or must the fees be the same for the 5 year initial period, including the initial 12-month post implementation period?	The cost will remain fixed for the initial 5-year period, however the cost proposal allows the bidder to provide different costs for each year.
65.			For the Operations and Maintenance does "Support policy and process changes" relate to additions and changes to each individual license during the entire 5-year duration?	Yes
66.			For the Operations and Maintenance does "Keep portal up to date" mean to perform updates to the content on the portal?	No. DHHS plans to update its forms, etc. that are made available on the portal.
67.			For elements of the requirement that will require either custom development or a 3rd party application, how should those be identified and priced?	All costs must be included in the cost proposal, including 3rd party applications and any custom development required as part of the proposed system.
68.			How should elements where custom development is required, but more details are necessary to provide a cost estimate be handled?	See the response in Question 67.
69.			Do you have specifications on what information should be sent to SharePoint and OnBase (ACT-1) and the interface specifications for SharePoint and OnBase?	OnBase is currently used by DHHS for document storage, but does not interface with L2K.  SharePoint is currently used as a workflow management tool, using information extracted from L2K that partially auto-populates a refund form that is then uploaded to SharePoint after additional manual entry.  DHHS does not have interface specifications for OnBase or SharePoint.



70.			For the migration of data and going live with license applications, is it acceptable to do this in incremental steps, such as bringing all of the child care licensing items online and then a different group of licenses online and so forth?	Bidder should provide a response that meets the requirements of the RFP.  DHHS may accept the staged data migration method.
71.			Is the user information consistent between the different licenses? For example, if someone is licensed as both a paramedic and a nurse, is their core data the same or could it be different between the licenses?	No.
72.	Business Requirements: BID-3	3	The requirement states "Provide a data dictionary that includes all fields, the length of those fields, and how much of the fields are displayed at a time."  As an enterprise licensing COTS system, we have a vast data model and the data dictionary is several hundred pages.  Can the state please confirm if it is requesting that bidders provide their data dictionaries as part of the proposal or if this artifact can be provided prior to contract award?	See REVISED Attachment Two – Business Requirements Traceability Matrix to delete the following sentence in its entirety: "Provide a data dictionary that includes all fields, the length of those fields, and how much of the fields are displayed at a time."  The Contractor must provide the data dictionary within 30 days following contract execution.
73.	Business Requirements: BID-3	3	Our data dictionary, if printed, would total several hundred pages, which is not conducive to paper submission. If the State is requesting that bidders provide their data dictionaries as part of the proposal, will it accept a secure hyperlink to a website containing a data dictionary?	See the response to Question 72.
74.	Business Requirements: BID-7	4	The business requirement states "Describe the document scanning methodology used, including	The Licensure Unit currently scans paper documents with a copier. DHHS also receives already-scanned documents.

			<p>compatible software packages that interface with the system, and how documents are attached, referenced, and deleted from license records.”</p> <p>We interpret this requirement as the state has an existing scanning, OCR and document capture solution that will generate image files that will be ingested into the licensing system.</p> <p>Can the state please confirm this interpretation is in line with state expectations and, if necessary, provide details about the solution?</p>	<p>In either case, DHHS will need to attach those documents to the licensee record.</p> <p>The bidder should provide the best response to meet all the requirements of the RFP.</p> <p>DHHS is open to new processes to improve operational efficiencies.</p>
75.	Business Requirements: BID-9	4	<p>The business requirement states “Provide a draft Contract Closeout Plan which includes all the items specified in Section II. Terms and Conditions, V. Contract Closeout.” However, Section II. (Terms and Conditions), Item V. (Contract Closeout) of the RFP states “Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:</p> <ol style="list-style-type: none"> <li>1. Contractor shall develop a Contract Closeout Plan and submit it to DHHS for review and approval”</li> </ol> <p>Is it acceptable to the State for bidders to provide a draft Closeout Plan upon closeout of the project and not as part of the original proposal?</p>	No.
76.	Business Requirements: BID-10	4	<p>The business requirement states “Provide the governmental regulatory entities that are currently using its licensure software</p>	No. Bidders must provide the names of all governmental regulatory entities that are currently using its licensure software system.

			<p>system, if any, and provide names and phone numbers of the entities' system administrators."</p> <p>With more than 30 agencies using our system today, would it be acceptable to the state for bidders to provide five agencies that are similar in size and scope to NE DHHS, or another number of agencies acceptable to the state to satisfy this business requirement?</p>	
77.	Business Requirements: ONL-7	31	<p>The business requirement states "The system should facilitate and document two-way communication between staff, applicants, licensees, and the public. The system should provide a drop-down list of shared email accounts identified by what types of questions should go to each one."</p> <p>Could the State elaborate on the above requirement to help us better understand how the online portal will allow State staff to interact with the general public?</p>	<p>Bidder should provide a response that meets the requirements of the RFP.</p> <p>DHHS is open to new processes to improve operational efficiencies.</p>
78.	Business Requirement: ONL-10	31	<p>The requirement states "[t]he online payment system must use the State of Nebraska's credit card processor, which is currently Elavon...".</p> <p>Can you please indicate which Elavon product (e.g., Converge, USBank) the state is currently using?</p>	<p>Contract <a href="#">66533 O4</a> is with U.S. Bank for Credit Card Processing.</p> <p>Elavon does not use a specific product, but whatever product is used must be either an Elavon product or certified with Elavon.</p>
79.	Business Requirement: ONL-12	32	<p>The requirement states "Describe how the system will allow the public to complete and submit applications online; submit related documentation; view application status/checklist/deficiencies; schedule and take examinations; review scores; make payments;</p>	<p>See the response to Question 17.</p> <p>Additionally, refer to ONL section in the REVISED Attachment Two – Business Requirements Traceability Matrix for further detail.</p>

			and receive receipts through an intuitive interface.”  Can the State elaborate on its vision for scheduling and taking examinations and reviewing scores?	
80.	Business Requirements: ONL-17	33	Business Requirement ONL-17 states: “Public meeting and hearing information, such as notices, agendas, minutes, proposed regulations, 407 reviews, etc. should be available to the public via the public-facing website. The public should be able to subscribe to information of interest to them, and automatically be notified when such information is made available or updated on the website. Information on upcoming events should be posted as it arises, and public access to past event information should be maintained..”  We interpret this requirement to mean that public meeting and hearing information stored in the LIS be made available on the NE DHHS website. Can the state confirm this interpretation, or provide further elaboration?	DHHS envisions publishing data to a portal.
81.	Schedule of Events	1	The requirements of the RFP response are extensive and will require detailed responses to ensure compliance. Will the State consider extending the proposal open date by four weeks (to August 8, 2019)?	See Addendum Two, Revised Schedule of Events.
82.	II. Terms and Conditions:  M. Performance Bond	12	The language states The Contractor may be required to supply a bond. Will a performance bond be required on this contract in addition to the liquidated damages?	If a performance bond is required, it will be in addition to the liquidated damages.
83.	II. Terms and Conditions:	12	Recent state RFPs for licensing systems have	Section II. Terms and Conditions, M. Performance

	M. Performance Bond		required a fixed \$75,000 bond to be held during the implementation phase of the contract (not for implementation AND support/maintenance period). Requiring a bond equal to the implementation value may inadvertently provide an unfair advantage to vendors that propose the lowest price. Would the state consider a bond requirement similar to the recent NE Banking and Finance RFP (e.g. fixed \$75,000 bond to be held until go-live)?	Bond is hereby deleted and superseded to the following:  The Contractor may be required to supply a bond executed by a corporation authorized to contract surety in the State of Nebraska, payable to the State of Nebraska, which shall be valid through implementation and three months after complete implementation and returned with written approval from DHHS. The amount of the bond must be for the contract amount for the implementation period. The bond will guarantee that the Contractor will faithfully perform all requirements, terms, and conditions of the contract. Failure to comply shall be grounds for forfeiture of the bond as liquidated damages. Amount of forfeiture will be determined by the agency based on loss to the State. The bond will be returned when the service has been satisfactorily completed as solely determined by the State.
84.	V. Project Description and Scope of Work  E. Scope of Work  2. Project Phases  b. Design, Development, and Implementation (DDI) Phase	32	Phase 3 (Design) and Phase 4 (Development, Interfaces, and Integration) and their associated Requirements suggest a project incorporating substantial software development. However, our implementation approach is consistent with the State's desire on p. 1 of the Business Requirements Traceability Matrix to "implement a commercial, off-the-shelf (COTS) licensure software system with as little customization as possible."  The requested Phases and Requirements reflect implementation phases and requirements for a custom-developed solution. Are	Bidder should provide a response that meets the requirements of the RFP.

			these required if the vendor proposes a COTS solution?	
85.	Business Requirements: INT-1	29	<p>Business Requirement: INT-1 states “Describe how the system supports two-way data interfaces with other applications as needed, to export and import data. An industry-standard HL7 interface is desired.”</p> <p>Can DHHS describe the requirements for HL7 interfaces in support of transfer of clinical data in the LIS?</p>	HL7 standards are available at <a href="http://www.hl7.org">www.hl7.org</a>
86.	Business Requirements: ILA-18	16	<p>Business Requirement ILA-18 states: “Describe how the system will accommodate the nursing and faculty loan program, including contact information, loans, payments, etc.”</p> <p>Can DHHS describe its requirements for integrating the nursing and faculty loan program in the LIS?</p>	Data is currently stored in a small database regarding recipients, loan amounts, payment data, and current amounts owed. DHHS envisions migrating this data and creating payment tracking functions in the system, much like other accounting transactions.
87.	Business Requirements: ILA-9	13	<p>Business Requirement ILA-9 states:</p> <p>“The system should allow staff to register applicants for examinations, create sign-in sheets, verify the identity of applicants, administer tests, link applicant records, allow score uploads from providers, create related letters/emails, and track communication with applicants.”</p> <p>Can the State elaborate on the requirement to administer tests?</p>	<p>See ILA section of the REVISED Attachment Two – Business Requirements Traceability Matrix – Initial Licensure and Examination Requirements.</p> <p>For online examinations administered by the Licensure Unit, DHHS envisions the examinations currently conducted online via Survey Monkey and ProProfs to be administered via the personal online accounts. DHHS would be notified by the system of detailed score reports that are linked to the applicant’s record.</p> <p>For in-person exams administered by the Licensure Unit, DHHS envisions applicants being notified of approval to take the examination, and scheduling the examination via the</p>

				<p>personal online accounts. DHHS must be able to run attendance sheets for use during the exam. DHHS also enters exam scores, some by exam section, and some which may be calculated fields. Staff would manually enter the score reports to be linked to the applicant's record. Some exams must be administered periodically, depending on the license type, as a condition of renewal.</p> <p>For examinations administered by others, DHHS envisions staff notifying the applicant and the testing entity via the personal online accounts that the applicant was approved to take the examination. Exam companies would interface with the system to enter score reports on the applicant's record.</p>
88.	General - Exceptions	N/A	<p>Are bidders allowed to provide any exceptions to the RFP requirements? For example, there are requirements that would not apply to cloud-based solutions or, in some cases, the Cloud Solution Provider does not fully meet requirements explicitly as written. How are bidders to include these exceptions or assumptions, with explanation, in their proposal for the State's review and consideration without being non-compliant with the RFP?</p>	<p>The bidder should explain the exceptions or assumptions in the response box in each requirement excluding statutory terms and conditions.</p> <p>See Section I. Procurement Procedures, G. Deviations from the Request for Proposal.</p>
89.	Cost Proposal, Proposal Instructions	39	<p>Please provide guidance on where LIS software and hosting related fees for Year 1 are to be detailed in the Cost Proposal spreadsheet.</p>	<p>Software and hosting-related fees for Year 1 should be included in the Post-Implementation Support fee (cell D49) in the Cost Proposal.</p>
90.	Cost Proposal, Proposal Instructions	39	<p>Please confirm that maintenance and operations cost for initial Years 2 - 5 and optional Years 6 -11 should incorporate the fees associated with LIS software</p>	<p>Yes.</p>

			and hosting.	
91.	General - User Count	N/A	In order to derive at a licensing cost estimate we are seeking the total number of named users that will access the solution. What are the anticipated total number of DHHS internal users that will require access to the licensure solution? What is the volume of external users (constituent/customer) that will be accessing the solution on a monthly basis? For each of these user counts, please provide total number of users, and not just number of users accessing the system at any one time.	DHHS envisions the following:  DHHS Staff: approximately 300  Board Members: approximately 260  Licensees: See REVISED Attachment One, Type and Number of Licensees  Applicants: Unknown  General Public: Unknown  Examination companies, schools, compacts, board meeting followers, etc.: Unknown
92.	Scope of Service; Page 1; Section C - Schedule of Events	1	Because of the upcoming Fourth of July holiday and the need for additional clarity around user counts, we would like to request that the State extend the bid due date by at least one week in order to ensure there is ample time in which to incorporate answers to vendor questions and to provide best value in our response.	See Addendum Two, Revised Schedule of Events.

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